

## NEW PATIENTS

We are always happy to accept new patients who live in Waltham Forest, our practice area covers E11, E10 & parts of E15. To register you will need the following documents: Photo ID, utility bill/ council bill, NHS Medical Card (if already registered with NHS). All new patients are required to have a new patient check with the practice nurse/health care assistant to complete registration.

## PATIENTS RIGHTS AND RESPONSIBILITIES

Patients have the right to be treated confidentially and to information regarding their own health. Patients have the right to be given courtesy and respect at all times. Respect for religious and cultural beliefs will always be honoured.

Patients must inform the practice if they change any of their personal details. Patients must keep appointments made. They must inform us if they are not able to attend an appointment, giving us time to offer it to another patient.

## ZERO TOLERANCE POLICY

A zero tolerance policy towards violent, threatening and abusive behaviour is in place throughout the NHS. At no time will any such behaviour be tolerated in this practice. If you do not respect the rights of our staff we may choose to inform the police and make arrangements for you to be removed from our practice list.

## PATIENT DATA & CONFIDENTIALITY

Patient confidentiality is maintained at all times. Patient data is only released to other Health Professionals when it is in the interest of the patient to do so. Express consent of the patient is required before any

## Our Staff

**Practice Manager :** Talha Ahmad

**Practice Nurses :** Ariton Boateng RGN

**Health Care Assistant:** Jolanta Kelneryte

**Business Manager:** Shamsia Ahmad

**Reception & Administration :**

Odeta Brazauskiene

Sabia Aslam

Asha Rahman

Tracy Allingham

## PPG

The surgery runs a Patient Participation Group. A platform for patients to give their views. If you are interested in joining, please ask at the reception desk about the next meeting.

## CARERS

Patients who look after a relative, partner, child or friend who couldn't manage without their support due to illness or disability, are a carer. We recognise they need support too. Contact Carers First on 0300 303 1555, email [info@carersfirst.org.uk](mailto:info@carersfirst.org.uk) or visit [www.carersfirst.org.uk](http://www.carersfirst.org.uk) for more information.

## COMMENTS, SUGGESTIONS & COMPLAINTS

If you have any comments, suggestions or complaints please ask for a form or to speak to our practice manager.

## TRANSLATION SERVICE

If English is not your first language, we are able to provide an interpreter. Please inform receptionist at the time of booking an appointment.

**For information regarding primary medical services:**

WALTHAM FOREST CCG: 020 3688 2604

NHS England Primary: Primary Care Support England  
0333 014 2884 , [PCSE.enquiries@nhs.net](mailto:PCSE.enquiries@nhs.net)

Primary Care Support England, PO Box 350, Darlington, DL1 9QN



## KIYANI MEDICAL PRACTICE

**DR. T. M. KIYANI** (M)

MBBS, DFFP, Dip Ther. MRCPGP



Langthorne Health Centre  
13 Langthorne Road  
Leytonstone  
London  
E11 4HX

Tel. No. 020 8558 5858

[www.kiyanimedicalpractice.co.uk](http://www.kiyanimedicalpractice.co.uk)

## RECEPTION TIMES

The surgery reception is open between:

Monday	8:00 am - 7:30 pm
Tuesday	8:00 am - 7:00 pm
Wednesday	8:00 am - 7:00 pm
Thursday	8:00 am - 6:30 pm
Friday	8:00 am - 7:00 pm

## DOCTOR IS AVAILABLE FOR CONSULTATIONS

(by appointment only, all slots are pre-bookable: in person; by phone; smartphone app & online)

Monday	9:00 – 11:20 am	& 4.00 – 5:20 pm
Tuesday	9:00 – 11.20 am	& 3.00 – 5.50 pm
Wednesday	9:00 – 11.20 am	& 4.00 – 5.20 pm
Thursday	9:00 – 11.20 am	
Friday	9:00 – 11.20 am	& 3.00 – 5.50 pm

**eConsults** - Patients may request an electronic consultation by completing a form available on our website.: [www.kiyanimedicalpractice.co.uk](http://www.kiyanimedicalpractice.co.uk)

**Same Day slots** are available every morning for those with **URGENT MEDICAL PROBLEMS**. Priority is given to children and elderly patients.

Surgery is closed on weekends and bank holidays.

## GP OUT OF HOURS SERVICE:

Call **020 8519 3999** to pre-book an appointment at various sites in the borough.

## OUT OF HOURS EMERGENCY

Before 8.00am or after 6.30pm - in the case of an emergency please ring 111.  
In the event of a life threatening emergency please call 999.

## HOME VISITS

These are very time consuming for the doctor. For this reason, this service is usually for housebound or terminally ill patients. Please telephone your request before 10.00 am.

## TEST RESULTS

Please telephone after 11.00 am. Alternatively, register for online patient access to your medical record.

## ONLINE APPOINTMENTS

Routine appointments may be booked online for doctor.  
Please ask at reception how to register.

## REPEAT PRESCRIPTIONS

Please allow 48 hours (2 full working days). Requests for repeat prescriptions are only accepted in writing . In order to avoid errors we are unable to take requests on the phone.

## ELECTRONIC PRESCRIPTION SERVICE (EPS)

We are able to electronically send prescriptions to your nominated pharmacy. This will save you time and travel in having to go to two places.

## ONLINE REPEAT PRESCRIPTIONS

It is now possible to order repeat prescriptions online.  
48 hours notice will still be required.

If you are interested in this service, please ask at reception for details.

## ONLINE PATIENT ACCESS

Patients are now able to access a summary of their medical records. Please bring along photo identification along with one proof of address to register for this service.

## [www.kiyanimedicalpractice.co.uk](http://www.kiyanimedicalpractice.co.uk)

Our website has details on how to book online appointments and order repeat prescriptions. There is also lots of useful information including travel advice.

## PRACTICE NURSE

Please book an appointment with nurse to seek advice on the following :

- Immunisations
- Holiday vaccinations
- Ear Syringing
- Removal of stitches & dressings
- Blood pressure
- Cervical Cytology

## SERVICES AVAILABLE

Diabetes Clinic  
COPD Clinic  
Asthma Clinic  
Hypertension Clinic  
Heart Disease prevention Clinic  
Diet & Smoking Cessation Advice  
Maternity services  
Contraceptive services  
Minor surgery

## NON-NHS MEDICAL EXAMINATIONS

Medical examinations for insurance, H.G.V. etc.  
These may be arranged by appointment  
A fee will be charged which will be in accordance with British Medical Association recommendations.

## DISABLED ACCESS

The health centre has full facilities for disabled access. Disabled parking, step free access and disabled toilets.