



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

DOCTORS

Dr S Agarwal

GP Senior Partner – Female

MBBS (India) - 1973

MRCOG (London) – 1980

DRCOG (London) -1977

Certificate in Family Planning (London) -
1977

Diploma In Medical Therapeutics From
Cardiff - 1999

Certificate In Diabetes Care From Warwick -
May 2003

GP & Honorary Clinical Lecturer Queen
Mary's College University Of London

Dr V Agrawal

GP Senior Partner - Male

MBBS (India) – 1972

Certificate In Family Planning (London) -
1983

DPD (Diploma In Practical Dermatology)
(Cardiff) - 1992

GP & Honorary Clinical Lecturer Queen
Mary's College University Of London

Dr B Agrawal

GP Senior Partner - Female

MBBS (University Of London) - 2002

DRCOG - October 2009

MRCGP - August 2011

Botox Injections - July 2013

PRACTICE MANAGER

Mrs Debra Garey

PRACTICE NURSE'S

Temp Locum – Still Hiring

OPENING TIMES

Monday	8.00am –7.00pm
Tuesday	8.00am –7.00pm
Wednesday	8.00am –7.00pm
Thursday	8.00am –6.30pm
Friday	8.00am –7.00pm
Saturday	Closed
Sunday	Closed

CONTACT US

Langthorne Health Centre
13 Langthorne Road
Leytonstone, London
E11 4HX

Telephone Number:020 8539 2858

www.llmedicareagarwal.co.uk/

For all evening, weekends and Bank Holidays
please contact GP Extended Services For Waltham
Forest on:

020 8519 3999

Due to the Coronavirus pandemic, at this
present time, appointments are now
telephone based triaged where an
appointment can be made via the telephone
on online. Alternatively use the eConsult
service which we will respond back to you.

Any patients who are exhibiting symptoms of
the Coronavirus will not be seen and advised
to visit the practice.

**Please remember to wear a mask for all
face-to-face appointments**



ROUTINE APPOINTMENTS

The practice operates an appointment system during normal surgery hours. You can book an appointment either by telephone, online or at reception. Routine appointments, with the doctor of your choice, can be booked up booked online using online services (subject to that doctor's availability).

Please remember, appointments are 10 minutes long, and it is unrealistic to manage multiple problems in one appointment. If you have multiple issues to discuss, you may need to book a further review. Please note that if you arrive more than 5 minutes late for an appointment, you will be asked to re-book for another day.

If you are unable to attend your appointment, please contact the practice within 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.

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 have been any cancellations.

Please do not book a GP appointment or attend L.L. Medical Care Ltd if;

You have symptoms of cough, fever or difficulty in breathing after being in contact with someone with a confirmed case of coronavirus

You feel that they may have Coronavirus or may have come into contact with someone who is or has shown the symptoms of the Coronavirus

NHS 111 has created Coronavirus pages to inform patient's on what to do based on the above.

These can be accessed at <https://111.nhs.uk/service/covid-19>.

Due to the increase in Coronavirus, all patient appointments will now be telephone based triaged where the GP will contact you to assess and advise. Alternatively use the eConsult service which we will respond back to you. Any patients who are exhibiting symptoms of the Coronavirus will not be seen.

Any face-to-face appointments are telephone triaged and are at the GP's discretion. Prior to the appointment all patients are required to have their temperatures checked and to ask the receptionist for a token which they can use on our blood pressure machine, the machine will check your Blood pressure, height and weight. You will get a printout of your results which can then be passed onto the receptionist where it can be added to your health records.

Face masks and coverings to be worn at all times by all GP's/nurses, visitors and patients



URGENT APPOINTMENTS

If you feel your problem is urgent, and you need to be seen on the same day, please let the receptionist know when you call. Emergency appointments are dealt with by the GP in a free timeslot, **so please phone before 10:30am.**

If you need an appointment on the day, the receptionist will ask some basic information about your problem, so the doctor can see the most urgent cases first. You will be given a time to attend the surgery that morning, but please note due to the nature of medical emergencies, you still may have a wait to be seen. In urgent cases, we cannot guarantee an appointment with the doctor of your choice

CANCELLATIONS

If you cannot attend your appointment, please inform us as soon as possible so we can offer it to another patient.



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.



PRESCRIPTION REQUESTS

We regret that we **cannot** accept prescription requests over the telephone. Please ensure that you mark the items you require clearly by ticking the appropriate medication on the repeat request form, or order online.

In order for us to process the large amount of requests each day, please note that **48 hours' notice** is needed for repeat prescription orders and 5 days if enclosing a stamped address envelope. . Please ensure that prescriptions needed over the weekend are ordered by Wednesday and are collected before the surgery closes on Friday evening. Patient's on repeat prescription systems should see the doctor at regular intervals as arranged by the doctor between 6-12 months for reviewing.



