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| Reception staff Our staff are here to help you , they may need to ask personal details at times. They are bound by the same confidentiality regulates as both doctor and nurse, All staff hold both privacy and personal information with upmost importance. There will be information they are unable to divulge over the telephone, in this case you would be required to attend the reception desk yourself or for medical issues book an appointment. | **NEW PATIENTS**  **We need to see all this information before registration**  **Your NHS medial card (if you have one)**  **Photo I.D – Passport or driving license**  **Current utility bill / bank statement**  **Children : birth certificate, child benefit letter for proof of address , immunization record – if new to uk passport may also be required.** | SHIFA MEDICAL PRACTICE  **Dr Y RASHID MBSB DFFP RCOG**  **Doctor available daily**  **Nurse available weekly**  **Please speak with our reception staff to book an appointment or with any queries you may have, we are more than happy to assist.** |
| **Zero tolerance**  We ask patients to treat all staff with courtesy and respect.  Both reception staff and clinical staff are here to help you. We are aware that at times patients may become frustrated and strive to deal all issues in a calm and appropriate manner.  All patients will be treated equally irrespective or race, gender, age etc. Our staff will treat all patients with a respectful professional manner.in return we expect this to be reciprocated.  Any verbal or physical abuse will not be tolerated. All significant events will be recorded and repetitive events may lead to removal from our service | We are not able to register a child unless their mother or legal guardian is also registered at the practiceAll new Patients aged 14 and above are required to have a health check, at the time of registration you will be booked an appointment for your health check. You will be asked to fill out a form and provide a specimen of urine on the day on your appointment. **Online services for booking appointments are also available please speak with a member of our reception staff who will be happy to help with this** | Practice opening hours MONDAY-FRIDAY 8.30 am-6.30.pm  CLOSED WEEKENDS AND BANK HOLIDAYS  **THE ORCHARDS HEALTH CENTRE**  **Gascoigne Road**  **Barking**  **IG11 7RS**  **Phone: 0203 667 1849**  **Fax: 0208 477 4758**  **E-mail address** |
| Appointments We will try to offer you a same day routine appointment with Dr Rashid where possible. If we are unable to book a same day appointment you will offered the next available appointment.  **Telephone consultations are also available upon request**  Online services are available for booking appointments, ask at reception for details | **We ask all patients to attend their appointments on time. Anyone who arrives more than 10 minutes after the booked appointment time will not be seen and will need to re book an appointment .**  **UNABLE TO ATTEND?**  **wasted appointments cost the NHS millions per year**  **If you are unable to make your appointment, pleases contact the surgery as soon as possible.**  **This will enable us to offer the appointment to another patient,**  **Failure to cancel your appointment on more than two occasions is not acceptable and may result in you being removed from our service**.  **PLEASE KEEP US UP TO DATE !**  **To help us run efficiently l and be able to offer our patients the best service possible please inform of us of any changes regarding your contact details. Incorrect contact details can slow down the time in which you receive treatment, and may even effect our ability to process your referral to other departments.** | **Repeat medications**  **Patients are able to request their mediation by filling out the form available at reception. Please post the form into the post box at reception.**  **These request must be made 48 hours before medication is required .**    **Complaints**  **Please speak with a member of reception staff if you would like to express your views or make a complaint in regards to any practice issues . They will be able to advice you**    **PPG**  **Patient Participation Group**  **We hold regular meetings with patients who are interested in having a say In all matters to do with the running of the surgery. Please speak with a member of reception staff if you would like to participate.** |



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|  | **Emergency appointments**  **Same day emergency appointments are available.**  **Please call between 8.30am- 9.15 am or1pm-3pm to book an emergency appointment.**  **Emergency appointments may be booked with either our doctor or nurse**  **We allocate a set number of appointments for emergency’s.**  **In the case of all emergency appointments being filled when you contact us, our staff will provide you with information for alternative services where you can be seen and given treatment.** |  |  |  |
|  |  |  | desk with notebook and phone |