

DR S SUBRAMANIAM MBBS; DCH  
 "MUNGO PARK SURGERY"  
 SOUTH HORNCHURCH HEALTH CENTRE  
 106 SOUTH END ROAD  
 RAINHAM  
 ESSEX  
 RM13 7XR  
 TEL: 01708 554 797  
 General medical services

### SURGERY OPENING HOURS

Monday, Tuesday, Wednesday and Friday	9:00am – 6:30pm
Thursday	9:00am – 1:00pm
Saturday/Sunday	CLOSED

### GP CONSULTATION HOURS

Monday, Tuesday, Wednesday Friday	9:30am-12:00pm	4:00pm-6:00pm
Thursday	9:30am-12:00pm	CLOSED

**You can see local GP 8am-8pm on weekends and 6-10pm on weekdays. To make an appointment call the GP HUB: 020 3770 1888.**

**Out of hours:** If you need an urgent visit or advice outside of normal surgery hours call

**NHS 111 or walk-in centre 01708 576000**

**Or**

The surgery, and you will be transferred automatically to the out of hours service, provided by PELC on behalf of NHS Havering. The doctor on call, who will be a local family GP, may give you telephone advice, ask you to attend the Primary Care Centre or visit you at home as appropriate.

**In case of a medical emergency dial 99**

### PRACTICE CHARTER

**Our service to you**

#### **As one of our patients you can expect:**

- To be seen the same day for conditions you and the Doctor agree are urgent.
- To be able to speak to the clinicians, if you so wish, for a telephone consultation.
- To have your records treated confidentially, subject to your wish, to have your relatives and friends informed of the progress of your treatment.
- To be seen at home at your Doctor's discretion.
- To have your long term medication and treatment reviewed at agreed intervals.
- To be informed (through website, leaflets etc.) of the practice's services and how best to use them.
- To receive health care in clean, comfortable and appropriate surroundings.
- To be treated with courtesy.

### PRACTICE CHARTER

#### **As one of our patients we expect you:**

- To treat the Doctors and practice staff with courtesy.
- To be punctual for your appointment time.
- To give the practice as much notice as possible if you are unable to keep a booked appointment.
- To make more than one appointment if more than one person needs to be seen.
- To be prepared to make further appointments if you have numerous or complicated problems.
- To be patient if appointment times are running late - it may be you who needs extra time on another occasion
- To ask for a home visit only if the illness prevents you from attending the surgery - children can usually be safely brought to the surgery.
- To only contact the doctor out of surgery hours in cases of an emergency, which cannot wait until the next working day.

### ABOUT THE PRACTICE

This practice, previously situated on Mungo Park Road, is one of the oldest in the area and has been in existence for more than 50 years. In November of 2006 the practice moved to a purpose built health centre, which offers a full range of medical services.

#### **SERVICES**

#### **ANTENATAL CARE**

The practice provides full pregnancy care in conjunction with the Community midwife. The midwife holds a weekly antenatal clinic.

#### **WELL WOMAN AND FAMILY PLANNING**

We provide a family planning service at the surgery including:

- Counselling
- Pill prescriptions
- Emergency contraception (including Depo Vera injections and the contraceptive pill)
- Cervical smear tests.

#### **CHILD HEALTH AND HEALTH VISITOR**

The Mum and Baby Clinic for postnatal and 6 weeks' chick is on a Wednesday morning. The Health Visitor will automatically contact all families with children under 5 years of age shortly after registering with the practice.

#### **ONLINE SERVICES**

Patients can book appointments and order repeat prescriptions online as well as have access to detailed patient record. Please contact the surgery for further details.

#### **OTHER SERVICES**

**We offer the following services by Appointment with the Practice Nurse:**

- Asthma clinic / C.O.P.D.
- Cervical smears
- Childhood immunisations
- Chronic disease management (e.g. coronary heart disease)
- Diabetes Clinic
- General advice
- Health promotion (e.g. dietary advice)
- Hypertension Clinic / Blood pressure checks
- Lifestyle advice i.e.: smoking cessation and weight management
- New patient health check
- Travel immunisations
- Well Person Checks
- Ear Syringing

### Confidentiality and Access

All the records held in the practice are completely confidential. You can be sure that anything you discuss with any member of the practice team (doctor, nurse, receptionist etc.) will stay confidential and nothing will be said to anyone (family, parents or tutors) without your permission. You have the right to see any notes in your file written after 1st November 1991. Please write to the Practice Manager if you wish to do so.

### Home visits

Such visits are intended for the very ill and the housebound. Please telephone your request **before** 10:00am.

