

Tower Hamlets
Primary Care Trust



Find a
Doctor 

Finding a Doctor (GP) in Tower Hamlets

A GP (General Practitioner) is a doctor who looks after the health of local people and deals with a wide range of health issues such as:

- General health advice
- Contraception and maternity services
- Vaccinations

In some situations a GP may need to refer you to a hospital for tests or treatment.

But remember that if you're not feeling well, seeing your local GP is not the only way to get help:

A well-stocked medicine cabinet will help you to treat many everyday illnesses at home. For example, a small supply of paracetamol or ibuprofen and other remedies will help you treat ailments such as coughs, colds and sore throats.

Your local pharmacists are experts on medicines, how they work and what conditions they treat. They can offer advice on minor ailments and decide whether you need to see a doctor.

Pharmacy First is a scheme which offers Tower Hamlets residents access to health advice and treatment from their local pharmacy. To take part in the scheme you need to visit your GP practice and get a Pharmacy First registration voucher from the practice staff.

If you are not registered with a GP and need to see a health professional you can visit one of your local NHS walk in centres for minor ailments – no appointment is needed. There is one based at the Royal London hospital in Whitechapel and one at Canary Wharf.

You can also call NHS Direct for advice on what to do if you or someone else feels ill. NHS Direct is a confidential 24-hour a day advice and health information service staffed by nurses and qualified advisers. Phone NHS Direct on **0845 46 47**.

Why should I register with a GP?

GPs and practice staff can help keep you well or will see you quickly if you are unwell. A GP can also refer you to specialist and community health services if you need them.

How to register

In most cases, it is only possible to register with a GP near where you live. See the map and the list of GPs to find those near you. To register you can either telephone or visit the practice. If the practice agrees to accept you, you will be asked for your details and the name and address of your last doctor. You will probably be asked to visit the surgery for an introductory consultation with a nurse or GP.

Alternatively you can call the health hotline on **020 7364 5016** which will provide help with registering.

Who can register with a GP practice?

Everyone who lives in the UK is entitled to the services of an NHS GP. This includes people from overseas living legally in the UK. NHS GP treatment is based on residence in the UK and not on nationality. GP practices are not obliged to register people who are visiting the UK from abroad. GP practices may ask for some proof that you are a resident in the area before registering you.

Can I choose which practice I register with?

Yes, if you live in their area. It is important to choose a practice that is right for you. Ask the practice what other services they have – such as clinics or services provided by nurses. The range of services that are provided are described in their practice leaflet.

Your medical card and your NHS number

Within three months of registering you will be sent a new medical card with your NHS number. It will give details of your new GP and of Tower Hamlets Primary Care Trust.

When can I see my GP?

The practice will tell you what their opening hours are and what appointment system they have. They should have a leaflet and a website giving this information too.

You should be able to have a consultation with a GP within 48 hours or be seen on the day if you are unwell and it is an emergency. If you prefer to book ahead for an appointment with the GP/clinician of your choice, you should be able to book an appointment in advance.

Nine out of 10 surgeries in Tower Hamlets now include appointments before 8am or after 6.30pm. Some practices are also open on Saturdays.

If you need help when the GP practice is closed you can contact the GP Out-of-Hours telephone service on **020 7377 7151**. This telephone service is open from 6.30pm–8am on Monday to Friday, and all weekend from Friday 6.30pm to 8am Monday. It also covers all practices that close on Thursday afternoons. When you call, a receptionist will take details and an experienced clinician will call you back. Many Tower Hamlets GPs work for this service. Call your GP surgery or **020 7377 7151** for more information.

Do I have to pay?

Most GP services are free. You may have to pay for non-essential items such as travel vaccinations or reports for insurance companies. You have to pay for prescriptions unless you are:

- aged under 16
- aged under 19 and in full-time education
- are aged 60 or over
- in receipt of
 - Income Support
 - Pension Credit Guarantee Credit
 - Income-based Jobseeker's Allowance

Or if you are named on a Tax Credit NHS Exemption Certificate

You may not have to pay for prescriptions at all if you have a condition on the prescription charge exemption list. Ask your GP practice for details. If you regularly pay for more than five prescriptions in a four month period you could save money using the pre-payment scheme. The scheme allows you to buy a prepayment certificate that you can use to pay for prescriptions. For more information call **0845 850 0030**.

