

## Help us to help you

You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. In return we ask you to appreciate that we are all trying to satisfy the needs of all our patients and would appreciate your co-operation.

You are always welcome to discuss your recommended treatment. Your informed consent will be required before treatment.

Those involved in your care will give their names and ensure that you know how to contact them. It is very important that you notify us of any changes of name, address and telephone numbers. Please note that if you move out of our area it will be necessary for you to register with another GP locally.

It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information. Please ask us if you are unsure of anything.

If a doctor agrees that a routine referral is necessary this will be completed and sent within two weeks. Urgent referrals will be made within 48 working hours.

We have a Patient Participation Group that meets quarterly to discuss various issues within the practice. We encourage patients to join. Please ask reception for details.

## The services we offer are

Child Health Services  
Well Woman Services  
Mental Health Services  
Foreign Travel and Immunisations  
Sexual Health  
Chlamydia screening  
Flu Vaccinations

### Practice Area and Location

The Practice area covers all of E14, the Isle of Dogs. Patients who live within our practice area may register with the practice.

Parking is not available on site however there are parking meters within walking distance of the clinic.



**COME AND REGISTER  
WITH US AT...**

## **Docklands MEDICAL Centre**

100 Spindrif Avenue

London

E14 9WU

Telephone 020 7537 1444

Fax 020 7537 0666

Thccg.docklandsmedicalcentre@nhs.net

Please refer to our website for more  
information:

[www.docklandsmedicalcentre.com](http://www.docklandsmedicalcentre.com)

## **Welcome to Docklands Medical Centre**

We are an inner city practice delivering healthcare to over 8500 patients.

### **Surgery Hours**

Monday	7:00-18:30
Tuesday	7:00-18:30
Wednesday	8:00-19:30
Thursday	8:00-18:30
Friday	8:00-18:30

The phones are answered from 8:00 to 18:30 Monday to Friday.

The practice is not open on weekends or bank holidays but we are able to offer you an appointment at one of our extended access hubs 8am to 8pm Monday to Sunday

### **Out of hours**

If you require medical assistance outside the practice opening hours please contact NHS111

In a medical emergency call 999

For self help guides go to:

<https://docklandsmedicalcentre.webgp.com/treatmentCategory/showAll>

### **Home Visit Request**

Tel 020 7537 1444

Please make your requests before 11am. The receptionist will ask you for details of your request and arrange for a doctor to call you back.

### **Making an Appointment**

Call the practice during opening hours and speak to a receptionist

Call the surgery after hours and use the automated telephone booking system

Online—by registering for Patient Access. Please speak to a receptionist for more details.

**Please contact the surgery if you are unable to keep your appointment so that we can offer it to someone else**

### **Online Services**

Did you know that you can register for online access? You will be able to book and cancel appointments online, order repeat prescriptions, and view some of your medical record. If you would like to register for Patient Access please speak to the reception team.

Did you know that you can consult with your GP online? Please visit our website for more information.

### **Repeat Prescriptions**

Repeat prescription requests can either be dropped into the surgery during opening hours or requested online by clicking on the Patient Access banner. Allow 2 full working days for your prescription to be processed. We can arrange for your prescription to be sent to a pharmacist of your choice

### **Surgery Staff**

#### **Doctors:**

Dr Ben Shankland (Lead Medical Director) MBChB, MRCP

Dr Zalikha Ilyas (F) MBChB, MRCP

Dr Tope Ajayi (M) MBBS, MRCP

Dr Radhika Khosla (F) MBBS, BSC, MRCP, DFSRH

#### **Nurses:**

Rachael Conley Advanced Nurse Practitioner

Ceri Burton Practice Nurse

#### **Clinical Pharmacist:**

Jonathan Ayer MPharmS

#### **Healthcare Assistants:**

Marieta Movsesyan

Mariam Ansar

#### **Senior Practice Operations Manager:**

Najeeb Razzaq

#### **Reception Manager:**

Shahnaz Begum

#### **Administrative Team:**

Corinne Allman, Hanifa Tuzzuhuru, Jenny Laane, Mariam Ansar, Repi Begum, Tariq Wooding, Nazma Khan