

Contact Hours

	Surgery	Phonelines
	Opening Hours	
Monday	08:00AM to 18:00PM	08:00AM to 18:30PM
Tuesday	08:00AM to 18:00PM	08:00AM to 18:30PM
Wednesday	08:00AM to 18:00PM	08:00AM to 18:30PM
Thursday	08:00AM to 18:00PM	08:00AM to 18:30PM
Friday	08:00AM to 18:00PM	08:00AM to 18:30PM
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

OPTION 1 – Appointment queries

OPTION 2 – Prescriptions (between 10.30am – 16.00pm)

OPTION 3 – Test Results (between 12.00 – 16.00pm)

OPTION 4 – General Enquiries

Email addresses:

Prescriptions.f81211@nhs.net for prescription requests

Registrations.f81211@nhs.net for registrations

Practice.managerf81211@nhs.net for enquiries

Surgery & Phonelines are closed for public & Bank Holidays

Practice Staff

Dr N. Yadava - MBBS DRCOG

Dr R. Yadava - MBBS BSc (Hons) DRCOG MRCGP

Dr R. Bahri - MRCGP MBBS BSc (Hons)

Shelley - Practice Nurse

Susan - Nurse Prescriber

Alfreda - Advanced Clinical Pharmacist

Lorna - Practice Manager

Nicola - Administrator

Julie - Prescription Clerk/ Care Navigator

Linda - Care Navigator

Lesley - Care Navigator

Candice - Care Navigator

Georgina - Administrator

34 East Thurrock Road
Grays
Essex
RM17 6SP

Phone: 01375 390575

Website: www.yadavapractice.co.uk



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East Thurrock Medical Centre

Partners:

**Dr. Nita Yadava &
Dr. Rashmi Yadava**



01375 390575



Practice.managerf81211@nhs.net

Information



From Wednesday 26th February 2025, we are operating a total triage system, where every request for a GP appointment is triaged by our Clinical team. To request an appointment, we are asking all our patients to use an online form where possible. If you find it difficult to use a computer or a smartphone, you can telephone our reception on 01375 390575 where our reception team will fill out the form on your behalf. If you do not have access to a computer or Smartphone, you can attend in person and use one of our designated tablets to submit this. Our reception staff are not able to book an appointment with a GP directly. We have nurse appointments that we can pre-book for you for routine follow ups.



How to register as a Patient

Please follow the link below Register with a GP surgery or click on the Register tab on our website, this will enable you to register online. Alternatively you can pick up a registration pack from the Surgery.

Home Visits

These should be requested before 10am if at all possible and these will only be for those that are housebound, We understand they may be those that are temporarily housebound due to an illness and where possible we will make every effort to recognise those patients and make the necessary adjustments within their clinical record to reflect this. There may be times where the GP will arrange appropriate referrals for someone to come and assess your needs such as the Urgent community response team, district nurses or at times even the Paramedic to do a full assessment.

Chaperones

If you require a Chaperone whilst seeing a clinician please inform reception as the earliest convenience. At times the clinician may also wish to have a chaperone during the consultation and that is their right to do so. All our staff have had the relevant chaperone training and have full DBS checks.

Interpreters

We have access to a full range of interpreters, Male and female covering an extensive range of languages. These can be booked to assist you in the appointments remotely where possible please ensure you ask at reception if you require this at the point of booking. We also have access to BSL sign language interpreting, and this can be arranged for a face to face interpreter or video consultation. These need to be booked in advance so please ensure you advise reception if this is required.

Prescriptions

Please request your medication via our designated prescriptions email:

prescriptions.f81211@nhs.net where our prescription clerk will aim to get this to your nominated pharmacy within 72 hours.

If you do not have access to emails please ask your nominated pharmacy to put the

request in on your behalf.

WE DO NOT ACCEPT MEDICATION REQUEST OVER THE TELEPHONE.

If you have a medication query that cannot be resolved by the pharmacy please call 01375 390575 option 2 to speak to the prescription clerk directly between 10.30am and 16.00 pm Monday to Friday.

Disabled Access

Automatic Rear Door Access suitable for wheelchairs

Access Ramp and intercom if required

Disabled Parking Bay at the rear of the surgery

Disabled Toilets on both floors

Hearing Loop

Enhanced Access

We offer remote and face to face appointments outside of normal operating hours.

These are Mon – Fri 18.30pm-20.00pm at various sites across Grays with a multitude of clinicians.

On Saturdays we are also able to offer appointments between 09.00am – 17.00pm at these venues.

These are available to be pre-booked so if the surgery is unable to accommodate your appointment request, we will offer you one of these. You are also able to request one of these appointments if we have availability at your preferred time.

If you require urgent medical attention when the surgery is closed, please call NHS 111.

If you have a life-threatening medical emergency, please call 999.

Our local A&E department is located at Basildon Hospital.

Minor Injuries located at Orsett Hospital and is open from 10.30am-19.30am.

Complaints

If you want advice or information about the complaints process, please visit our website www.yadavapractice.co.uk or alternatively contact the practice on 01375 390575.

Patient Participation Group

Are you interested in finding out more about the Yadava Practice? Do you have any feedback on how services can be improved to support our service users? Would you like to be involved in the decision making? We aim to meet at quarterly intervals so if you feel you would like your voice heard to support the practice, please email the practice manager on

practice.managerf81211@nhs.net.

ZERO TOLERANCE

Our staff come to work to care for others, not to become victims of violence, threatening behaviors, physical, verbal, racial, sexual abuse or discrimination. Our Zero Tolerance Policy includes – Attempted or actual aggressive, threatening or physical actions, telephone encounters or written communications made towards any member of staff which will be logged and could be reported to the police.

All incidents that breach this policy will result in a warning letter.

Repeated incidents could result in refusal of treatment and ultimately removal from the practice list.

All Calls are recorded and monitored for training purposes.

CCTV in Operation for the safety of our employees and members of the public.