The Upstairs Surgery

Dr Francis Oladimeji
Dr Asif Imran

Dr Sridevi Vemulapalli

The Chadwell Heath Health Centre

Ashton Gardens, Chadwell Heath

Romford, Essex RM6 6RT

Telephone: 020 8597 1840

Email: theupstairssurgery@nhs.net

Visit our website on www.upstairs-surgery.co.uk

<main text>

Welcome To

the UPSTAIRS Surgery

GP Partners

Dr Francis Oladimeji (known as Dr Francis) MD Odessa Medical Institute, Ukraine

(Male) GMC No: 4592695

Dr Asif Imran MB BS Ranchi University, India

(Male) GMC No: 5194629

Dr Sridevi Vemulapalli MB BS Kakatiya Medical College,

(Female) GMC No: 4783358 AP Health University, India

Practice Nurses

 Sharon Ramsaroup Maria Majaz(HCA) Ulita Williams

Practice Manager

 Diane Maskell

Reception Manager

Michelle Jackson

Administration Lead

Ellie Jacobs

Receptionists And Administration Team

 Lisa Said Debbie Dalton

 Sharon Reeve Lisa Piper

 Alice Hicks Oliver Maynard

 Trendafile Ferati

PCN Staff

 Bruna, Silva Fonseca (Health & Wellbeing Coach)

 Jhumur Sarkar (Care Co-ordinator)

 Ibrahim Miah (Podiatrist)

 Parkavi Thiruvengadam (Occupational Therapist)

 Roma Dass (First Contact Physiotherapist)

 Simba Kuwaza (Mental Health Practitioner)

 Christiana Osmond (Clinical Pharmacist)

 Stephanie Osei-Amoak (Physician Associate)

All staff at this practice will do their best to assist you in any way they can. They undertake to make emergency, routine and clinical appointments with the doctors and nurses, issue repeat prescriptions, answer numerous queries personally and on the telephone. All staff maintain the highest level of confidentiality.

Practice Manager

Mrs Diane Maskell is the Practice Manager and is responsible for the overall running of the practice. She welcomes your views and suggestions and asks that they be put in writing to her.

If you have any complaints, please also put them in writing to her. She will reply within 14 working days of receipt of your letter.

Practice Nurses

Nurses Sharon Ramsaroup and Ulita Williams are available by appointment for:

family planning, cervical smear clinic, travel immunisation clinic, child immunisation clinic, asthma clinic, diabetic clinic, blood pressure monitoring, ear syringing, wound dressings, removal of stitches, CHD clinic, COPD clinic and lifestyle clinic.

District Nurses

These nurses will visit patients of any age who are too poorly or housebound and cannot get to the surgery. These nurses who are part of the homecare team will assess each patient's need.

Community Nurses

These nurses will visit patients of any age who are too poorly or housebound and cannot get to the surgery. Each patient's needs will be assessed by these nurses who are part of the homecare team and can usually be contacted on 020 8918 0500.

Health Visitor

There is a health visitor who covers the practice. She has special responsibilities to mothers and children under five years old.

Clinics

Child Surveillance And Postnatal Clinic

Weekly by appointment.

This is run by Dr Sridevi Vemulapalli.

Baby Immunisation

Weekly clinics on Tuesdays by appointment.

This clinic is run by Nurse Ramsaroup.

New babies will be sent for within six to eight weeks of age for their development checks; any further childhood development checks will be done at this surgery by appointment. Childhood immunisations will also be carried out by the nurse by appointment.

Smear/Family Planning Clinic

These clinics are run by Nurse Ramsaroup and Nurse Williams who will discuss all women's health issues as well as carrying out smear tests, dealing with contraceptive care and advice.

Diabetic Clinics

Nurse Ramsaroup and Nurse Williams run these clinics in conjunction with Dr Imran.  The clinics are run at various times throughout the day Monday to Friday.

