

Claremont Clinic

459-463 Romford Road
Forest Gate, London, E7 8AB
Telephone: 020 8522 0222
www.claremontclinic.co.uk

Urgent Out of Hours
Telephone: 020 7511 8880 or 111

Practice Information Leaflet

(Updated August 2026)

Welcome

Welcome to Claremont Clinic. We are an NHS GP Surgery in North-East London, founded in 1951.

We provide a range of care and medical services for our local community. This leaflet has been produced from the patient information leaflet policy and gives an overview of the Personal Medical Services (PMS) we offer. Please ask at reception or see our website if you require any further information.

Practice Aims/Vision

To provide high-quality, supportive, and best-practice healthcare to our community, putting our patients at the centre of everything that we do.

New Patient Registration and Practice Area

The quickest way to register is to use our website. You must live within the practice boundary area (outlined below and shown online).



Named GP

All registered patients will be allocated a named, accountable GP. You may consult with any GP/clinician.

Opening Hours

Our premises are open and telephone lines available:
Monday to Friday from 8.00am to 6.30pm

Booking An Appointment

Appointments can be requested using the triage form online via our website, in person or via the telephone. You may request to see any clinician.

We have same-day appointments available daily for more urgent issues, young children, the elderly and vulnerable patients. You may be signposted by our triage team to a more appropriate service for your request (such as Pharmacy First). We have face-to-face and telephone appointments available. Please note each appointment is for one person only and we try to keep to one problem per appointment.

If you require a translator or advocate for your appointment, please inform us so that we can make appropriate arrangements.

If you wish for a chaperone to be present, you can ask for one at any time.

Checking or Cancelling an Appointment

You can check your in-person appointment time or cancel your appointment by contacting reception or by using our “check and cancel” service by telephoning us and selecting that option. Please note to use this telephone service you will need to call using the number you have registered with us.

Enhanced Access

Later evening and weekend appointments with a range of clinicians are provided via the Newham Health Collaborative. These are provided at various practices across the borough – they will not be at Claremont Clinic. These can be booked through our reception or by calling the clinical assessment number on 020 3839 7513. Please note this is not an emergency service.

Urgent Help When We Are Closed

When we are closed, you can get urgent advice or care by calling 111, visiting www.111.nhs.uk or by calling our number which redirects to the Newham GP Cooperative. You can call the Newham GP Cooperative directly on 020 7511 8880.

Home Visits

We provide home visits for registered patients who are on our housebound register or unable to get to us for medical

reasons. If you wish to request a home visit, then you must contact reception before 12pm (midday) for a same-day assessment with a clinician.

All requests will result in a telephone assessment prior to a home visit being organised. You may receive a visit by one of our clinicians or the rapid response team. If you are requesting after 12.00pm (midday), you will be called the next working day. If the issue cannot wait until the next working day, then we suggest calling 111 at any time, or the Newham GP Cooperative on 020 7511 8880 after 6.30pm.

Prescriptions & Repeat Prescriptions

Repeat prescriptions can be requested via the NHS App, on our website, via your pharmacy, or in person by filling out a prescription request at reception or ticking the right-hand page of your paper prescription.

We do not take prescription requests over the telephone.

We aim to issue all prescription requests in two working days. Please check if the prescription has been issued rather than repeatedly request. A clinician may reject a repeat or request a review of your medication at their discretion.

NHS England does not recommend that we prescribe over the counter medication for minor health concerns. Please help the NHS to use resources sensibly.

NHS App

We recommend our patients to utilise the NHS App on their smartphones (download from your application store) or via the NHS app website: www.nhsapp.service.nhs.uk/login. You can view your health records, test results, order repeat prescriptions and receive messages via the app. Please ensure notifications are turned on if you are using the app. You may need to contact reception to enable all services. Our NHS App ambassadors are Sam Cutts and Dr Andrew Peetamsingh.

Disabled Patients

Clinical rooms, reception and toilets (disabled toilet on the ground floor) in our premises are wheelchair accessible. There is lift access between the ground, first and second floors. There is a hearing loop available at the practice. If an area is not accessible to a patient, arrangements will be made to consult in a suitable area.

Practice Team

Partner GPs

Dr Ciarán Joyce (m)

MBChB (Bristol, 1987), MRCGP, DCH, DRCOG. GMC: 3240784.

