

St Paul's Way Medical Practice

A guide to our services



Appointments: 020 7538 0833

Opening hours: 8.00am to 8.00pm Monday to Friday
9.00am to 5.00pm Saturday

This practice is within the
Tower Hamlets Area


Tower Hamlets

Welcome

Welcome to the St Paul's Way Medical Practice. The purpose of this booklet is to help you make better use of the services we provide. We hope you will find your care efficient and friendly.

General information

There is easy access for people with disabilities and we are conveniently sited close to local shops, including a pharmacy which is opposite the practice.

You can find us next door to St Paul's Way School.

St Paul's Way Medical Practice is run by Atos Healthcare working with NHS Tower Hamlets.

Opening times

Monday to Friday

8.00am to 8.00pm

Saturday

9.00am to 5.00pm

Out-of-hours service

If you have a medical problem out of practice hours, please call the out-of-hours service directly on 020 7377 7151.

If you call the practice number out of practice hours, you will be given the number above via an automated message.

Practice Doctors

Dr Fahim Chowdhury (Lead GP)
BSc. MBBS MRCP MRCGP

Dr Kalsang Choeden
MBBS

Dr James Coady
BSc. (hons) MBChB DRCOG
JCPTGP MRCGP

Dr Mustafa Ebrahimjee
MBChB MRCGP DRCOG

Dr Amjad Khan
MBBS MRCGP BSc (hons)

Dr Farah Latif-Montgomery
MBChB MRCGP

Dr Ike Nnene

MB BS MRCGP MRCOG DFFP

Practice team

Centre Business Manager

- Stephen Brown

Administrative Managers

- Shepali Begum
- Farya Siddique

Medical Secretary

- Sabina Sheak

Receptionists

- Shapla Begum
- Shahanaz Begum
- Zakwan Chowdhury
- Shojula Chowdhury
- Nazma Khanom
- Rozina Khanom
- Retha Syeda

Practice Nurses

- Lara Onabolu
- Maxine West

Healthcare Assistant

- Jaspal Kaur

Other services available

- Antenatal checks
- Community psychiatric nurse services
- District nurses
- Family planning
- Flu vaccinations
- Foreign travel
- Health checks for people with learning disabilities
- Health advocates
- Health visitors
- Immunisations
- Medical examinations (not covered by the NHS)
- Neo-natal checks following home births
- Phlebotomy
- Stop smoking

Appointments

For patient appointments, please visit reception or call 020 7538 0833. The practice has a policy of offering a chaperone. If you would like a chaperone when being examined, please ask or you are welcome to bring a friend or relative. If you require an interpreter, please request one when booking your appointment.

Home visits

Home visits may be requested by ringing the standard practice number 020 7538 0833. Home visits are undertaken during the following hours:

Monday to Friday

10.30am to 11.30am
3.00pm to 4.00pm
7.00pm to 8.00pm

Saturday

11.30am to 12.30pm

Contacting us

For patient enquiries, please call 020 7538 0833. Telephones are very busy in the morning. Please make routine appointments and enquiries after 12 noon if possible.

For enquiries about blood test results and medication reviews, please try and telephone during the following times:

Monday to Friday

9.30am to 10.30am
1.00pm to 1.30pm
5.30pm to 6.00pm

Saturday

2.30pm to 3.00pm

Blood test results will only be available after this time. Please give your name, date of birth and the date the test was carried out when calling.

Help us to help you

Please keep your appointments. Tell us as soon as possible if you cannot attend.

To cancel your appointment, please call the cancellation line on 020 7538 0833. Try to be on time. Home visits are for patients who are too ill to come to the practice.

Please inform us when there has been a change to your circumstances, for example, change of address or telephone number.

Please ask questions if you're unsure of anything, we welcome your comments.

Health promotion

You can improve your health by:

- Not smoking
- Not becoming overweight
- Eating a healthy diet
- Drinking alcohol in moderation (your Doctor can advise on safe levels of drinking)
- Taking regular exercise
- Having regular blood pressure checks (simple checks that can be carried out by the practice nurse or healthcare assistant)

Clinics

The following clinics will be offered to our patients in the future:

- Asthma
- Baby clinic
- Cholesterol
- Diabetes
- Heart disease prevention
- Hypertension
- Menopause/well woman

Referral to hospital

Should your Doctor need to refer you to a specialist and more than one provider is available, you will be offered a choice. The Choose and Book system can be explained to you at the practice.

Repeat prescriptions

The Doctor may not need to see you every time you need a repeat prescription. You will be given a repeat print-out which may be left at reception and your prescription will be ready within 48 hours. You can also fax your repeat prescription to us on 020 7515 3032.

Confidentiality

Everyone working for or with the NHS has a legal duty to keep information confidential. Information on our computer system is subject to the Data Protection Act and is held to help us plan and provide the correct health services for you.