Asthma Clinic/COPD Clinic

This is run by Nurse Ramsaroup.

The clinics are run at various times throughout the day on Mondays, Tuesdays and Fridays.

Minor Surgery Clinic

Monthly clinic run by Dr Francis Oladimeji. For patients who require injections at problematic joints (tennis elbow, Carpal Tunnel syndrome etc).

You must consult with one of our GPs first who will then refer you to the clinic if necessary. Should you require any further information about this clinic call us on 020 8597 1840.

NHS Health Check Clinic

This check is part of the national scheme to prevent the onset of developing heart disease, stroke, type 2 diabetes and kidney disease. It is done through general clinic appointments with
Nurse Searle or Nurse Williams.

Travel Vaccination

For advice, vaccinations and to assess how long before going abroad each vaccination should be done. Please make your initial appointment at least eight weeks before you are due to go abroad. Each patient will need to complete a Pre-Travel Assessment form and give into the surgery at least 3 working days before a travel appointment. There may be a charge for some of the vaccinations you will need: please ring reception to ascertain what they are.

Practice Area

Our practice area lies between A12/Eastern Avenue, Barley Lane (Chadwell Heath side) and Green Lane, Whalebone Lane End.

Disabled Access

Our surgery has wheelchair access.

Interpretation Services

We offer an interpretation service for any patients that require it. We use The Language shop to book these services, they require 48 hours’ notice for a face to face interpreter.

Telephone interpreter services are available on the day during consultations.

Surgery Times

Dr Oladimeji, Dr Imran and Dr Vemulapalli

Monday 8.00am - 6.30pm

Tuesday 8.00am - 6.30pm

Wednesday 8.00am - 6.30pm

Thursday 8.00am - 6.30pm

Friday 8.00am - 6.30pm

GP Appointments

We have three types of appointments available:

Booked In Advance

Bookable up to 2 weeks ahead, these provide choice and flexibility as to when and by whom patients are seen. Other appointments are released 2-4 working days ahead to make it easier for patients to see a GP with a problem that is not urgent but needs to be dealt with within a few days. A number of appointments are also available to book online.  Patients can ask a member of the reception team to sign them up for online access to book appointments from a computer, tablet or smartphone.

Available On The Day – Urgent medical problems only

Monday to Friday at 8.00am, a limited number of appointments become available if patients have an urgent and/or serious problem, enabling them to see one of our GPs on the day.  At such short notice there is much less flexibility over the time of the appointment and choice of clinician.

Telephone Consultations

Monday to Friday there are a number of telephone consultation appointments with a GP available.  This is for when patients need advice but do not need to be seen in person. The receptionist will ask for brief details to ensure this approach is the most appropriate choice for their needs. They will give the patient a time frame in which their call will be returned; patients may leave a mobile number but must ensure their mobile phone is switched on.

Whatever the situation, receptionists can only offer the appointments that are available. Appointments are always in great demand and the GPs have a finite number of hours in the day in which to meet the needs of our 6,500 patients.

Nurses’ Appointments

We book up to one month in advance for nurses’ appointments. These appointments are bookable via telephone, face to face or online.

Repeat Prescriptions

48 hours or two working days' notice must be given for repeat prescriptions. No repeat prescription requests are taken over the telephone unless the patient is housebound or has an arrangement with the practice, ie elderly patients or those who are very poorly.

Out of Hours

When surgery is closed please call our number (020 8597 1840) where patients will be transferred to our Out of Hours Service paid for by ourselves.

Patients will be advised as to what further action to take.

Hub Service

This is another service paid for by the surgery which offers an overflow of appointments 7 days a week at either North Street Medical Care or Rosewood Medical Practice (see below addresses).  Patients shall be able to see a GP locally from 6.30pm - 10.00pm on weekdays and
12.00pm - 6.00pm on Saturday and Sunday.

Please call 020 3770 1888 from 12 noon - 9.00pm Monday-Friday and 9.00am – 5.00pm Saturday and Sunday to book an appointment.  You can also book through NHS 111.

