

PRESCRIPTIONS

To avoid errors, please do not order prescriptions by phone and allow 48 hours if collecting and 5 days if enclosing a stamped address envelope.

Patient's on repeat prescription systems should see the doctor at regular intervals as arranged by the doctor between 6-12 months for reviewing.

Please ask at reception if you wish to know your nearest pharmacy.

PATIENT PARTICIPATION GROUP

Would you like to have a say about the services provided at L.L. Medical Care Ltd (Agarwal & Agrawal Practice)? L.L. Medical Care Ltd (Agarwal & Agrawal Practice) would like to hear your views.

Collect an application form from one of our receptionist's and hand it back to reception or post it into the secure box.

You can also download and complete a registration form from our [PPG page](#) on our website, where you will be able also to complete an online questionnaire. This will only take 2 minutes. All feedback is confidential and is only seen by our management team and PPG administrator.

IPLATO RESPONSES

We would like you to think about your recent experience of our service. How likely are you to recommend our GP to friends and family if they need similar care or treatment?

If we have a mobile number on record for you, we would like to ask you to complete a short survey after you have seen either one of our doctor's or nurse's. This will only take 2 minutes.

All feedback is confidential and is only seen by our management team and PPG administrator.

GDPR (GENERAL DATA PROTECTION REGULATION) MAY 2018

We understand how important it is to keep your personal information safe and secure and we take this very seriously. We have taken steps to make sure your personal information is looked after in the best possible way and we review this regularly. Please read our privacy notice on our website for more information.

ZERO TOLERANCE

Assaults and abusive language to any member of staff will result in the immediate removal of the patient. The police and CCG will be informed. Repeated rudeness from the patient's will result in a written warning and failure to improve will result in the removal from the practice list. We strongly support the NHS policy on zero tolerance.

Anyone who attends the surgery and abuses the GP's, 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.

LEAFLET PUBLISHED ON Friday 14th February 2020



L.L. MEDICAL CARE LTD
(AGARWAL & AGRAWAL PRACTICE)

ENGLISH VERSION
**LANGTHORNE HEALTH CENTRE,
13 LANGTHORNE ROAD,
LEYTONSTONE, LONDON, ELL 4HX
TEL NUMBER: 020 8539 2858**

[HTTP://WWW.LLMEDICAREAGARWAL.CO.UK/](http://www.llmedicareagarwal.co.uk/)

PRACTICE OPENING HOURS

- Monday and Tuesday, Wednesday and Friday: 8.00am – 7.30pm
- Thursday: 8.00am – 6.30pm

EXTENDED OPENING HOURS - EMERGENCIES ONLY

For patients who are unable to book or make an appointment during normal surgery hours we offer extended opening hours from 6.30PM to 7.00PM on Monday, Tuesday, Wednesday and Friday evenings. We have a limited capacity of appointments so it is important that if you are able to make an appointment but if you can-not attend, you need to let us know

GP EXTENDED SERVICES

Patient's living in Waltham Forest are now able to make an appointment to see a GP in the evening and at weekends. Evening and weekend appointments can be made at the following centres on the days and times below;

- Allum Medical Centre and Higham Hill Medical Centre, Monday to Friday, between 6.30pm and 10.00pm
- Triangle House Health Centre and Handsworth Medical Centre, Saturday, between 8am and 8.00pm
- Triangle House Health Centre and Handsworth Medical Centre, Sunday, between 10AM and 4.20pm

Phone 020 8519 3999 to book an appointment

PRACTICE MANAGER: DEBRA GAREY

DOCTOR (S)

- Dr S Agarwal
- Dr V Agrawal
- Dr B Agrawal
- Dr Uddin
- Dr Ali

NURSE

- Huda Mohammed

ADVANCED PRACTICE NURSE (S)

- Emirica Kangetsambo
- Valerie John-Charles
- Janet Aschkar

REGISTERING NEW PATIENTS

Please see the [New Patients page on our website for new patient registration](#), You will be asked to provide;