If you are on a low income

If you are on a low income you may be able to get full or partial help towards NHS charges for such things as prescriptions, dental treatment, eye tests and glasses or travel for treatment. The amount you get will depend on your income. You may not be entitled to any help if you have too much in savings. To claim, fill in form HC1, which you can get from local benefit offices, NHS hospitals, dentists, opticians and pharmacists.

If a GP Practice refuses to register me, what do I do?

A doctor may refuse to register you if their list is full. If this is the case they should display a poster explaining their list is temporarily full. A doctor cannot refuse to take you on because of your age, sex, sexual orientation, religion, financial status, disability or medical condition.

Call the health hotline on **020 7364 5016** for more details.

Can I change my GP?

You have the right to change your GP without giving a reason. You then have to find a new one in the way described in this leaflet in the section 'How to register.'

Registration – permanent or temporary

Use permanent registration, if you are likely to live in Tower Hamlets at one address for more than three months. Permanent registration means you can be registered with a medical card and have your records transferred to your new GP.

Or you can register as a temporary patient for up to three months. This is useful if you are staying away from home for a short period of time and need medical care.

Being taken off a GP's list

GPs have the right to remove patients from their list. If this happens you can ask them for the reason in writing.

Is there a GP that speaks a language other than English?

Some GPs speak languages other than English. An interpreter can be arranged when you go to see a GP or other practice staff. This is a free and confidential service. Most practices also have access to telephone interpreting services. Ask your practice for details or call **020 8223 8934**.

Making a suggestion, comment or complaint about your GP or practice staff

If you have a complaint, or want to make your views known about care you have received from your GP or practice staff, you should speak to someone at the practice first. In many cases the problem can be sorted out straight away.

You can also contact the Patient Advice and Liaison Service (PALS Team). The PALS team is part of Tower Hamlets PCT. It is a central help point for information about health and community services.

PALS can:

- listen to problems you have
- help you find ways to solve them
- guide you through the complaints process and other services.

You can call them free of charge on **0800 389 3093** or e-mail pals@thpct.nhs.uk

They are on duty 9.30am to 4.30pm, Monday to Friday. Please leave a message on that number outside those hours.

Or face to face: phone the PALS team for details of their drop-in service at Mile End Hospital.

If you have any complaints you can also call free on **0800 137 524** or email complaints.manager@thpct.nhs.uk

If you have any compliments and suggestions please email myviews@thpct.nhs.uk

GP Directory

North West

Albion Health Centre
333 Whitechapel Road
Whitechapel
London E1 1BU
020 7456 9820
Bengali



Bethnal Green Health Centre
60 Florida Street
Bethnal Green
London E2 6LL
020 7739 6677
Sylheti, Spanish



The Blithehale Medical Centre
3 Jersey Street
Bethnal Green
London E2 OAW
020 7739 5497
German, Punjabi



Health E1 Homeless
Medical Centre
9-11 Brick Lane
London E1 6PU
020 7247 0090



Pollard Row PMS Practice
47 Pollard Row
London E2 6NA
020 7729 7942
Ghanian



Disabled access



Female Doctor

Strouts Place Medical Centre
3 Pelter Street
London E2 7QU
020 7739 1972
Bengali, Nigerian



The Mission Practice
208 Cambridge Heath Road
London E2 9LS
020 8983 7300
German, Bengali



The Spitalfields Practice
20 Old Montagu Street
London E1 5PB
020 7247 7070
Bengali, Nigerian, Spanish, Gujarati



XX Place Surgery
2 Stayners Road
London E1 4AH
0844 815 1020
Spanish, Norwegian



Globe Town Surgery
82-86 Roman Road
London E2 0PJ
020 8980 3023
Spanish, French



South West

Tower Medical Centre
129 Cannon St Road
London E1 2LX
020 7488 4240
*Hindi, Punjabi, Swahili,
French, Urdu*



Stepney Medical Centre
79 Ben Jonson Road
London E1 4SA
020 7790 1059
Bengali, Sylheti



Cable St Surgery
445 Cable Street
London E1W 3DE
020 7423 9022
Spanish, Russian, Malaysian



St Katharine's Dock Practice
12-14 Nightingale House
50 Thomas More Street
London E1W 1UA
020 7488 3653



East One Health
14 Deancross Street
London E1 2QA
020 7790 2978
Spanish, Russian, Malaysian