The patient must be registered with a Havering GP (The Upstairs Surgery is).

The patient will be given a time slot for attendance.

The doctors advise if patients are ill over the weekend or out of hours to please use this service rather than wait until we re-open.

Hub Sites:

North Street Medical Care - 274 North Street, Romford, Essex RM1 4QJ

Rosewood Medical Practice – 30 Astra Close, Hornchurch, Essex RM12 5NJ

How To Register With This Practice

New patients are welcome at the practice, and the patient list is open to anyone living inside the practice boundary. To register with the practice you can either visit our website and download the registration forms or collect the following forms from reception for each member of family wishing to register.

• A GMS1 form

• The Upstairs Surgery Registration Questionnaire

• The Upstairs Surgery Carers Questionnaire

These forms must then be completed and either emailed back to theupstairssurgery@nhs.net or returned to the surgery along with photocopies of the required ID and Proof of Address Monday – Friday after 2.00pm.  PLEASE NOTE IF ALL FORMS (GMS1 FORM AND NEW PATIENT REGISTRATION QUESTIONNAIRE AND CARERS QUESTIONNAIRE) ARE NOT FULLY COMPLETED AND PHOTOCOPIES OF ID AND PROOF OF ADDRESS ARE NOT BROUGHT INTO THE PRACTICE, THIS WILL DELAY YOUR REGISTRATION.

You will then be contacted within 3 weeks to confirm your registration.  All new patients over 30 years old must participate in a New Patient Health Check with the practice nurse, this appointment will be booked at the time you return the completed registrations forms.

Check list of what is needed to register:

• A GMS1 form

• 1 photo ID eg Passport or driving licence - applies to anyone over the age of 16 - PHOTOCOPIES

• 1 recent Proof of Address eg Utility bill - PHOTOCOPIES (dated within last 3 months)

• The Upstairs Surgery Carers Questionnaire Completed

• For Children under 16 you must bring photocopies of immunisations history. A purple GMS1 form must also be completed.

Patients’ will be registered with the practice, and not an individual doctor, however, patients do have the right to express a preference over which doctor they would like to see.

House Calls

House calls must be requested between 8.00am - 10.30am. Emergency visits only will be arranged after that time. Telephone consultations will be carried out before a house call is made.

Test Results

If your test results are normal you will not be notified.  Any abnormal results we will contact the patient via SMS text, telephone or letter. If you wish to discuss any test results you can call Monday - Friday to book a telephone consultation with the GP who sent you for the test.

Freedom Of Information – Publication Scheme

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. This scheme is available from reception.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who 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.

Patient Confidentiality And Data Protection

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer in line with the GDPR and Data Protection Regulations. 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 practice team.

For more information on GDPR and Data Protection, please ask a member of staff for the practices’ privacy policy or visit our website.

What To Do In Time Of Bereavement

When someone dies it is a legal requirement for a doctor to confirm that someone has passed away. There is no need to move the patient. If the doctor has recently seen the patient, a death certificate can normally be issued. However, in the event of unexpected death, the doctor will need to notify the coroner.

If Death Occurs At Home

• Telephone the doctor. They will visit to confirm death has taken place.

• Contact the funeral director to inform them that their services will be required.

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Collect the doctor's certificate from the surgery. You will be told to collect this when the doctor has completed it.

Online Access

GP online services give patients the option to book appointments, request repeat prescriptions and view their GP records, using their computer, tablet or smartphone rather than having to phone or visit their practice.

Online services complement the existing ways patients can access appointments, prescriptions and their records. Our practices already have the facility to offer online access to records and transactional services for our patients.

If you are not already registered for GP online services, please let a member of the practice team know if you would like to use this service or follow the instructions on the NHS app.

We currently offer 100% of the GP routine appointments online.

Notes

Practice Area

(within the yellow outline)