- Your medical card (from GMS1 to be completed if this is not available)
- Identification - Photographic driving license/Passport, ID card, birth certificate, and proof of address - utility bill (Council tax, household bills (dated within 3 months)
- If you are registering children under 10 years of age, you must provide copies of all immunisations
- If you have had any previous medication, or have had a change of medication, remember to bring copies of your green form, which is attached to every prescription, on request

BOOKING APPOINTMENTS

- Appointments are made by visiting or by telephoning the practice from 8am, appointments can also be made via the use of our online services (please see a receptionist for an online services registration form). Appointments will be 10 minutes long, but if you feel you may need longer please let us know in advance
- Urgent cases will always be seen on the same day unless otherwise
- If clinics are fully booked on the day, you will be advised by the reception to ring up the practice later in the day to find out if there are any cancellations
- You will be offered the first available slot with a doctor/triage staff within 48 hours, if a slot is unavailable. However this may be affected by unforeseen circumstances such as sickness and holiday leave
- Emergencies and babies will be seen on the same day at the clinician's discretion

If you are unable to attend your appointment, please contact the practice 24 hours as soon as possible before your appointment is due so that another patient can have that slot, and remember 1 patient per appointment please.

PATIENT ENQUIRIES AND TEST RESULTS

Before are aware that at certain times of the day our phone lines are busy with patients enquiring about booking appointments and test results, for a quick response please contact the practice between 2.30PM and 4.30PM.

URGENT TELEPHONE CONSULTATIONS

During practice hours please telephone the practice and your message will be relayed to the doctor, To speak to one of our doctors please contact the practice between 2.30pm and 4.30pm and provide as much information as you can (your name and contact number) to assist the doctor dealing with your query, or during out of hours contact the NHS on NHS 111. If it is a life threatening condition please dial 999 or visit A&E as soon as possible.

HOME VISITS

If possible, please try to ring the practice before 11.30am if you require a home visit. You may only request a home visit if you are a housebound patient or are too ill to visit the practice **(if this is case, please provide as much information as you can so we can give this to the doctor)**

Your Doctor will only visit you at home, if they think that your medical condition requires it and will also decide on how urgent the visit is needed. Please be aware that that it is not possible to specify which doctor will attend any emergency home visit as they are the delegated doctor on-call at the time.

RAPID NHS RESPONSE TEAMS

Expert rapid response teams will be on hand within two hours to help support older people to remain well at home and avoid hospital admissions, under new plans outlined by the NHS. The teams will give those who need it fast access to a range of qualified professionals who can address both their health and social care needs, including physiotherapy and occupational therapy, medication prescribing and reviews, and help with staying well-fed and –hydrated.

IMMUNISATIONS AND PATIENT CARE PROVIDED BY OUR PRACTICE

IMMUNISATIONS

- Maternity bookings
- New patient health checks
- Wound dressings
- The removal of sutures
- Blood pressure checks
- I.M/Subcut immunisations
- Blood sugar monitoring and checks
- NHS health checks
- Pill checks
- Shingles immunisations
- Flu immunisations
- Childhood Vaccinations
- Cervical screening

PATIENT CARE

- Family Planning And Sexual Health
- Chlamydia Testing
- Private Medical Examinations
- Private consultations
- Smoking Advice
- Asthma Clinics
- Diabetes Clinics
- Health Promotions and Chronic Disease Management Clinics

PHLEBOTOMY SERVICES

Waltham Forest residents referred for blood tests by their GP can now book appointments online. If patients are unable to book their own appointment, a relative or carer can register to book on their behalf. Blood testing services are available from;

- Silverthorne Medical Centre, 2 Friars Close, E4 6UN, from 8.15am to 12.30pm and from 1.15pm to 4.00pm Monday to Friday
- St James Health Practice, 47 St James St, Walthamstow, London E17 7NH, from 8.15am to 12.30pm Monday to Friday, with an afternoon clinic from 1.15pm to 5.30pm Monday to Friday
- Langthorne Health Centre, 13 Langthorne Rd, London, E11 4HX, from 8.15 to 5.30pm Monday, Tuesday, Wednesday and Friday, and from 8.15am to 12.30pm Thursday