Dr Varma
5 Brayford Square
Exmouth Street
London E1 0SG
08444 773 106
Gujarat, Bengali, Nigerian



The Jubilee Street Surgery
368-374 Commercial Road
London E1 0LS
08444 778 727



Shah Jalal Health Centre
44-56 Hessel Street
London E1 2LP
020 7702 2036
Bengali



The Wapping Group Practice
22 Wapping Lane
London E1W 2RL
020 7481 9376
Tamil, Polish



North East

St Stephens Health Centre
Bow Community Hall
William Place
London E3 5ED
020 8980 1760
French, German, Spanish, Greek



Bromley by Bow Health Centre
St Leonard's Street
Bromley by Bow
London E3 3BT
0844 8151 020
Norwegian, Portugese, Spanish



Tredegar Practice
35 St Stephens Road
London E3 5JD
020 8980 1822
French, Italian



Stroudley Walk Health Centre
38 Stroudley Walk, Bow
London E3 3EW
020 8981 4742



Devons Road Surgery
1-3 Birchdown House
Devons Rd
London E3 3NS
020 8980 1888
Bengali



The Grove Road Surgery
3 Ivanhoe House, 130 Grove Rd
London E3 5TW
020 8980 1767
*Gujarati, Punjabi, Hindi, Bengali,
Swahili, Russian*



Harley Grove Medical Centre
15 Harley Grove, Bow
London E3 2AT
0844 815 1890
Tamil



Ruston Street Practice
Ruston Street
London E3 2LR
020 8980 1652
Gujarati, Hindi, Urdu



Merchant Street Health Centre
5 Merchant St, Bow
London E3 4LP
020 8980 3676
Bengali, Hindi



St Paul's Way Medical Centre
99 St Paul's Way, Bow
London E3 4AJ
020 7538 0833



South East

All Saints Practice
12 Robin Hood Lane, Poplar
London E14 9PR
020 7093 3895
Bengali, Greek, French



Chrisp Street Health Centre
100 Chrisp Street
London E14 6PG
020 7515 4860
Bengali



Docklands Medical Centre
100 Spindriff Avenue
Isle of Dogs
London E14 9WU
020 7537 1444



The Barkantine
121 Westferry Road
Isle of Dogs
London E14 8JH
020 7791 8080
Spanish, Bengali



Island Health
145 East Ferry Road
Isle of Dogs
London E14 3BQ
020 7363 1111
Arabic



Island Medical Centre
Roserton Street, Isle of Dogs
London E14 3PG
020 7987 4231
Tamil, Arabic



Limehouse Practice
11 Gill Street, London E14 8HQ
020 7515 2211
*Sylheti, French, Italian, Spanish,
Malayalam, Urdu, Bengali*



Dr Selvan
74-78 Gough Walk
Canton Street
London E14 6HR
020 7515 4701
*Hindi, Urdu, Tamil, Kannada,
Bengali, Sylheti*



Aberfeldy Practice
2a Ettrick Street
London E14 0PU
020 7515 5622



If you need to register with a GP
call the health hotline on
020 7364 5016

Walk-in Centres:

Whitechapel Walk-In Centre

The Whitechapel Walk-In Centre provides treatment for minor illnesses and offers general healthcare advice. These services complement, but are not a replacement for, local GPs. The walk-in centre will not normally provide repeat prescriptions. No appointment is necessary.

The centre is open Monday-Friday, from 7am-10pm, and on Saturdays, Sundays and bank holidays from 9am-10pm.

The centre is next to the A&E department at The Royal London Hospital, 174 Whitechapel Road, London E1 1BZ.

Call 020 7943 1333.

The Canary Wharf Walk-In Centre

A service for all NHS patients, offering fast access to experienced nurses and an on-site GP providing advice and treatment for a wide range of minor injuries and illnesses. No appointment is necessary.

