

HOW TO GET HELP WHEN THE SURGERY IS CLOSED.

When the surgery is closed there is an emergency GP available 24hours a day, 7 days a week. To contact the emergency out of hours GP service telephone **020 8185 0545**

A GP will call you back and will then either give you telephone advice, arrange to see you at an emergency centre or visit you at home, depending on what is required. There is no charge for this service.

If you do not wish to see a doctor you can get telephone advice by calling NHS direct **0845 4647**



Please only use A&E departments if it's a genuine emergency

The Nightingale Practice

10 Kenninghall Road

Clapton London

E5 8BY

Tel 020 8985 8388

Fax 020 8986 6004

www.thenightingalepractice.co.uk

Opening times

Monday, Tuesday, Thursday & Fridays 07:00-18:30

Wednesdays 08:00-18:30

We are open 2 Saturdays per month 09:30-12:00

How to get help when the surgery is closed

In case of an urgent medical problem when the surgery is closed

phone:-

The GP Out of Hours Service: 020 8185 0545

For Medical advice you can also phone

NHS Direct:- 0845 4647

These details are also on our telephone answering machine.

Partners

Dr Sarah Williams
MRCGP BA DCH DRCOG DFFP

Dr Nisha Patel
DCH MBBS MRCGP

Dr Juliet Brown
MBChB MRCGP

Dr Eleanor Jacob
MBBS MRCGP DFFP

Salaried GP's

Dr Joanna Sudell
MBBS MRCGP DCH DRCOG

Dr Mary O'Sullivan
MBChB MRCGP DCH

Dr Lauren Rosenberg
MBBS DCH DRCOG MRCGP

Dr Caroline Chan
MRCGP DFRSH DCH MRCP
MBBS BSc

Practice Manager

Jill White
AMGP

Nursing team working days

	Monday	Tuesday	Wednesday	Thursday	Friday
Nyamka (Practice Nurse)	AM PM		AM PM		AM PM
Jane (Assistant Practitioner)	AM PM	AM	AM PM		
Kim (Health Care Assistant)		AM PM	AM	AM PM	AM PM

Health Care assistant duties include:-

Blood pressures, new patient health check, Phlebotomy, stitch removal, follow up dressings, spirometry/reversibility, wound swab, GTT test

Assistant practitioners duties include all of the above plus: -

ear syringing, flu/pneumovax vaccinations and B12 vaccinations for under 16's, stable diabetic review.

Practice nurse duties include all of the above plus: -

travel vaccinations, yellow fever & hep B vaccinations, 1st dressings, smears/swabs, childhood immms, chronic disease reviews, INR checks, follow up contraceptive injection

Doctor's normal working days

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Williams	AM PM		AM	AM PM	
Dr Patel			AM PM	AM PM	AM PM
Dr Brown	AM	AM PM		AM PM	AM
Dr Jacob	AM PM		AM PM	AM PM	
Dr Sudell			AM PM		AM PM
Dr O'Sullivan	AM PM	AM PM		AM	AM
Dr Chan	AM PM	AM PM	AM PM		
Dr Rosenberg		AM	AM		AM PM
Dr Santeng	AM PM	AM PM			AM PM
Dr Ward	AM PM		AM PM		

Practice Nurses

Nyamka Marsh

The nurses provide a wide range of services including family planning, cervical smears, blood pressure and heart disease checks smoking cessation, ear syringing, travel advice and immunisations, asthma checks, diabetic checks, 'FLU' vaccinations and advice for a healthy lifestyle.

Practitioner Assistant

Jane O'Beirne

Health Care Assistant

Kim Harding

The Practitioner Assistant and Health Care Assistant work along side clinical staff and help with the provision of patient care. Appointments are available for blood tests, routine blood pressure checks and new patient checks. Please see page 15.

Deputy Manager

Rebecca Simpson

Medical Secretary

Anne Kelly
AMSPAR MSBMS

Clinical Administrators

Samina Khan
Eileen Katipunan
Katie O'Beirne

Receptionists

Dorothy Brown (supervisor)
Aysher Dervish
Sharon Fontaine
Jeanette Gibbs
Tracy Luisis
Grant Shine
Nicola Gabriel (P/T telephonist)
Irene Sablon (scanning clerk)

Our receptionists are here to help you.

Please help them by ensuring that we have your correct
address & telephone number.

Any information you give will be treated in strict confidence.

