

## WELCOME TO DR B SAHEECHA & DR N SAHEECHA SURGERY

Our surgery was established in the 1950's by merging two eminent GP's. It was then taken over by successor's who worked hard to keep the high standard of services for the best interest of the patient. This consists of 7262 patients with a higher than average mixed diverse population.

## OUR PROMISE TO YOU

It has always been our aim to provide first class care in a friendly manner. We will provide you with the best possible practice services free of charge, and we will treat you with the consideration and courtesy whatever your age, sex, race or illness. Health care is a partnership between patients and the Practice. We need to help each other to ensure you can receive the finest possible care.

## CONFIDENTIALITY AND PRIVACY

We will keep your records and everything learned about you during your consultation confidential. We may share this information with other health professionals who provide your care. Your privacy will be respected at all times in line with the Data Protection Act and General Data Protection Regulation (GDPR). Your medical records are available to you on request as are any reports written about you by the Practice on your behalf. By giving us your mobile number and/or email address, you are consenting to be contacted by this method.

Our Practice is participating in the 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.

## RUDENESS

Our staff do their best to help and facilitate the services provided by the Practice, They follow tight rules and regulations to do what is asked by GP's and managers. Please treat staff with respect. We do not accept any rudeness or aggression to our staff and will under the zero tolerance policy, have no alternative than to remove the patient from our list with immediate effect.

## THE PRACTICE TEAM

We aim to provide an integrated range of primary health care from a team of professionals and employ the following staff:

## PARTNERS

**DR BEHNAM SAHEECHA** MBChB 1968 Iraq DPM 1981 London

Dr B Saheecha became a Partner in 1989. He can speak Arabic. He has a diploma in Psychological Medicine (Psychiatry) London 1981 and is a Section-12 approved GP under the terms of the Mental Health Act 1983. His psychiatric qualification enables him to treat most psychiatric patients without referring them onto secondary care. The last 30 years he has also looked after most of our learning disability patients within the Practice.

**DR NASEEM SAHEECHA** Bsc, MBBS, MRCGP

Dr N Saheecha joined the Practice in September 2016, initially as a locum and then a salaried role before becoming a full-time Partner in April 2019. His specialist interests are minor surgery, joint injections and elderly care. He also trains medical students and you may see them sitting in on your consultation, or with other GP's in his absence.

## PRACTICE MANAGER

Janet Butcher joined the Practice in 2022 after working 8-years locally as an Assistant Practice Manager. Responsibilities include overall operation of the Practice and personnel management. In the Practice Manager's absence, Tracy Lever, Assistant Practice Manager, will be available to help.

## ADVANCED NURSE PRACTITIONER

Louisa Clare is an Advanced Nurse Practitioner BSC (hons), Masters Level 2020. She is from a nursing background and has been with the Practice since 2008. She is able to see patients regarding most issues including chronic disease management such as diabetes, COPD, asthma and blood pressure. She is able to request blood tests and scans and is able to diagnose conditions and prescribe medication, as and when required.

## PRACTICE NURSES

The Practice Nurses are available by appointment for injections, immunisations, dressings, cervical screening and health promotion clinics. They can also advise on minor health problems.

## RECEPTION & ADMINISTRATION TEAM

Our team of receptionists have been trained to help you. Their job is often difficult but if you tell them clearly what you require they will do their best to help you, working within the guidelines recommended by the GP's.

Our professional administration team work on our patients' behalf, providing all relevant information to your GP ensuring your electronic health record is continuously up-to-date.

## COMMUNITY

Our community team includes district nurses, health visitors, midwives, community mental health team.

## SURGERY OPENING TIMES

Monday	8.00am to 6.30pm
Tuesday	8.00am to 6.30pm
Wednesday	8.00am to 6.30pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.30pm

## APPOINTMENTS

You can telephone 01708 348963 or call in to make an appointment. The appointment telephone line is changing from 1<sup>st</sup> February 2023 and will open from 09.00am to 12.00pm Monday – Friday and 3.00pm to 5.00pm Monday, Tuesday and Friday.

You have a right to express preference of practitioner. Please request this when you make the appointment. Please let us know if you cannot keep an appointment as someone else may be able to use it.

Appointment times:

Monday	9.00am-12.00pm	4.00pm-6.00pm
Tuesday	9.00am-12.00pm	4.00pm-6.00pm
Wednesday	9.00am-12.00pm	
Thursday	9.00am-12.00pm	4.00pm-6.00pm
Friday	9.00am-12.00pm	4.00pm-6.00pm

Please bear with us as emergencies, both inside and outside the Practice, do occur and these cannot be predicted. If a GP is called out on an emergency, you will be kept informed.

## MEDICAL EMERGENCIES

We offer appointments for medical emergencies on the day they occur. An emergency is a condition that is painful and/or life threatening. An emergency is not normally a condition that has been present for some time and certainly not the need of a medical certificate.