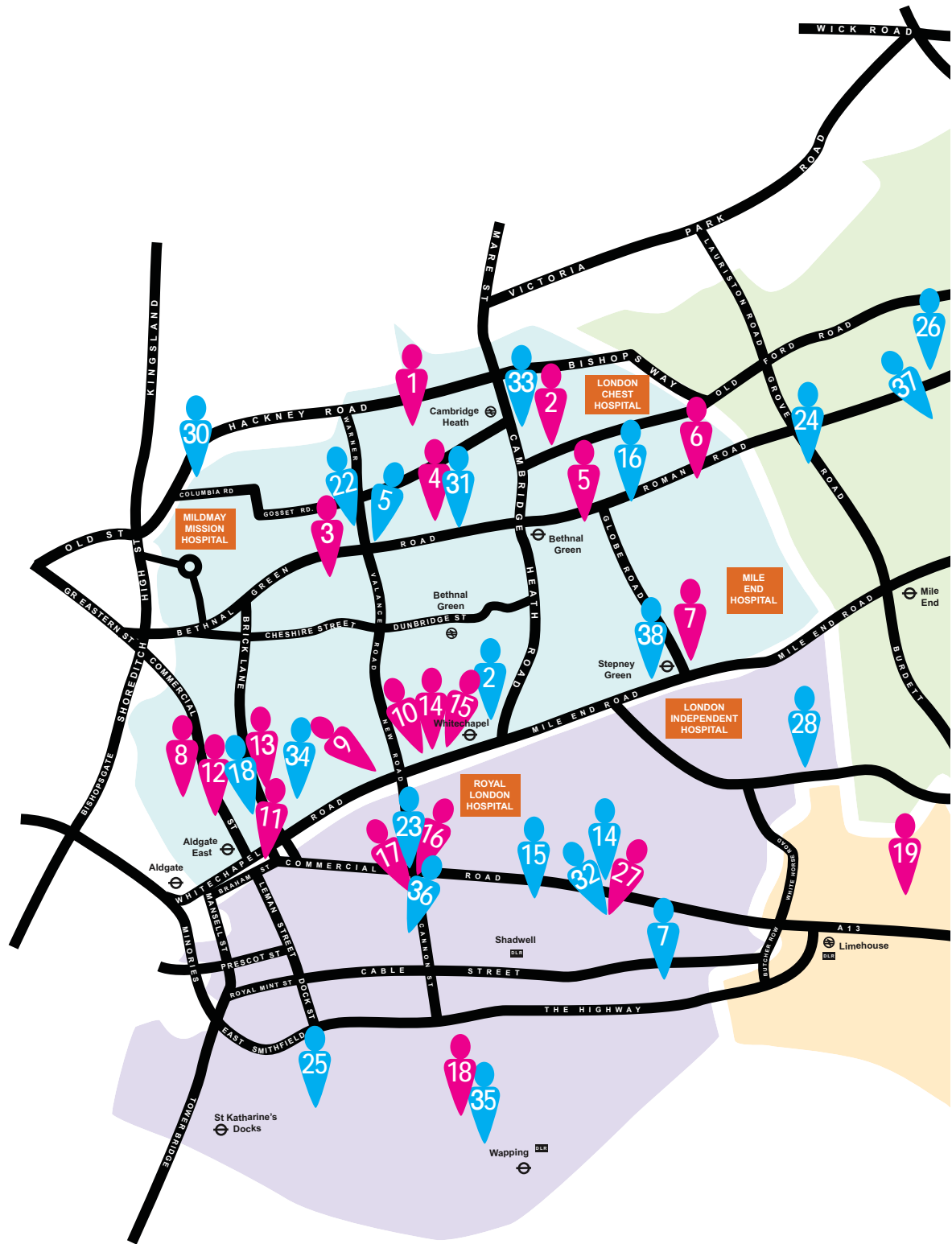
The centre is open Monday-Friday from 7am-7pm. The centre is at 30 Marsh Wall, Canary Wharf, London E14 9TP.

Call 020 7517 3300.