Practice Ethos

We are committed to caring for the physical, psychological and social aspects of our patient's health, incorporating the prevention and treatment of disease and the promotion of health. To constantly improve the quality of our service we will perform clinical and organisational audit, undergo regular training and base our practice on evidence based research. We will strive to offer the highest standard of care available resources permit and continue our commitment to the NHS acting where possible, as your advocate in its improvement. We will provide care according to need regardless of age, gender, ethnicity, sexual orientation, problems or mental and physical ability. We aim to provide a safe environment for the practice health team, our patients and visitors and to make the Nightingale Practice an enjoyable place to work'.

Patient Participation Group

Patient participation is a unique partnership between patients, GPs and their practice which is essential to and results in high quality and responsive care.

Patient Participation Groups (PPGs) work in partnership with their practices to:

- help patients to take more responsibility for their health.
 - contribute to the continuous improvement of services and quality of care
 - foster improved communication between the practice and its patient provide practical support for the practice and help to implement change.
- If you would like to join our Patient Participation Group please leave your details at reception.

Premises and Improving Services for Disabled Patients

As service providers we are aware that we need to provide reasonable adjustments for disabled patients. If you have a physical, sensory, learning or psychiatric impairment or any other long term health condition please inform a member of the practice team and a note of your disability will be recorded with your consent. We will use this information to offer you an equitable service. Patients have responsibility for the care and safety of their children.

Patient's Rights and Responsibilities

You have the right to access the services we provide within a reasonable time depending on clinical necessity.

You have the right to expect a standard of care which would reasonably be provided by one of the Doctors or Practice Nurses.

You have the responsibility to attend appointments punctually and to cancel appointments which you are unable to keep

All staff and patients at the practice have the right to be treated with mutual respect.

Abusive, Aggressive, Racist or Sexist Behaviour

This practice supports the Governments Zero Tolerance policy. Any patient found using threatening behaviour or abusive language whilst on the premises will be asked to register at another practice.

District Nurse

Our district nurses have specialist training in caring for people at home. Referrals arranged by the doctor or practice nurse.

Health Visitor/s

All children under five years are allocated to our health visitors. They are available during baby clinics (Mon 1:45 – 3:30pm) no appointment necessary, for developmental concerns, support and advice. They are also available for telephone advice by phoning 020 7683 4548 you may be required to leave a message.

GP Registrar

Dr Caroline Khatir

A GP registrar is a fully qualified doctor who is training to be a GP. They usually spend a year in the practice and their work is supervised by their doctor trainer.

Medical Students

We are a teaching practice and from time to time teach medical students during their training. This training may involve students being present during consultations, or your consultation may be filmed. Your permission will always be sought. If you do not wish to have a student present in your consultation or to be filmed please inform reception, this will not affect your treatment in any way.

Appointments

The Surgery has new service that will help you get the appointment that you need, when you need it.

If you want advice about a health problem, you can now have an appointment by telephone and speak directly to your doctor by phone on the day that you call. You can use the telephone appointment service for urgent and non-urgent health problems.

This is how it works:

- 1.** Call us on the main surgery telephone number and ask to make an appointment with the doctor. Our phone lines will now be open from 8:30am through out the day until 6.30pm.
- 2.** The receptionist will ask for your name and telephone number. If you need to speak to the doctor urgently, because it's an emergency, tell the receptionist straightaway.
- 3.** The receptionist will ask you to say generally what your health problem is. You don't have to tell the receptionist if you don't want to. But if you can, it helps the doctor to decide whom to prioritise for a call back based on clinical need.
- 4.** If you want to talk to a specific doctor, tell the receptionist. Wherever possible they will arrange it.
- 5.** Your call will go straight through to the doctor if they are free. If the doctor is busy he or she will call you back as soon as they can. You can then talk to the doctor about your health problem in the same way you do if you come to the surgery for your appointment.
- 6.** If the doctor thinks you need to come into the surgery to be seen, or if you would still like to come in, he or she will make an appointment for you.

All nurses appointments are available to book up to 4 weeks in advance.

We try to keep to appointment times but sometimes the doctors or nurses appointments run late. This may be because they have had to see another patient urgently, perhaps at home. Please bear this in mind if you are kept waiting you will be seen as soon as it is possible to do so.

Comments/Suggestion

Comments and suggestions are always welcomed and you may use the forms and box provided in the waiting area to pass them on.

Complaints

We operate a practice based complaints procedure, which allows where possible informal discussion about any difficulties in the hope of early resolution to every party's satisfaction. In the event that the complaints Manager is away/ busy our complaint procedure and forms are available from reception and should be addressed to :-
Jill White Practice Manager.

