

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

MINOR AILMENTS SCHEME

It is not always necessary to come to the surgery for minor problems, most pharmacists offer a "Minor Ailments Service". If you speak to your pharmacist they will be able to advise you if they can help you or not, or if you should see the doctor. If you are entitled to free prescriptions, you will not be charged for this service.

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 our receptionist and hand it back to reception or post it into the secure box.

FRIENDS AND FAMILY TEST

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? Collect an FFT form from one of our receptionists, or download, print and complete from our website and hand it back to reception or post it into the secure box.

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 Thursday 11th July 2018



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.

These appointments can-not be prebooked and are just for emergencies.

PATIENT ENQUIRIES AND TEST RESULTS

For patient queries and test results please contact the practice between 2.30PM and 4.30PM, alternatively, for appointments, we would like to make you aware that we offer the use of an online booking system, which allows you to book appointments in advance and handle prescriptions online.

Please collect a letter from the reception to gain access to this system

We are closed on weekends and bank holidays, all weekend services are provided by the Waltham Forest GP Network, for weekend appointments, please visit their website;

<http://www.walthamforestccg.nhs.uk/ourwork/evening-and-weekend-gp-appointments-now-available-to-waltham-forest-residents.htm>

OR PHONE THEM ON 020 8519 3999

PRACTICE MANAGER: DEBRA GAREY

DOCTOR (S)

- Dr S Agarwal
- Dr V Agrawal
- Dr B Agrawal
- Dr Uddin (Locum)
- Dr T Ruba (Locum)
- Dr M Khan (Locum)

NURSE (S)

- A Boateng
- V Hussain

HEALTH CARE ASSISTANT (S)

- P Nwajagu

REGISTERING NEW PATIENTS

Please see the **[New Patients page](#)** on our website for new patient registration, where you will find all the relevant forms that you can print/complete to one of our receptionists, or see one of our receptionists

BOOKING APPOINTMENTS

- Appointments are made by visiting or by telephoning the practice from 9AM, appointments can also be made by registering with our online appointments system. Appointments will be 10 minutes long, but if you feel you may need longer please let us
- Extendable opening hours are available during Mondays and Tuesdays
- Urgent cases will always be seen on the same day 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
- Urgent telephone consultations are available at the end of the doctor or nurse clinic 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, thank you.

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, alternatively, for appointments, we would like to make you aware that we have offer the use of an online booking system, which allows you to book appointments in advance and handle prescriptions online. Please collect a letter from the reception to gain access to this system

TELEPHONE ADVICE

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.

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.

EMERGENCY ADVICE/APPOINTMENTS

- During practice hours, please telephone the practice and a Doctor will return your call as soon as he/she can.
- Or you can contact the NHS advice line on NHS 111 for urgent medical matters and advice.
- If it is a life threatening condition please dial 999 or visit A&E as soon as possible.

Please think before you call as this helps the doctors and other patients by being considerate.

TELEPHONE ADVICE

To speak to one of our doctors please contact the practice and provide as much information as you can to assist the doctor dealing with your query.

IMMUNISATIONS PROVIDED

- Maternity bookings
- New patient health checks
- Wound dressings
- The removal of sutures
- Blood pressure checks
- I.M/Subcut immunisations (B12 and travel immunisations)
- Blood sugar monitoring and checks
- NHS health checks
- Pill checks
- Shingles immunisations
- Flu immunisations
- Childhood Vaccinations
- Cervical screening

PATIENT CARE PROVIDED

- Family Planning And Sexual Health
- Chlamydia Testing
- Private Medical Examinations
- Private consultations
- Blood Test Clinics – Now booked online with the Waltham Forest GP Network
- Smoking Advice
- Asthma Clinics
- Diabetes Clinics
- Health Promotions and Chronic Disease Management Clinics
- Minor Ailments Scheme

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 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 12.30 Monday to Friday mornings