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Find a doctor map



KEY LEGEND



GP



Dentist



DLR Tube station



DLR station

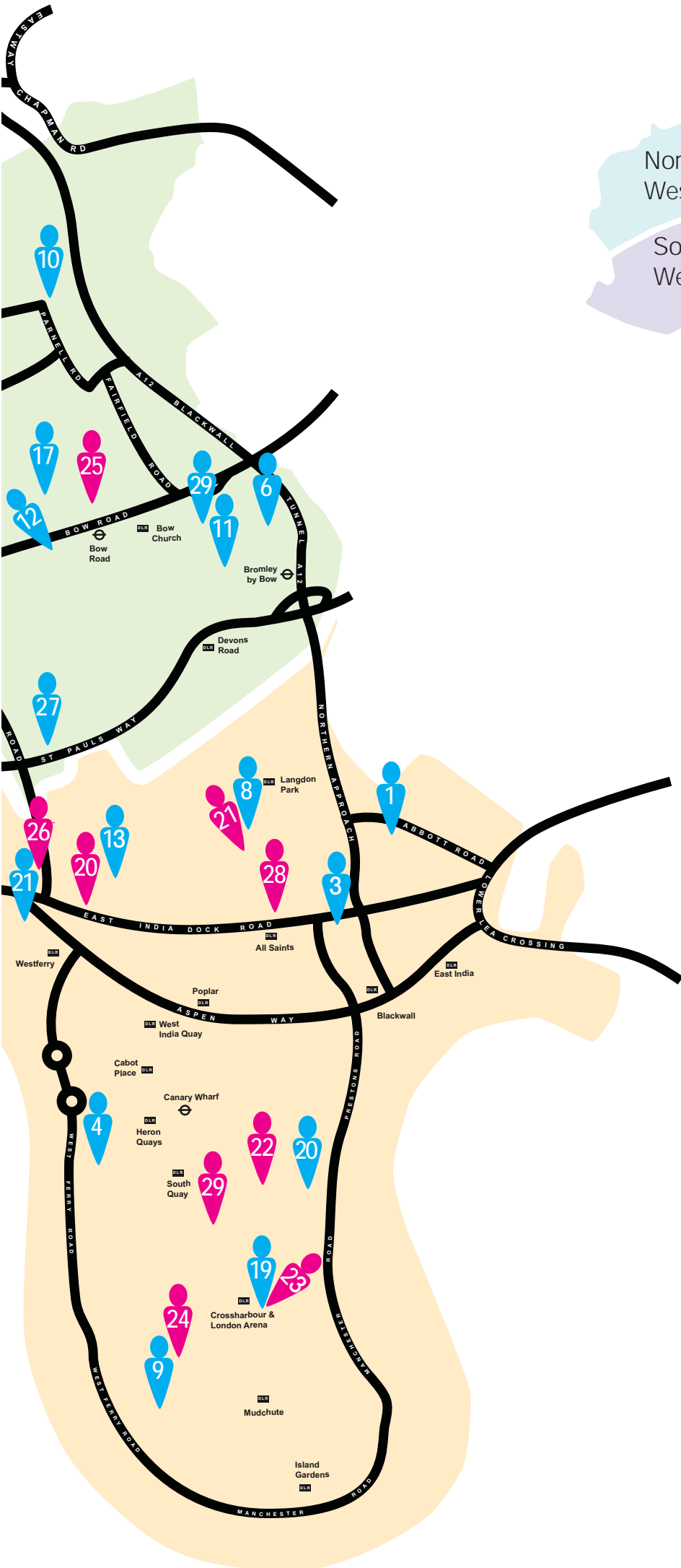
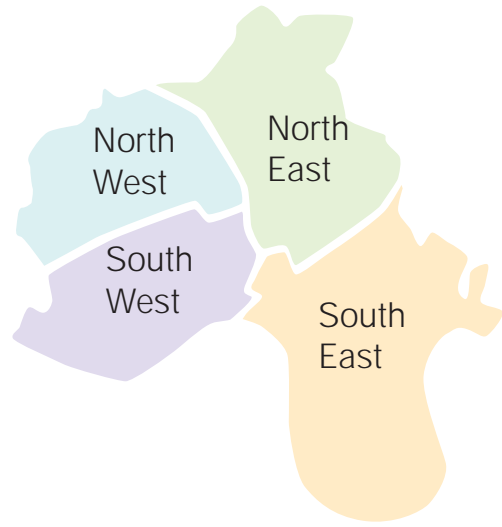


Train station



Hospital

Find a dentist map



**Find a
Dentist** 

Finding a dentist in Tower Hamlets

Your local Primary Care Trust (PCT) is in charge of arranging NHS dental services in your area. These services include urgent treatment, out-of-hours care and emergencies.

As a result of changes to NHS dentistry, your dentist should have more time to spend with you and to give you advice on how to keep your teeth, gums and mouth healthy.

Any treatments that your dentist feels you need to keep your teeth, gums and mouth healthy are available on the NHS. These treatments include dentures, crowns and bridges.

Your dentist will ask you back for regular check ups. If your dental health is good, you may only have to come for a check up every two years.

You no longer need to register with a dentist to get regular treatment. Simply contact a practice offering NHS dentistry and ask if you can have an appointment.

