

I. Home Visits

1. These are intended for patients who are too sick or disabled to get to the surgery.
2. Non-availability of transport to the surgery is not a fair reason to ask for the doctor to make a house call.

J. Emergency Calls

1. In grave emergencies, you will save precious time by dialling 999 for ambulance first.
2. Patient with burns, suspected fractures or injuries requiring stitches need to be examined and treated in the A&E Department (nearest A&E: Queens Hospital, Romford, Essex).

K. Repeat Prescriptions

1. Please give at least two working days' notice for repeat prescriptions.
2. We require a written note with full details of medication needed so as to avoid any errors.
3. Repeat Prescriptions can also be requested using Patient Access Online account.
4. Telephone requests are only accepted from house-bound and disabled patients and local chemist may be able to deliver upon request.

L. Access/Parking

1. The surgery is located conveniently in Upminster town centre near Waitrose Supermarket.
2. For patients using public transport, there is a bus stop right outside the surgery (Waitrose Supermarket Stop).

3. Patients driving to the surgery are welcome to use the limited parking spaces at the surgery car park (at their own risk) for the duration of their visit to the surgery. The car park gate is locked outside surgery hours for security.

M. Diagram of Area covered by the Practice



N. How to register with us

If you live within the Practice area, in addition to completing a new patient [Registration Form](#) and a new patient [Health Questionnaire](#), you will also need the following:

Photo ID: (any one of the following)

Provide proof of identification e.g. photocopy of driving licence, passport, birth certificate, current visa or identity card.

Proof of address: (any one of the following)

- Provide proof of address e.g. photocopy of council tax bill, utility bill, bank statement (dated within the last 3 months)
- Mobile phone invoices are not acceptable.

PRACTICE INFORMATION

UPMINSTER MEDICAL CENTRE

224 – 226 St. Mary's Lane,
Upminster, ESSEX
RM14 3DH

Phone: (01708) 251 407

Fax: (01708) 221 878

Email: Baig.Surgery@nhs.net

www.UpminsterMedicalCentre.com

A. Introduction

Welcome to our practice. The staff who work here are part of a caring team for residents in Upminster, Cranham and adjoining Hornchurch areas of London Borough of Havering.

We trust that you will be quite satisfied with the attention you receive from us. However, we welcome any suggestions from our patients that would help to further improve the service we offer to you.

B. Services Provided

1. General Medical Services
2. Practice Nurse
3. Asthma Clinic
4. Diabetes Clinic
5. Ante-natal/Post-natal Care
6. Immunisation/Travel Vaccination.
7. Contraception advice (excluding emergency contraception)
8. Minor Surgery
9. NHS Health Checks & Health Promotion
10. Smoking Cessation Clinic
11. Chronic Disease Management (Asthma/Diabetes/CHD/COPD)

C. Doctors' Profile

The doctors in the practice are:

1. Dr. (Mrs.) Sabiha S. Baig
2. Dr. (Mr.) Mirza M. Baig
3. Dr (Ms.) Farah F. Baig

Drs. SS & MM Baig qualified in 1969 & 1968 respectively, obtaining M.B.B.S. Degrees recognised by General Medical Council (U.K.).

Both doctors have extensive experience in hospital medicine and primary care in the U.K.

Dr. Farah Baig qualified in 2001, obtaining Bachelor of Medicine Degree from University of Southampton. She completed full professional training in General Practice (London Deanery) and achieved Membership of Royal College of General Practitioners (nMRCGP) in 2010.

D. Practice Staff

The practice has currently 17 regular staff members including:

1. Mrs. Cathy Hartie (Practice Nurse)
2. Mrs. Hilary Boito (Practice Nurse)
3. Mr Urooj Siddiqui (Business/Practice Manager)
4. Mr Abul Hasnath (Practice Development Manager)
5. Mrs. Jean Pearce (Practice Manager)

E. Surgery Opening Times

Day

Monday	08:00	-	18:30
Tuesday	08:00	-	18:30
Wednesday	08:00	-	13:00
Thursday	08:00	-	18:30
Friday	08:00	-	18:30
Saturday	Closed		
Sunday	Closed		

Reception & Telephone Lines: are open 08:00-18:30 except on Wed 08:00-13:00.

F. Appointments

1. We operate an appointment system for doctor/nurse consultation.
2. Urgent cases are seen the same day.

3. Non-urgent cases are seen as soon as possible by mutual arrangement.
4. Please call or phone during the surgery hours to make an appointment.
5. If you cannot keep an appointment please inform the surgery so that it may be offered to another patient.
6. Every effort will be made to see you as close as possible to your appointment time. Please accept our apologies for any unavoidable delay.

G. Out-of-hours Calls

1. Out of hours, i.e., from 6:30pm till 8:00am next morning (Wednesday from 1:00pm till 8:00am), weekends and bank holidays medical cover is provided by PELC (doctors emergency service); their contact number is **(0330) 100 4470**
2. You can also call **NHS 111** which is free to call both from land lines and mobiles.
3. In the unlikely event of encountering any difficulty in getting through to them, please call the Surgery on **(01708) 251 407** and hold and your call will be automatically diverted.

H. Complaints

If you ever have cause to feel that you wish to make a complaint about any aspect of our service, please be assured that we have a candid in-house complaints procedure. Initially, it would be best to drop a written note "for the urgent attention of Dr. MM Baig / Mr. UA Siddiqui." Please be assured that we will endeavour to deal with your complaint promptly.