

WE OFFER THE FOLLOWING CLINICS AND SERVICES

- Well man/ Well woman clinics
- Family Planning- IUCD, mirena
- On site Health Visitor
- On site Midwife
- Diabetes clinic
- Hypertension clinic
- Asthma clinic
- Wart clinic

-Baby clinic, with provision of all Childhood immunisation

(1st & 3rd Wednesday of each month 1.30-3.30pm)

- Heart Disease screening and blood pressure checks.
- Blood cholesterol screening.

COUNSELLING SERVICES

- On site:-
- psychology
 - counselling
 - cognitive behavioural therapy

SERVICES FOR TRAVELLERS

- Free travel advice and
 - FREE TRAVEL IMMUNISATION
- We are an accredited yellow fever centre.

The practice was established in 1992.

In 1997 we moved into the present purpose-built premises.

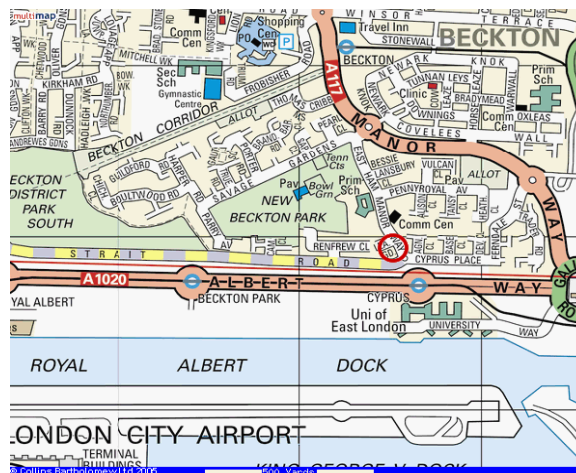
- We are a PMS Practice.

- We have ON SITE HEALTH VISITORS AND MIDWIFES

- WE HAVE MALE AND FEMALE DOCTORS

WHERE WE ARE:

Opposite Cyprus Station on Docklands Light Railway



Computers

We are a computerised practice with all information kept on computers. We are covered by the Data Protection Act. We guarantee that this information is confidential. Health Information stored on the computer is confidential and is used only for anonymised searches and statistics or by the Local Health Authority Personnel during Practice accreditation visits.

Booking Online appointments

Patients can now book appointments online. Please ask at reception for further information and your unique password to activate this service

OUR PRACTICE TEAM

The Practice Staff

Lynne Evans – Vongai Mukungunugwa NMC Registered London 2007	Practice Manager Practice Nurse
Alice Larah Addo NMC Registered London 2008	Practice Nurse
Kim Law	Snr Admin Lead / Medical Secretary
Rose Wadland	Senior Receptionist
Lesley French	Receptionist
Dionne Lyme	Senior Receptionist
Dawn Benjamin	Receptionist
Chi-Wen Nim	Receptionist
Monika Makowczynska	Receptionist
Usha Rattu	Receptionist

**WELCOME TO:
THE ROYAL DOCKS
MEDICAL TEACHING & TRAINING PRACTICE**
21 East Ham Manor Way,
Beckton London
E6 5NA
Tel: 020 7511 4466
Fax: 020 7511 1492
WE ARE HERE TO HELP YOU



www.royaldocksmedicalpractice.co.uk

The General Practitioners

Dr Jim Lawrie (MBE)MBBS MA(OXON)FRCGP
Registered 1984 London MALE

Dr Alpa Patel MBBS DRCOG MRCGP MALE
Registered 2001 LONDON

Dr Durga Satyanarayana MB, BS
Registered 1997 India FEMALE

Dr Ophelia Cheng MBBS, MRCGP
Registered 2011 London FEMALE

Dr Anna Glinka
Registered 1997 Karagand FEMALE

Dr Costas Stamatoglou MALE
BSC MBBS MRCS DOHNS
Registered 2006 LONDON

Dr Bettina Weiske-Lippert FEMALE
Registered 1999 Berlin

Dr Mike Hall MALE
Bsc(hons)Sheffield MBChB Sheffield

Dr Sabina Patel FEMALE
BSc(hons) MRCP MRCGP London

Guidance for Patients

We offer a wide range of clinics.

We welcome applications to register from new patients.