HOME VISITS

If possible, please try to ring the practice before 11.30am. 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.



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

During the Coronavirus pandemic, all young babies will continue to receive their 2 month (8 week) checks and immunisations from the practice. Patient's should contact the practice to make an appointment for themselves and their baby or babies, with one of our GP's and nurses.



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



NEW PATIENT REGISTRATION

To register as a new patient, contact the surgery on **020 8538 2858**, or visit the practice and ask one of our receptionists. New patients are asked to complete a "New Patient Registration Form", this is because it takes time for us to retrieve your medical records.

A health check must be booked a month in advance of your application before you are completely registered with our practice, during the health check you will be asked to provide a urine sample.

Everyone 5 and over should have the new patient health check.

New patients who fulfil government criteria of eligibility to NHS care are able to register with this practice, after an application process, with this practice.

- All new patients over the age of 5 years will be offered a health check appointment with the practice nurse.
- Patients over the age of 75 are seen annually in the surgery or visited at home.
- All patients over the age of 75 now have a named GP at L.L. Medical Care Ltd (Agarwal & Agrawal Practice). Patients can enquire about this at our reception.

You will also 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

To register with the practice all pre-registration documents can be downloaded from our practice website or you can register online at <https://www.eastlondonregistergp.nhs.uk>.

PRACTICE AND PATIENT CHARTER

Patients have the right to;

- Be registered with a General Practitioner
- Change doctor if desired
- Be offered a health check on joining the practice
- Receive emergency care at any time from the practice
- Receive appropriate drugs and medicines
- Be referred for specialist or second opinion if they and the GP agrees
- To view their medical records, subject to the Acts and to know that those working for the NHS are under legal obligation to keep the contents confidential.

Patients also have a responsibility to:

- Be courteous to the staff at all times - remember they are working under doctors' orders
- Respond in a positive way to questions asked by the reception staff
- Attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made and the medical record be made available
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time - home visits should be medically justifiable and not requested for social convenience
- Patients are asked to give 48 hours notice for repeat prescriptions to allow us to process your request correctly
- Out-of-hours calls (e.g. evenings; nights and weekends) should only be requested if they are felt to be truly necessary

More details can be found in the Patients' Charter leaflet, which is available to download from our website or is available from reception.

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.

USE OF INFORMATION ACT 2000

Information about patients is requested for a wide variety of purposes including education, research, monitoring, epidemiology, public health surveillance, clinical audit and planning. Only where it is essential for the purpose will identifiable records be disclosed. Such disclosure will be kept to a minimum. You have the right to object to any such disclosure and your objection will be respected.

EQUALITY AND DIVERSITY

L.L Medical Care Ltd (Agarwal & Agrawal Practice) strives to provide equality and fairness for all our patients and staff and not to discriminate on grounds of gender, gender reassignment, marital status (including civil partnerships), race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. All patients and staff will be treated fairly and with respect.

Please contact the Practice Manager if you have any concerns that Equality and Diversity issues have not been respected.

PRACTICE PREMISES

The Langthorne Medical Centre has disabled access and complies with the Disability Discrimination Act.

COMMENTS AND COMPLAINTS

The doctors and staff at the practice are very interested to know what you are thinking about the services that we offer at the surgery. We realise that there are times when you may want to make a comment about our work, others when you may have a good idea about how we can make improvements.

We understand that people do not like making comments, complaints or suggestions believing this might upset someone or cause problems. We do however, positively welcome your views because we want to offer the best service possible. We hope that if you have a problem you will use our complaints procedure in order for us to be able to resolve the matter locally in-house.

We take all complaints seriously. If you have a comment, complaint or any suggestions, please tell a member of staff. He or she will ask you for some brief details and then pass them on immediately to our practice manager, Debra Garey, who will either talk to you at that time, or contact you within a few days. If you would like to talk to a doctor or a nurse, this can be arranged without difficulty

If you would like to write down your views;

Please address your letter to Debra Garey (Practice Manager)

Book an appointment with Debra Garey, in order to discuss your concerns. She will explain the complaints procedure to you and will make sure that your concerns are dealt with promptly and in strict confidence.

To provide feedback;

Please complete an FFT (Friends and Family Test) and return it to the practice, or complete a test from our the following link;

<https://www.surveymonkey.co.uk/r/GN7GKQ2>

Also, please complete a PPG survey and return it to the practice, or complete a test from the following link;

<https://www.surveymonkey.co.uk/r/9PJ7KMB>

Our complaints procedure is available from "Policies page" on our website, or see a receptionist for further advices