How to find an NHS dentist

There are currently 28 dental practices in Tower Hamlets that offer NHS dental care. These practices are located across the borough and are accessible to all types of patients.

For help with finding and accessing NHS dental services in Tower Hamlets please contact the health hotline on 020 7364 5016.

If you would like further information on each practice you can visit www.nhs.uk and find the nearest practice to you using a postcode search. The site lists all the local practices in your PCT and also tells you whether they are taking on new patients.

Do I have to pay?

Your dentist should always tell you how much you need to pay before starting your treatment.

Band 1 : £16.20

This covers an examination, diagnosis (e.g. x-rays), advice on how to prevent future problems and a scale and polish if needed. This is also the charge for urgent treatment when you need to see a dentist immediately.

Band 2 : £44.60

This covers everything listed in Band 1, plus any further treatment such as fillings, root canal work or if your dentist needs to take out one or more of your teeth.

Band 3 : £198.00

This covers everything listed in Bands 1 and 2, plus crowns, dentures or bridges.

Your treatment costs explained

The charge you pay depends on the treatment you need to keep your teeth and gums healthy (see the introduction at the front of this leaflet for some useful hints and tips).

All charges apply to an overall course of treatment, and not the individual items within the course of treatment. You will only have to pay one charge for each course of treatment – even if you need to visit your dentist more than once to finish it.

If you need more treatment within the same charge band (for example, an additional filling) within two months of completing a course of treatment, you do not have to pay anything extra.

You do not have to pay to have your dentures repaired, for having stitches out, or if your dentist has to stop blood loss. Neither do you have to pay if your dentist only needs to write out a prescription. (But if you pay for your prescriptions, you will pay the usual charge when you collect your medicine from your pharmacist.)

You may need to pay all, or some, of your treatment costs before you start a course of treatment. Always ask the practice for a receipt.

Can I get free NHS dental treatment?

You do not have to pay for NHS dental treatment if – when the treatment starts – you are:

- aged under 18
- aged 18 and in full-time education
- pregnant or have had a baby in the previous 12 months
- staying in an NHS hospital and your treatment is carried out by the hospital dentist
- an NHS Hospital Dental Service outpatient (however, you may have to pay for your dentures or bridges).

You also do not have to pay if – when the treatment starts or when you are asked to pay – you:

- are getting, or your partner is getting, Income Support, income-based Jobseeker's Allowance or Pension Credit guarantee credit
- have the right to, or your name is on, a valid NHS tax credit exemption certificate
- have the right to full help under the NHS Low Income Scheme (i.e. you are named on a valid HC2 certificate).

How can I claim free NHS dental treatment?

You will be asked to show your dentist written proof that you can claim free NHS treatment. You will also be asked to sign a form (HC1) to confirm that you do not have to pay.

If you have the right to partial help under the NHS Low Income Scheme, and your name is on a valid HC3 certificate, you may not have to pay for all your treatment.

You will need form HC1 to claim for full (HC2) or partial (HC3) help with NHS dental costs. These forms are available from your Jobcentre Plus office or by calling 0845 850 1166 or 08701 555 455.

To find out more about free NHS dental treatment and how to go about getting it, see Help with health costs (HC11), which is available from post offices, Jobcentre Plus offices and dental surgeries. It can also be downloaded from www.dh.gov.uk

Checks are made on many free treatment claims. If you say you have the right to free treatment when you do not, you could go to court and/or have to pay a fine.

If you pay for your treatment but later find out that it should have been free, you can claim a refund. You need to do this within three months of the date that you paid. To do this, you need form HC5, which is available from post offices, Jobcentre Plus offices and dental surgeries. It can also be downloaded from www.dh.gov.uk

What can I expect from my dentist?

Your dentist should always:

- undertake a full examination of your mouth, teeth and gums
- explain your treatment options and let you know what treatment can be done on the NHS and what other work (e.g. cosmetic treatment) can be done privately if you wish
- make sure you know how much your NHS and/or private treatment will cost
- give you a treatment plan for any proposed Band 2 or 3 treatment
- offer all the care and treatment needed to maintain your dental health – and that you wish to receive as an NHS patient – as part of a single course of treatment
- give you a leaflet with information about the practice and its services
- display a poster about NHS charges in the waiting room.

If your dentist does not offer all of the above services and information, you have the right to ask for them.

What does my dentist expect from me?