Data Protection

As of 1st March 2000 the Data Protection Act 1998 came into force. This Act now permits access to all manual Health records when ever made, subject to specified exceptions. The Act also covers electronic records as well as manual. This Act governs all living patients. For further information on how to obtain access to your records please contact Jill White Practice Manager

Confidentiality

Confidential patient data is shared within our practice team and with other health care professionals to whom you are referred for care. These parties may also use your data for the essential purpose of clinical audit. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure. All individuals with access to your data have a professional and contractual duty of confidentiality. This statement applies to all patients including those under the age of 16 years.

Equal opportunities

We provide care according to need regardless of age, gender, ethnicity, sexual orientation or mental or physical ability

Legal Advice

Tuesday 2.00– 6.00

Book appointments through reception

Early Intervention Child Mental Health Services

Thursday 2:00 – 5:15

Appointment by Doctors referral or self referral

Turkish/Kurdish Counsellor

Wednesdays—By doctors referral

Turkish/ Kurdish Advocate Sessions

Patients requiring the use of a Turkish / Kurdish advocate during doctors / nurses consultations. By appointment only.

Wednesday afternoons

We also offer our patients whose first language is not English a service called language line. The doctor or nurse can obtain an advocate in many different languages using the telephone on hands free which enables a three way conversation to take place. Please advise reception that you will require this service when booking the appointment.

Turkish/Kurdish Welfare & Benefits Advisor

To arrange an appointment please phone: 0207 739 7026

Telephone lines

Phone lines are open between 8:30 – 6:30pm Mon-Fri

Cancelling Appointments

If you are unable to attend your appointment please let us know as soon as possible so we may offer it to another patient. You may leave a message on our dedicated cancellation line or we can text you an appointment reminder that has an option to cancel unwanted appointments

Home Visits

If you are too ill to come to the surgery and need a doctor to visit you at home please notify the receptionists before I I am.

Repeat Prescriptions

Our receptionists can take your requests for repeat prescriptions at reception, by letter ,or by fax. It is much safer for everyone if requests are not taken over the phone. Please use the detachable slip that comes with your repeat prescription; simply tick the box next to the medication you require. You must allow at least 48 hours for your prescription to be ready.

From time to time you will be invited to see a doctor who will want to review your medication and care. When you join the practice you must see one of the doctors before requesting any medication prescribed by a previous GP.

Test Results

If you have had some blood tests or other investigations, you will usually be asked to telephone for the results , if so please call the surgery after I I am.

Patient online

You can use the internet to book some appointments, request repeat prescriptions and look at parts of your medical record online. Please visit our website or ask at reception for details on how to sign up.

Medical Certificates

If you are absent from work for more than seven days you can obtain a medical certificate . Certificates can be backdated so please do ask for an urgent appointment.

Absences from work due to illness for a period of less than seven days do not require a doctor's certificate. You can obtain a self certificate from your employer or the local social security office.

Registrations

You may register with the practice:
Tuesday - Friday 10:30– 5:30pm

You will need to have proof of address with you. You will also need to live within our practice area.

You will be registered with the practice rather than an individual GP and you may see any of the doctors. You are able to express a preference and we encourage patients to ask to see the same doctor or nurse to build up relationships and foster good continuity of care. If the problem is urgent however, you will be asked to see whichever of the clinicians is available.

Travel Advice

If you are planning to travel abroad and need advice/vaccinations please arrange an appointment with one of our nurses. You will need to complete a travel questionnaire form before your appointment. The appointment should be arranged at least six weeks before you intend to travel, otherwise some immunisations will not be effective. Requests for immunisations made less than six weeks before date of travel may be referred to local travel clinics (where you will have to pay for vaccinations)

Antenatal Clinic

Mondays and Tuesdays 8:15-12:00pm / 12:30-4.00pm

This clinic is staffed by midwives from the Homerton hospital and our practice doctors. By appointment through the Homerton 0208510.5502. The Helpline no. is 0208510..5955

Baby Clinic

Mondays 1:45 – 3:30pm

This is a walk in 'well baby' clinic for monitoring your child's growth and development, it is staffed by the health visitor. Please book in at reception upon your arrival. For childhood immunisations please book an appointment with the practice nurse.

Developmental Checks

6 week and 18 months developmental checks with a doctor by appointment.

Diabetic Clinic

Various days & times by invitation . In addition to their usual care patients with diabetes are invited for a complete medical check up once a year.

Smoking Cessation

Thursdays by appointment through reception. An initial 30 minute appointment with an advisor.

Community Psychologist

Monday 2.00pm-6.00pm
Tuesday 9.00am - 6.00pm
Appointments by doctor's referral