Dr Shahid Choudhury (m)

MBBS (St George's London, 1999), PGCert Education, PGCert Diabetes, MRCGP. GMC: 4574507

Dr Shabela Begum (f)

MBBS (Oxford, St Bartholomew's & The Royal London, 2000), BA (Hons) Oxon., PGCert Education, PGCert Diabetes, MRCP, MRCGP, DFRSH, DRCOG. GMC: 4714381.

Dr Sadek Ahmed (m)

MBBS (Queen Mary London, 2013), MRCGP. GMC: 7410047.

Salaried GPs

Dr Christina Linvell (f)

MBBS (St George's London, 2006), MRCGP. GMC: 6141477.

Dr Rehana Aslam (f)

MBBS (Kings College London, 2013), MRCGP. GMC: 7411325.

Dr Andrew Peetamsingh (m)

MBBS (Imperial College London, 2012), BSc (Hons) Lond., PGCert Medical Education, FRSA, MRCGP, MRSPH, MRI, MFMLM, MACadMed, MBCS, ALS, AICSM. GMC: 7293991.

Dr Chiron Velho (m)

MBBS (St George's London, 2014), MSc, PGCert Business Administration, FHEA, MRCGP. GMC 7451094.

Dr Shivaneer Yogan (f)

MBBS (Imperial College London, 2014), BSc (Hons), MRCGP, AICSM. GMC: 7455766.

Nursing and Healthcare Assistants

Nurse Anne Lawrence Joseph (f)

Practice Nurse. NMC: 91D0294E

Nurse Cindy Lai Kuan Nanan (f)

Practice Nurse. NMC: 90C0484E

Mr Satyen Patel (m)

HCA & GP Assistant

Practice Manager

Mrs Suki Rattu (f)

Cert Primary Healthcare Management (Queen Mary London, 2001)

Other Healthcare Staff

For more information, please visit our website

Teaching and Training Practice

We are proud to be an accredited teaching and training practice with the London Deanery for GPs in training. We are an approved practice for medical students from Queen Mary

London and pharmacy students from University College London. You may refuse to see a student if you prefer.

The Accessible Information Standard

Please let us know if you need any communication support to access services – reception staff will be happy to assist.

Services we provide

Along with routine appointments, the practice offers the following services:

- Family planning/Contraception
- Immunisations and Vaccinations
- Travel vaccinations (excluding Yellow Fever)
- Minor surgery
- Wound Care
- FeNO testing
- Cervical smear testing
- Medication reviews
- Post natal health checks
- Six-week baby checks
- Health checks – for the over 40s and all new patients
- Chronic disease management – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, COPD, diabetes, hypertension, kidney disease and heart disease.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Patient Rights and Responsibilities

You have the right to access the services we provide according to your clinical need.

You have the right to expect a standard of care that would reasonably be provided by a clinician.

You have the responsibility to attend appointments punctually and cancel if you are unable to attend.

All staff and patients at the practice have the right to be treated with mutual respect. Any incidence of verbal or physical abuse, or threats of violence will not be tolerated, and the appropriate action will be taken by the clinic.

For more information on “You and Your General Practice” please see our website.

Compliments, Suggestions and Complaints

We continually make efforts to improve our services, and we welcome all comments. Comments can be made in person using the suggestions box in reception, by letter, or by emailing us on the complaints email.

We are sorry we do not always get things quite right. If you wish to make a complaint, the process is detailed on our website within the “How Do I” section or you can contact reception.

You may post a written complaint for the attention of the Assistant Practice Manager at our address, fill out a complaints form and give it to reception, or you may email it to claremontclinic.complaints@nhs.net.

If you wish to escalate a complaint further, please see our website or contact reception for further information.

Your Information and Patient Data

All our staff have an ethical and legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR legislation. You can opt out of additional information being shared on your summary care record. You can access copies of your own records. Please ask reception for further information.

North East London ICB

Our services are provided under a contract with the NHS North East London Integrated Care Board (ICB). This governs the services we offer to our patients. The ICB can be contacted about any aspect of primary care at:

NHS North East London
9th Floor – 20 Churchill Place
London, E14 5HJ

020 8221 5500
NELondonICB.enquiries@nhs.net
www.northeastlondon.icb.nhs.uk

Non-NHS Services

Some services are not provided free on the NHS, therefore, a charge will be levied. Our current price list for these services is available on our website or from reception