You are welcome to a FREE HEALTH CHECK with a nurse on joining our Practice.

REGISTRATION PROCEDURE:

Our registration procedure is simple. If you do not have a medical card please complete the enclosed registration form. You will also need photo ID, 2 proofs of address (one MUST be a Utility bill). A full list of acceptable documents is available at reception.

OUR SURGERY OPENING TIMES

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm (Baby Clinic 1.30pm)(1 st & 3 rd Wed each month)
Thursday	8.00am – 9.00pm
Friday	8.00am – 6.30pm
Saturday	9.00am—12.50pm

Consulting Times

Monday	8.30am 12.30	2.30 –6pm
Tuesday	8.30am 12.30	2.30 –6pm
Wednesday	8.30am 12.30	2.30 –6pm (Baby Clinic 1.30pm)(1 st & 3 rd Wed each month)
Thursday	8.30am 12.30	2.30 –8.30pm
Friday	8.30am 12.30	2.30 –6pm
Saturday	9.00am—12.30pm	

We are not open on Sunday and Bank Holidays, please see over for details of GP OUT OF HOURS services or GP EXTENDED HOURS

GP Appointments now available to be booked on:

Thursday evenings from 6.30-8.30pm

Saturday mornings from 9.00-12.30pm

OUT OF HOURS

**To book an appointment please call :
0207 511 2075**

You can telephone the Practice and your call will be transferred directly to the Out of Hours call centre where you will be asked for your details. Alternatively you can call then directly on 0207 511 8880.

Patients who arrive more than 5 minutes late for their appointment will be asked to re book

HOME VISITS

Out of surgery hours, your call will be referred to the on-call service.

If you need a home visit by the practice for emergency medical reasons, please call if possible before 10am.

Attached staff

Midwife	Welfare Advisor
Health Visitor	Counsellor
CBT Therapist	Physiotherapist
Community Ultrasound	

BOOKING APPOINTMENTS:

We operate an appointments system for both morning and evening Surgery for both GP's and nurses. These are made on a daily basis either by telephone or calling into the surgery.

Pre-booked appointments with a doctor/nurse of your choice can be made up to 6 weeks in advance.

Telephone enquiries:

Telephone enquiries should be directed in the first instance to the Reception staff. If you wish to speak to a Doctor your name and contact number will be passed to the duty doctor of that day.

PRESCRIPTION REQUESTS:

Please allow 48 working hours.

Prescriptions can be ordered by:

fax 0207 511 1492 or email,

newccg.royaldockspractice@nhs.net

We cannot reply to medical queries via email

If your medication review is due you must see a doctor to obtain your medication.

Blood tests

We now have phlebotomy clinics on a Tuesday & Wednesday morning, appointments are pre bookable, please ask at reception, you will need to show your form to book appointment and ensure you bring it for your appointment otherwise you will be asked to re book.

Zero Tolerance

The Practice operates a policy to remove patients from their medical list who use threats to the staff or incidents of violent behaviour.

Suggestions, complements & complaints:

The surgery welcomes suggestions & complaints.

If you wish to make a complaint regarding a GP or member of staff please let us know as soon as possible- ideally within a matter of days or up to 1 year after the incident that gave rise to the complaint or the complainant became aware of it.

Complaints should be addressed to the Practice Manager. We shall acknowledge your complaint within 2 working days and aim to have looked into your complaint within 28 working days. You may then receive a formal reply in writing or be invited to attend a meeting with the persons concerned in an attempt to resolve the issues.

If you feel you cannot raise your complaint with us or are dissatisfied with the result of our investigation you can contact:

NHS England PO BOX 16738, Redditch B97 9PT

Tel: 0300 311 22 33 Mon – Fri 8am-6pm

Excluding English Bank Holidays

Email:England.contactus@nhs.net

The Health services Ombudsman at: Millbank Tower, Millbank, London SW1P 4QP

Tel: 0845 015 4033 or

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk

NHS England(London) also operate a Patient Advice

Liason Service (PALS) which can help resolve any

problems before they become formal complaints. If you would like to speak to a **PALS Officer please contact:**

0300 311 2233

NON NHS REQUESTS – passports, forms, private letters that patients request for completion will be charged at £20 – there are NO exceptions. (Cash only)