NHS Direct

NHS Direct is a 24 hour confidential helpline staffed by expert nurses. By calling 0845 4647 you can speak to a nurse for advice at any time of the day or night. This helpline has access to interpreters who can speak other languages.

NHS Direct Online is an internet site which provides information about health services, conditions and treatment choices. Please visit www.nhsdirect.nhs.uk

Accident & Emergency

The nearest Accident & Emergency is: The Royal London Hospital, Whitechapel Road, Whitechapel, London E1 1BB.

Aggression or violent behaviour on practice premises

Any abusive behaviour or violent act toward Doctors, practice staff or persons present on practice premises will result in immediate removal from the list.

Practice staff are instructed to seek immediate help from the Police should personnel, members of the public or practice premises be subjected to aggressive behaviour.

Patients' charter

We aim to ensure:

- Patients are greeted in a friendly manner
- Patients are seen within 20 minutes of their appointment time. Where there is likely to be a delay, patients will be informed
- Patients are treated with courtesy by Doctors, all other providers and employees
- The practice will offer guidance to patients to promote good health and avoid illness. Self help advice as in the case of minor illness can be undertaken without reference to a Doctor
- Patients have the right to ask questions about their health, illness and treatment, and to have these questions answered

- We welcome your comments and will do our best to help you. However, should you feel unable to discuss your concern with us, please contact the Patient Advice and Liaison Service (PALS) at NHS Tower Hamlets, telephone 0800 389 3093 or email pals@thpct.nhs.uk

Your complaint will be acknowledged in writing within two working days of receipt.

The complaint will be fully investigated and an explanation will be sent to you in writing. We would like to assure all patients of complete confidentiality at all times during the complaints process.

Practice complaints procedure

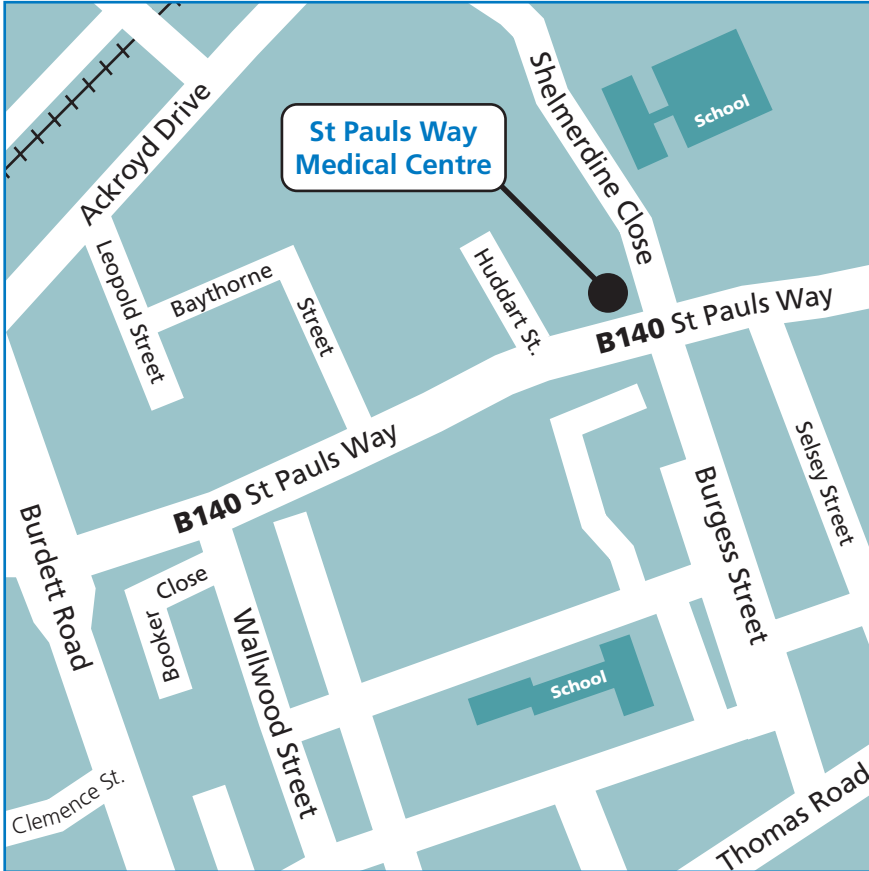
If you have a complaint regarding the service you have received from a member of staff or Doctor working at the practice, please let us know. We would like you to inform us as soon as possible.

All complaints should be addressed to:

Mr. Stephen Brown

Centre Business Manager
St Paul's Way Medical Practice
99 St Paul's Way, Bow
London E3 4AJ

How to find us



St Paul's Way Medical Practice

99 St Paul's Way, Bow, London E3 4AJ
www.stpaulswardmedicalcentre.nhs.uk