

Home Visits

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the practice in the time that it takes to do a home visit. Home visits are made at the discretion of the doctors, based on medical need. Lack of transport is not a reason to request a home visit.

Evenings & Weekends [Out of Hours]

GP Enhanced Services provided by Waltham Forest GP FedNet

You can call the service directly on **020 8519 3999** between 12pm-8pm Mon-Fri and 8am-6pm on weekends.

If your GP practice is closed and you are in urgent need of medical attention that cannot wait then call 999 alternatively you call 111, you will be assessed straight away. If it is an emergency, an ambulance will be despatched immediately without the need for any further assessment.

Repeat Prescription

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions must be made in writing using the repeat prescription slip. We are unable to take orders or issue repeat prescriptions over the phone or at weekends, public holidays or out of normal hours. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Repeat prescription slips may be dropped into the practice, posted or Faxed to **020 8923 1199**. Please request repeat medication well in advance and remember to make an appointment to see the doctor before your review date expires. The practice offers the Electronic Prescription Service (EPS), allowing patients to collect some acute and repeat prescriptions directly from their nominated pharmacy. The centre is able to transmit prescription requests directly to the pharmacy. Please discuss this with your pharmacist if you are interested in setting this up.



Clinician's Hours & Preventive Services

Day	Consultation Hours	
	AM	PM
Monday	9am-12.30pm	3.30pm-7.30pm
Tuesday	9am-12.30pm	3.30pm-7.30pm
Wednesday	9am-12.30pm	3.30pm-7pm
Thursday	9am-12.30pm	CLOSED
Friday	9am-12.30pm	3.30pm-7pm
Monday's & Tuesday's - Extended hours: 6.30pm-7.30pm		
Preventive Services	Name of holder	Operation Day Clinic Hours
Vaccinations	Practice Nurse	Mon, Wed, Thurs
Diabetes Clinic	GP or Practice Nurse	Mon-Fri
Family Planning	GP or Practice Nurse	Mon-Fri
Asthma	GP or Practice Nurse	Mon-Thurs- GP Fri - Nurse
Childhood Imms	Practice Nurse	Mon-Fri
Smears	Practice Nurse	Mon, Wed, Thurs
Mother & Baby	GP	Wednesdays
Cervical Screening	Practice Nurse	Mon, Wed, Thurs

Sick Child & Urgent Appointments
Cases will be seen as soon as possible if the patient calls the surgery in emergency. Please remember you may not always see the doctor of your choice.

Dr Shantir's Practice

354-358 Forest Road, Walthamstow, London E17 5JL

Tel: 020 8520 7115 Fax: 020 8923 1199

www.drshantirpractice.co.uk

PRACTICE LEAFLET

GENERAL Practitioner

Dr Dauod Shantir (Principal GP-Male)
GMC number- 2657758

PRACTICE Nurse

Bernice Roberts (Female)
June Chevannes (Female)
Aramide Mogaji (Female)

HEALTHCARE Assistant

Jolanta Kelneryte (Female)

PRACTICE Manager

Amal Shantir (Female)
[Also the Complaints Manager]



Opening Times:

Monday & Tuesday: 8am-7.30pm

Wednesday & Friday: 8am-7pm

Thursday: 8am-6.30pm

PLEASE TAKE A COPY

[Revised January 2019]

**To book an appointment & queries
Please phone the practice during opening hours:**

WE ARE CLOSED

Weekends and ALL National Bank Holidays

For advice on illnesses and local health services

Website: <http://www.nhs.uk/pages/home.aspx>

The practice has suitable access for disabled patients via the front entrance and our consulting rooms are on the ground floor.

Appointment

Please phone the practice if you require seeing a Doctor. We anticipate providing appointments for the same day. A separate leaflet is available for the appointments and time.

Whenever possible, we will book your appointment with the doctor of your choice. Please let reception know your preference at the time of booking.

If there is no face-to-face appointment available on the day you will be requested to call for the next available session.

Accident & Emergency 999

If you or someone in your care experiences severe chest pains, loss of blood or suspected broken bones, go to your nearest Accident & Emergency Department or call 999

Whipps Cross University Hospital

Whipps Cross Road
Leytonstone
E11 1NR

Tel. 020 7377 7000 - - Open: 24 hours

Practice Catchment Areas [Boundaries]

All areas within E17 - Upper Walthamstow, Higham Hill, Walthamstow Central, Wood Street, St James Street, Blackhorse Road

Patient Access

Once registered to Patient Access, you will be able to book your own appointments, order repeat prescriptions and view your medical summary online. www.patient.emisaccess.co.uk
Please ask the reception staff for more details.

**In case of emergency, call 999 for an ambulance
Or visit Accident and Emergency.**



Carers

The practice is keen to look after the health of carers and offers annual carers health checks with the GPs. More support can be found on www.carersfirst.org.uk/Waltham_Forest

Telephone: 0300 303 1555

Email: hello@carersfirst.org.uk

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the practice that abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available.

Named GP

All our patients have a named GP who is responsible for your overall care at the practice, you should contact the practice if you wish to know who this is, and that if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate your request.

Clinical Commissioning Group

Waltham Forest Clinical Commissioning Group

Kirkdale House
7 Kirkdale Road
London
E11 1HP
Tel. 020 3688 2604

Email: wfccg.enquiries@nhs.net

Website: www.walthamforestccg.nhs.uk

Investigations and Specimens

Please call the practice between 12pm – 1pm Mon-Fri for investigation results.

Change of Personal Details

Patients are asked to notify the practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

Sickness Certification

If you are off work for seven days or less, no certificate is required. However, you may need to complete a self-certification form, which is obtainable from your employer.

If you are absent from work for seven days or more, because of illness, you may require a doctor's certificate. In which case, you must arrange an appointment with a doctor; otherwise a certificate will not be issued

If for whatever reason, you require a doctor's certificate covering a period of less than seven days, a private certificate can be issued at an appointment; there will be a charge for such a certificate.

Chaperone

Should you need a chaperone present at a consultation or procedure then please alert reception staff that can ensure that one is available for the appointment? It is standard practice policy for patients to be offered a chaperone for any Examination.

Late Arrivals for Appointments

If a patient is late for a routine appointment, it is practice policy to ask the patient to make another appointment, however, the doctor or nurse may still see you if time allows. Time keeping is essential if we are to provide patients with the best treatment and service they expect. We do ask for your patience if the clinician is running slightly late. We endeavour to run to time but the nature of our work does not always allow this to be possible.

How to Complain

In the first instance if you have a complaint or concern, please email or write to us for the attention of the Practice Manager at:

354-358 Forest Road, Walthamstow, London E17 5JL or email us at: ashantir@nhs.net

There is also a 'Complaints and Comments leaflet' available from reception.

How to Register

Please call or attend our practice to complete the **GMS1 Form**. You can also download this form via:

www.nhs.uk/ServiceDirectories/Documents/GMS1.pdf

We may ask for 'Proof of Identity' when registering children in your care. E.g. passport or driving licence and current utility bill or bank statement [within the last 3 months].