

Need an appointment?

Woodgrange Medical Practice
40 Woodgrange Road, Forest Gate, E7 OQH

Patient line **020 8221 3100**
Practice enquiries **020 8221 3128**
Practice fax **020 8221 3129**
Website <http://wmp-gp.co.uk>

Our opening hours are:

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	8:30am – 12:30pm (pre-booked and queries only)
CLOSED	Sundays & Bank Holidays

Evenings and weekends

GP Co-op 0207 511 8880 or dial our usual telephone number and the call will be directed to GP Co-Op service.

If you need medical help when we are closed, you can see a GP from Newham GP Co-op which is based in the at Newham University Hospital. This is run by local GPs who take it in turns to cover emergencies.

Telephone Appointments

An appointment system whereby you will speak to a Clinician; the best course of action will then be decided with you, resulting in an appointment, prescription or advice.

This service has been developed in order to provide you with rapid access to a Clinician on the same day.

Please note that the Doctor will call back within 2 hours depending on your clinical needs. If you are not contacted within the 2 hours please do let us know.

Booking Online

You can book an appointment via <http://wmp-gp.co.uk>. In order to do this you will need a unique login and password which can be requested from Reception.

Home visits

Our doctors would see four patients in the practice in the time it takes us to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend our practice, e.g. housebound or elderly patients.

If you feel you cannot wait for an appointment, you can go to (no appointment needed)

*Urgent Care Centre
Newham University Hospital,
Glen Road, Plaistow, E13 8SH
Phone: 020 7363 9200*

*Opening hours: Monday to Friday 8am - 11pm
Saturday, Sunday & Bank Holidays 9am - 11pm*

Have we got your correct telephone number?

Please let us know we can send you an appointment reminder or information by text, completely free.

Do you have call barring at home?

If so, the practice may have trouble contacting you. You may wish to consider adding the surgery numbers to your preferred list.

Change of Details

Please inform us promptly if you have changed your name, address or telephone number.

Unable to attend your Appointment?

We have approximately 300-400 missed appointments every month. This is the equivalent of 2 weeks of appointments for a full time Doctor.

There are two options of how to cancel your appointment.

If you have an appointment that you do not need then please ring to cancel it, also if you book your appointment 24 hours before you are due to come in you will receive a text reminder from the Surgery. If you are unable to attend please reply to the reminder by texting the word 'CANCEL'. Please ensure that when you cancel by text please do so at least 2 hours prior to your appointment.

We operate an appointment system and try to see patients on time. If a doctor is running more than 30 minutes late you will be informed. Unfortunately as a result of late attendances we have decided that if you are late by more than 15 minutes and you have not informed our receptionist prior to attending, then we may request you to re-book another alternative appointment. Please inform us if you are unable to keep an appointment as often it could be offered to somebody else. If you fail to attend 3 appointments without notification to us then you will be informed in writing. If this persists then regretfully you will be removed from our Practice register.

**REMEMBER IF YOU DON'T NEED IT
PLEASE CANCEL IT!**