- Give as much notice as possible if you have to cancel or change your appointment. If you miss appointments you do not have to pay but your dentist can decide not to offer you treatment in future.
- Try to follow your dentist's advice on how to avoid tooth decay and gum disease. Always ask if there is something you do not understand.
- Pay your treatment bills promptly.

What if I need urgent or emergency dental care?

If you need urgent treatment you should be able to receive same-day treatment at your local practice.

If you require emergency treatment at a time when your local practice is closed then you can call the Emergency Dental helpline on 020 7377 7151.

This service is open during the following hours

Weekdays: 6.30pm - 10pm

Weekends: 7.30am - 3pm

Bank Holidays: 7.30am - 8pm

When contacting this service you will be put through to a clinician who will assess your needs over the phone and if necessary book you in for an appointment to be seen at the Emergency Dental Clinic based at the Royal London Hospital in Whitechapel.

Dentists

North West

YH Verma Dental Surgery
238-240 Bethnal Green Road
London E2 0AA
020 7729 7319

E2 Dental Practice
427a Bethnal Green Road
London E2 0AN
020 7739 7009

City Smile
406b Hackney Road
London E2 7AP
020 7739 4275

Fresh Spring Dental Practice
21 Commercial Street
London E1 6BD
020 3216 0077

Spitalfields Health Centre
9-11 Brick Lane
London E1 6PU
020 7247 8558

The Brace
Orthodontic Practice
1st Floor
94a Whitechapel High Street
London E1 7RA
020 7247 4447

New Road Dental Practice
29 New Road
London E1 1HE
020 7247 3737

Abbey Dental
224 Whitechapel Road
London E1 1BJ
020 7247 0964

East Side Dental Practice
222 Whitechapel Road
London E1 1BY
020 7247 0132

221 Dental Surgery
221 Whitechapel Road
London E1 1DE
020 7247 5378

Whitechapel Dental Centre
195 Whitechapel Road
London E1 1DN
020 7247 4600

Heng K. Lei
227 Mile End Road
London E1 4AA
020 7790 6066

Alba Dental Care
32 Toynbee Street
London E1 7NE
020 7377 6886

South West

Community Dental Practice
384-397 Commercial Road
London E1 0LR
020 7790 9619

Care Dental Practice
44-56 Hessel Street
London E1 2LP
020 7488 0608

New Road Dental Practice
29 New Road
London E1 1HE
020 7247 3737

Abbey Dental
224 Whitechapel Road
London E1 1BJ
020 7247 0964

East Side Dental Practice
222 Whitechapel Road
London E1 1BY
020 7247 0132

North East

221 Dental Surgery
221 Whitechapel Road
London E1 1DE
020 7247 5378

Whitechapel Dental Centre
195 Whitechapel Road
London E1 1DN
020 7247 4600

PDS Wapping
St Peter's Community Centre
Reardon Street
London E1W 2QH
020 7481 1013

Bow Dental Surgery
143 Bow Road
London E3 2AN
020 8980 6398

Family Dental Care
211 Roman Road
London E2 0QY
020 8980 9838
Mon-Fri 11am-3pm

Al Attar and Associates
55 Old Ford Road
London E2 9PJ
020 8980 3252

SCT Apollonia
29 Roman Road
London E2 0HU
020 8980 2890

South East

Chrisp Street Dental Practice
24 Market Way
London E14 6AH
020 7093 0959

East India Dock Road
Dental Practice
62 East India Dock Road
London E14 6JE
020 7987 2763

Burdett Road Dental Practice
320a Burdett Road
London E14 7DL
020 7987 4880

Docklands Dental Centre
17-19 Skylines, Marsh Wall
London E14 9TS
020 7538 9990

Salmon Lane Dental Care
126 Salmon Lane
London E14 7PQ
020 7987 2189

Spencer-Brown & Srotyr
211 East India Dock Road
London E14 0ED
020 7538 2867

Island Health Dental Surgery
145 East Ferry Road
London E14 3BQ
020 7363 1113

Altmore Dental Practice
33-37 Amsterdam Road
London E14 3VV
020 7515 4600

Anita Agarwal
Unit 2, 41 Mill Harbour
London E14 9NA
020 7538 4131

If you are having difficulty finding an NHS dentist
call the health hotline on 020 7364 5016.







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Find a doctor map



KEY LE END

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 Dentist	 DLR station	 Hospital

Find a dentist map

