



Thank you for choosing The Shrubberies Medical Centre for your healthcare needs. Our team is committed to providing you with high-quality, patient-centred care and support.

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## Contact Us

### Address:

The Shrubberies Medical Centre  
12 The Shrubberies  
George Lane  
London  
E18 1BD

### Phone:

0208-530-4108

### Email:

[Theshrubberies.medicalcentre@nhs.net](mailto:Theshrubberies.medicalcentre@nhs.net)

### Website:

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



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## Our Opening Hours

Monday	8.00am – 6.30pm
Tuesday	8.00am – 6.30pm
Wednesday	8.00am – 6.30pm
Thursday	8.00am – 6.30pm
Friday	8.00am – 6.30pm
Saturday	Closed
Sunday	Closed

## Extended Access (EA) Hours

Monday	6.30pm – 9.00pm
Tuesday	6.30pm – 9.00pm
Wednesday	6.30pm – 9.00pm
Thursday	6.30pm – 9.00pm
Friday	6.30pm – 9.00pm
Saturday	10.00am – 8.00pm
Sunday	10.00am – 8.00pm

## When we are closed

Outside of normal Practice hours you can call 111 if you need urgent medical attention or advice.

Your needs will be assessed and advice offered, or arrangements made to transfer you directly to the people you need to speak to. If NHS111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

**Please do not ask to see a doctor out of hours, unless you genuinely cannot wait until the surgery re-opens.**

**A&E departments should only be visited in case of emergency.**

**In case of an emergency, call 999.**

## Healthbridge Direct Out of Hours Services

- allows patients to book appointments outside regular hours for routine care.

These appointments are available for both in-person and telephone consultations.

To access an EA appointment, please contact our reception team to discuss availability and book in advance. EA appointments are designed to support patients who cannot attend during standard practice hours.



## Appointments

To book, cancel, or confirm an appointment, please use one of the options below:

### 1. eConsult Service

Our eConsult service allows you to complete an online consultation form for non-urgent medical concerns. This form helps our team understand your symptoms and direct you to the right type of appointment or advice.

- Visit our website and click on the **eConsult** link.
- Fill out the form with your symptoms and personal details.
- Our clinicians will review your information and respond by the next working day.

### 2. NHS App

Download the **NHS App** to manage your healthcare on the go. Through the NHS App, you can:

- Book and cancel appointments.
- Order repeat prescriptions.
- View medical records.
- Access NHS-approved health advice and resources.

The NHS App is free to download on both iOS and Android devices. For help setting up the app, please contact our reception team.

### 3. Phone System for Appointment Management

Using our phone system, you can easily manage your appointments. Simply call our main number on **0208-530-4108** and follow the automated prompts to:

- **Confirm an Appointment:** Select option [#] to confirm the time of an upcoming appointment.
- **Cancel an Appointment:** Select option [#] if you need to cancel an appointment. Please give at least 24 hours' notice to allow another patient to take the slot.

Our reception team is available during practice hours to assist if you need further help.

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## Our Team

Our dedicated healthcare professionals, including our Additional Roles staff, work together to provide a comprehensive range of services to our patients.

### General Practitioners (GPs)

- Dr. Sarah Heyes – Partner, BDS, FDSRCS, MBBS, DCH, DFFP, DRCOG, MRCGP
- Dr. Shahrukh Islam – Partner, MBBS, DCH, DRCOG, MRCGP
- Dr. Sharon Vu – MBBS, DRCOG, MRCGP, PGDip Clinical Dermatology
- Dr. Nadia Bashir – MBBS, BSc, DRCOG, DFRH

*BDS - Bachelor of Dental Science*

*FDSRCS - Fellowship in Dental Surgery of the Royal College of Surgeons*

*MBBS Bachelor of Medicine and Bachelor of Surgery*

*DCH Diploma in Child Health*

*DFFP Diploma in Family Planning*

*DRCOG Diploma of the Royal College of Obstetricians and Gynaecologists*

*MRCGP Membership of the Royal College of General Practitioners*

*BSc Bachelor of Science*

*DFSRH Diplomate of the Faculty of Sexual and Reproductive Healthcare*

### Advanced Nurse Practitioner

- Jo Pover Master of Science in Nursing (MSc)

### Nurse Practitioner

- Sheryfat Otubu

### Administrative Staff

Our friendly administrative team is here to assist you with booking appointments, prescription queries and other enquiries.

### Additional Roles Reimbursement Scheme (ARRS) Staff

We are pleased to have a range of ARRS staff members to support and enhance patient care, including:

- Clinical Pharmacists
- Social Prescriber
- Care Co-ordinator
- First Contact Physiotherapist



## Services we offer

Our practice offers a variety of services to meet your healthcare needs, including:

- General health assessments
- Chronic disease management (e.g., diabetes, asthma, hypertension)
- Childhood immunisations
- Seasonal vaccinations
- Travel vaccinations
- Smoking cessation support
- Simple wound care

Please contact us or visit our website for a full list of services

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## Pharmacy First

We work very closely with our local community pharmacies and can quickly refer you to them for some simple illnesses. They can now prescribe and supply antibiotics and antivirals where clinically appropriate, without you having to see your GP. Pharmacies continue to offer Blood Pressure checks, BP monitors and Oral Contraceptive services.

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## Repeat Prescriptions

Order repeat prescriptions by:

- using the NHS App
- through your nominated pharmacy

We do not take prescription requests over the phone or by email.

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## Patients

### Your Rights and Responsibilities

As a patient of The Shrubberies Medical Centre, you have the right to:

- Respectful and confidential care
- Clear explanations of your treatment options
- Access to your medical records

We kindly ask all patients to:

- Arrive on time for appointments
- Notify us if you need to cancel
- Treat staff with respect

### Confidentiality and Data Protection

Your personal information is safe with us. We are committed to protecting your privacy and only use your data as necessary for your care. For details, please refer to our privacy notice available on our website or at reception.

### Patient Feedback

We value your feedback! If you have suggestions on how we can improve, please contact our reception team or fill out a feedback form at the practice. You can also leave feedback on the NHS website.

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