Appointment slots are released at 9.00am for the morning session and 3.00pm for the afternoon session. Outside surgery hours, or on a Wednesday and Thursday afternoon when there is no GP on call, telephone 01708 343991 and you will be transferred to our deputising service which is made up of a co-operative of local GPs.

Please bear in mind that if outside surgery hours you need help or advice then NHS 111 is your best option and they can be contacted on 111.

Please do not use the A&E Department as an emergency GP - the deputising service clinic is in the same building and may well be quicker but you must

phone them first – it is NOT a drop in clinic. Alternatively, please call The Hub on 0203 770 1888 to book a same day appointment.

#### HOME VISITS

If you have a medical condition that prevents you attending the Practice then please phone 01708 343991, before 10.00am if at all possible – a visit will be arranged. Please note however that we are not required to carry out a home visit because you have transport problems. We would be grateful if you could bear in mind that a GP can see four or five people in the Practice in the time it takes to do one home visit. Finally – children with a temperature come to no harm when brought to the Practice.

#### NIGHT VISITS

Night visits are for extreme emergencies only and will be covered by our deputising service. This is via 111.

#### REPEAT PRESCRIPTIONS

Try not to run out of your tablets before ordering new ones. To obtain a repeat prescription, take or send your repeat prescription form to the reception team and we will have repeat prescriptions ready for collection within 2 working days. This facility is also available online. If you would prefer it posted to you, please include a stamped addressed envelope or it can be collected by your chosen pharmacy. Please speak to your pharmacist about this service.

#### RESULTS

For the results of investigations please telephone after 11am on 01708 343991.

#### DISABLED ACCESS

The entrance to the Practice provides easier access for wheelchairs, pushchairs etc.

#### CHANGE OF CIRCUMSTANCES

Please let us know if you move house, change your telephone number or your name.

#### TRAINING

We ensure that all Practice staff are properly trained and we are committed to keeping staff training up-to-date. We have staff training on the 1<sup>st</sup> Wednesday of the month, 1.30pm-3.00pm. We also close for PPI training on 2<sup>nd</sup> Tuesday of the month.

#### REGISTRATION

We require one form of photo ID, passport or driving licence and one utility bill showing your current address. On registration, you will be given an accountable GP.

#### CHAPERONE

If you would like a chaperone present during your consultation, please advise the receptionist or GP/nurse. Our GP's prefer a chaperone being present during any personal examination with our female patients.

#### COMPLAINTS AND SUGGESTIONS

Our Practice Manager will investigate fully and respond to all complaints about the services we provide. Patients with a complaint which cannot be resolved with the Practice Manager can contact the Ombudsman via [www.ombudsman.org.uk/make-a-complaint](http://www.ombudsman.org.uk/make-a-complaint) or call 0345 015 4033.

#### CLINICS

##### MINOR SURGERY

The Practice carries out minor surgery. These are only performed if referred by a GP. Minor Op clinics are held every Thursday

##### POSTNATAL, NEW BABY CHECKS

A clinic runs each week on a Monday.

##### DIABETIC CLINIC

The Advanced Nurse Practitioner runs a weekly diabetic clinic. Should it be required, any of the GPs can refer you on to this clinic.

#### OTHER SERVICES OFFERED

##### SPECIALIST HEALTH PROMOTION AND DISEASE MANAGEMENT CLINICS

There are many conditions where, with good primary care management, we can minimise the need for patients needing hospital care. Where we can, this will be done.

There are too many such conditions to have a weekly or monthly clinic for each one but these will be run on a rolling process and anyone needing such care will receive a letter, text message or phone call, offering them an appointment to attend such a clinic. You will of course have the option to decline but we would encourage you to attend.

##### TRAVEL/HEALTH ADVICE

The nursing staff will be able to give you the most current advice and most vaccines are held in stock. Please book your appointment at least two months before travel.

#### LOCAL WALK IN CENTRE

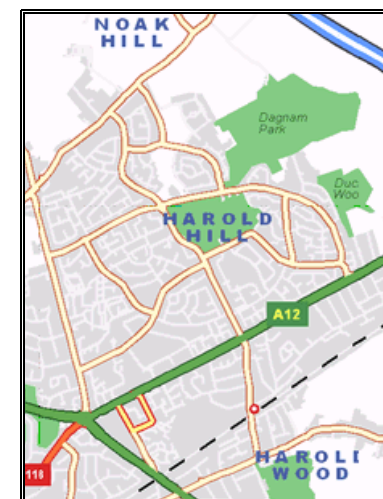
Harold Wood Polyclinic, St Clements Avenue, Gubbins Lane, Harold Wood RM3 0FE.

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Dr B Saheecha & Dr N Saheecha

The Health Centre  
Gooshays Drive  
Harold Hill  
RM3 9SU  
01708 343991

General Queries: 01708 343991  
Appointments: 01708 348963  
[www.drkuchhai-saheecha.co.uk](http://www.drkuchhai-saheecha.co.uk)



If you require this leaflet in a different format or you need further information or assistance, please contact Reception:

NHS Direct 111 - 24-hours a day  
[www.111.nhs.uk](http://www.111.nhs.uk)