



hurley group

Docklands Medical Centre

Spring Newsletter

Our Newsletter

Welcome to the first edition of the Docklands Medical Centre newsletter. We endeavour to produce a quarterly newsletter for patients to keep you informed of any changes at your practice.

Our Staff

Dr Ben Shankland – Lead GP/Hurley Partner
Dr Zalikha Ilyas – GP
Dr Tope Ajayi – GP
Dr Victoria Photiou – Registrar (until 08/2016)
Rachael Conley – Advanced Nurse Practitioner
Ceri Burton – Practice Nurse
Marieta Movsesyan – Health Care Assistant
Carole Damiani - Phlebotomist
Najeeb Razzaq – Practice Manager
Shahnaz Begum – Reception Manager
Sue Wilson – Senior Administrator
Hanifa Tuzzuhura, Mariam Ansar and Jenny Laane, Amy Sheldon –
Receptionist/Administrators
Corinne Allman – Medical Secretary

Opening Hours

Our phone lines are open 8am to 6.30pm
Monday to Friday – 0207 537 1444
Our surgery opening times are:
Monday/Tuesday - 7am to 6.30pm
Wednesday - 8am to 7.30pm
Thursday/Friday - 8am to 6.30pm
Saturday, Sunday and Bank Holidays closed.

Out of hours

If you need medical advice when we are closed, contact the Out of Hours Service on 020 7377 7151

Appointment and Online Services

- Online e-consultations
- Telephone consultations
- Book appointments and order repeat medication online.
- Routine - for ongoing medical problems or problems that do not require an urgent appointment
- Same day appointments for medical problems that are urgent and cannot wait until the next available appointment

Remember; if you are unable to attend your appointment please tell us so that we can offer that time to someone else.

Web GP

We offer online advice and online e-consultations via our website www.docklandsmedicalcentre.com

Advanced Nurse Practitioner

We have an advanced nurse practitioner, Rachael Conley, who offers minor ailments advice and is able to prescribe medication if necessary. This service is available Monday, Wednesday and Thursday mornings and involves an initial consultation via telephone.

This is a same-day service.

Emis Access

Emis online access allows you to book appointments, request repeat medication and view your medical records online. Please speak to the reception team for more information.

You will be required to show a proof of your identity

'Hub' Appointments

Tower Hamlets has 4 designated hubs for practices to book evening/weekend appointments. These can be appointments to see a GP, Nurse or a Health Care Assistant for specific medical related issues.

These appointments are with local clinicians who (with your consent) will have access to your medical record in order to provide a 'GP' service rather than a 'walk-in' service.

Our local hub is located at the Barkantine practice (E14). Other hubs include East One Health (E1), Blithehale (E2) and St Andrews (E3).

Please speak to a reception team member for more information.

Walk-in Centre

There will be times when demand for appointments on the day cannot be met. We will always ask a clinician to assess the urgency should a patient ask to be seen when we are full.

We encourage patients to seek medical advice from their local pharmacy for minor ailments as the pharmacy is able to give you medications for coughs, colds, and minor ailments without prescription (if you are entitled to free medication).

We may direct you to the local Walk in Centre if we do not have the capacity to see you. Your local Walk in Centre is:

Barkantine Walk-in Centre, 121 Westferry Road, London, E14 8JH
Telephone: 020 751 4000
Open 8am to 8pm Monday to Sunday

Dr Ben Shankland

As of Monday 4th April 2016, Dr Shankland is now a Partner at the Hurley Group which means he will have responsibilities across the group. He has reduced his sessions here at Docklands Medical Centre by a day (Monday – 2 sessions). He now only works Wednesday and Thursday afternoon and all-day Friday. We will be looking to replace these missing sessions with a regular doctor as soon as possible. In the meantime, they will be covered by locum doctors.

Dr Shankland is also a GP trainer and Chair of the Healthy Island Partnership.

Healthy Island Partnership

The Healthy Island Partnership (HIP) is collaboration between 4 GP Practices on the island who work in partnership to co-ordinate the delivery of health services and care packages for our 40,000+ patients. The HIP's vision is to ensure all patients have equal access to a good quality of life through improved health and well-being, coordinated access to primary and community health services.

Get involved and have your say!

Join our Patient Participation Group.

We meet quarterly to get together and discuss the main topics of concern that patients have and to look at any changes and how patients can help.

If you would like to be part of the Patient Participation Group let us know:

Email thccg.docklandsmedicalcentre@nhs.net

Or let reception know by filling in a form and we will inform you of the dates of meetings

Visit our website:

www.docklandsmedicalcentre.com/patient-participation-group for more information and minutes of previous meetings.

www.docklandsmedicalcentre.com