### Repeat prescriptions

If you are taking long term medication and the Doctor has agreed, you may renew your prescription at the surgery reception by means of the computer printed slip or written request. Requests for repeat prescriptions will not be accepted by telephone. Alternatively, the slip may be sent with a self-addressed envelope to the surgery. Repeat prescriptions are available for collection at the surgery within two working days. If you wish for it to be collected on your behalf by your appointed chemist you should let us know on your request slip, in which case, it may take longer, depending on the collection by the chemist.

### Investigations

The results of the blood tests are usually available after 11:30am at least 5 days after the specimen is taken. Many tests do take longer.

### Zero tolerance

This practice supports the Government's NHS zero tolerance campaign. Violent patients will be reported to the police and struck off the practice list. Rudeness or abuse to our staff will not be tolerated.

### Suggestions or complaints

We welcome any comments that you would like to make about the services we provide, and a suggestion box is provided in the waiting room. We have a Practice Based Complaints procedure and any complaints should be addressed to the Practice Manager.

We will try and resolve your complaint to your satisfaction. If for any reason you are not satisfied, then you may contact the ombudsman:

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
London  
SW1P 4QP  
[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### Summary Care Records

Our practice is participating in NHS national programme for IT. We share summary of your vital clinical information i.e. Medication, Allergies and Adverse reaction to drugs, with the NHS Emergency Care Providers like A&E, Out of Hours GP and Walk-in Centre. This is to ensure that our patients receive safer and quality care during urgent or emergency situations. Please do let us know if you would like to opt-out from this initiative.

### Sickness certificates

If you are absent from work for 3 days or more because of illness you need to complete form SC2 (or SC1 if you are self-employed). For absences of 7 days or more, you need a sick note from the doctor. These can only be issued if the doctor has seen you on the same or previous day.

### Temporary residents

You are able to see a doctor anywhere in the UK if you are away from home and in need of medical help. Simply ask to see the nearest doctor as a temporary resident.

### New patient health check

We recommend all new patients should make use of this check-up as it enables our doctors and nurses to obtain an up-to-date medical history and provides an opportunity to review medication. Please make an appointment with the nurse when you receive the health check invite

### Non-NHS Examinations

Medical examinations for special purposes, e.g. Elderly drivers, pre-employment, insurance medicals, can be arranged by appointment. A fee, as recommended by the British Medical Association, is payable for these examinations.

### Registering as a patient

When registering, please bring your NHS medical card and 2 proofs of address and photo ID. If you do not have a medical card, you will be asked to complete a registration form for each person registering with the Practice. In addition, all patients will be asked to complete a new patient questionnaire allowing us to provide medical care in the interim period, while your medical records are transferred from your old practice to this one.

### Change of personal details

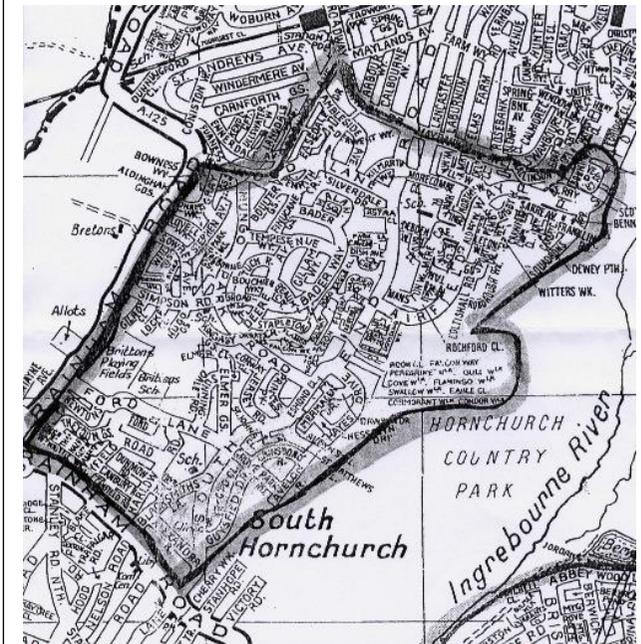
To enable us to keep our records accurate, please advise reception if you change your name, address, and status or telephone number. If you move outside our area, please note that you will be expected to change doctors.



**The health centre has suitable access for disabled patients, and all the patient areas including waiting room, consulting rooms and toilets have wheelchair access.**

### **OUR REGION**

**The map below indicates the area that we cover:**



**Website:** [www.mungoparksurgery.co.uk](http://www.mungoparksurgery.co.uk)

### **The Doctor**

Dr S Subramaniam  
MBBS | DCH

### **Practice Nurse**

S White  
RGN | R.I.P.H.D. (Hons)

### **Practice Manager**

A Subramaniam  
BA | DHCPM (AMSPAR)  
MInstLM

(Revised: May 2018)