

Friends and Family Test

Custom House Medical Teaching & Training Practice collects patient responses for the NHS Friends and Family Test to determine if you would recommend our service and why. Your feedback will be anonymous and will help us to continuously improve our service. Please collect a card at reception.

Services Available

Diabetes	Controlled Drug Clinic	Young Persons Clinic	Women's Health
Women's Health	Chronic Disease Management	Antenatal & Postnatal Clinics	COPD Review
Asthma	Primary Prevention (CVD / Pre Diabetes Reviews)	COPD Case finding	Mental Health Clinic / Long Term Conditions
Learning Disabilities	New patient checks	Over 40's Health Check	Childhood immunisation
Travel Vaccinations	Wound / Dressing	Well women Clinic	Cervical Cytology Clinic
Phlebotomy (blood tests)	Latent TB	Talking Therapy	Community Mental Health Team
Counsellor	Stoma Care		

Online Services

The practice offers patients the ability to book routine GP appointments as well as to request repeat medication online via the 'patient access' service. Please speak to our reception team so that you can register for the service. Our website can be located at www.charltonhousemedicalcentre.co.uk and is updated regularly with practice news and information.

Useful telephone numbers

NHS 111	111
Newham General Hospital	020 7476 4000
Royal London Hospital	020 7377 7000
Barts Health NHS Trust	0207 3777 000
Newham Rise	0800 652 3879
Newham Citizens Advice	020 8525 6377
Appleby Health Centre	020 7445 7000



Custom House Medical Teaching & Training Practice

16 Freemasons Rd, London E16 3NA

020 7476 2255

Fax: 020 7511 8980

Web: www.customhousesurgery.co.uk

We aim to provide dedicated patient care in an environment which is efficient, calm and conducive to promoting good health.

To provide our patients with high quality, accessible care in a safe, responsive and courteous manner

SURGERY OPENING HOURS

Monday to Friday 0800-1830

(Telephone Access is available Monday till Friday 0800-1830)



Registering with the Surgery

Application for new registration will take **10 working days** to process. Please bring photo ID (Passport) and a recent utility bill, rental contract, details of your previous doctor including their address, your Medical Card if you have one and your NHS number. We must have all the relevant information before we can commence registration. We are currently registering new patient's everyday between 11:30 – 15:00 and on Wednesday Thursday Friday 17:30 – 18:15. It would help to speed your registration up if you can bring your NHS number.

If registering a child under 5 years of age you must bring in the red book or proof of previous immunisations. Female patients will need to bring in details of their last smear test.

Note: Please inform the practice if you change your address and ensure that we have the most up-to-date contact details for yourself and your next of kin.

Our Staff

Doctors: Dr Al-Shawk, Dr Tsegaye, Dr Shore Dr Patti, Dr Kumar, Dr Barot & Dr Peaulea

Advanced Nurse Practitioner: Nurse Sarah

Clinical Pharmacist: Andrea Santomieri

Practice Nurses: Pat Munroe & Mary Kentish

Healthcare Assistant: Bozhana Vasileva

Practice Manager: Mohammed Al-Mahfuz

Patient Liaison Manager: Glynis Web

Reception/Admin Team: Bobbi, Val, Aaron, Kim, Marie, Rebecca, Stacy, Tracy, Donna and Lesley

Making an Routine appointment

The practice offers routine appointments up to 14 days in advance with the additional ability to book appointments online via the patient access service (please speak to reception to register for this service). Routine appointments with doctors and nurses can be booked between 0800 and 1800.

Making an urgent appointment

We also offer same day appointments for urgent medical matters that cannot wait. Please try to call as close to 8am as possible on 020 7476 2255. You may also be offered the option to speak to a doctor/Nurse to triage your medical query. If you are housebound or too ill to get to the practice you can request to be seen at home. Requests for visits should be made before 1300.

Repeat Prescriptions

If you need a repeat prescription you should tick the medications you need on the re-order part of your previous prescription. A stamped addressed envelope must be attached if you wish the prescription to be posted to you. You can also request repeat medication via the patient access. We will make every effort to ensure your request is processed within 2 working days from the day we receive it. Allow three days for postage. There could be a delay if there are any queries or unusual items which have been requested. Please be aware these queries are for your own safety. It is your responsibility to order your medication in time. You may need to speak to a doctor if you request items that are not on your list of regular prescriptions.

For your safety and confidentiality reasons we do not take requests for repeat prescriptions over the telephone.

Out of hours

During the hours that the practice is closed, for urgent matters that cannot wait until the practice reopens please GP Co-operative by dialling the surgery number on 0207 476 2255, alternatively call 111 (free from mobiles and landlines). In a life-threatening emergency please call 999.

Complaints and suggestions

The doctors and staff at the practice are committed to providing high quality healthcare and services to patients. We value your views and feedback as we think it plays an essential part in constantly improving the services we offer. Please speak to reception for a copy of the practice complaints procedure or ask to speak to the practice manager if you wish to make a complaint. Alternatively, you may wish to join our Patient Participation Group so that you can offer your feedback at our regular meetings.