GOODINGE GROUP PRACTICE

20 North Road, London N7 9EW
General Enquiries and Appointments 0207 619 6670
24 Hour Appointment Cancellation Line 0207 619 6677
Visit us at www.goodingegroupppractice.com

September 2020

PARTNERS

Dr Cressida Amiel MBChB (2005) MRCGP, DRCOG
Dr Meera Dodhia MBBS (2002) MRCGP, DCH, DRCOG
Dr Sarah Humphery MBBS (1992) DRCOG, MRCGP
Dr Sabina Ilyas MBBS (1998) MA Oxon, MRCP, MRCGP MPH
Dr Radhika Shah MRCGP MFRSH DCH DRCOG

PRACTICE MANAGER

Caroline Eggleston (interim) Practice Manager

REGISTRATION

All new patients are welcome. The only criterion for registration is that the patient must live within our catchment area. For patients under 5 years of age, the red book with immunisations must also be provided at the time of registration.

WELCOME TO THE PRACTICE

This leaflet will help you make the best use of the services provided by the Practice. You will be allocated a named accountable GP who will have overall responsibility for your care but you are free to see any of the doctors in the Practice. Please ask at reception if you wish to know who this is. Reassignment is possible, given availability. Please be advised however that if you require urgent medical attention, you must be prepared to see any Doctor. If you do move outside of our catchment area you will have to register at another surgery within one month of moving.

ACCESS

Please note that the premises has suitable access for disabled patients and we can make special arrangements for patients who are visually impaired or have other disabilities. There is a large printed version of this leaflet available.

SURGERY TIMES

Monday	8:00 – 18:30
Tuesday	8:00 – 18:30
Wednesday	8:00 – 18:30
Thursday	8:00 – 18:30
Friday	8:00 – 18:30
Saturday	9:00-13:00pm (booked appointments only)

A Duty Doctor is available in the practice 8.30am to 6.30pm Monday to Friday. They can deal with urgent medical issues when no appointments are available. They will not deal with repeat prescription requests or routine matters i.e issues that do not require immediate and necessary treatment.

APPOINTMENTS

Patients are seen by appointment only during surgery hours. These can be made online or by telephone.

We offer telephone appointments, which can save you travelling to the Practice if you have a medical matter that can be dealt with over the phone by a doctor.

Online repeat prescription requests and the ability to view your medical record are available. Please speak to our receptionists about how to access this service.

HEALTH CHECKS

The national NHS Health Checks scheme is available to anyone over the age of 40 who does not have an existing long term condition. If eligible, you will receive an invitation at some point. However, if you are aged over 40 and you would like a health check, you can book an appointment at any time.

TEXT REMINDERS AND EMAIL

You will receive text messages for appointment reminders and other urgent messages in addition to confirming when you are registered. Please provide your email address, as this is another route by which we may communicate with your consent.

EMERGENCIES, OUT OF HOURS CARE AND EXTENDED HOURS

In case you need urgent medical attention during surgery hours and no appointments are available, please tell the receptionist who will arrange for you to speak to the duty doctor as soon as possible.

For out of surgery hours please call 0207 619 6670. You will be instructed on how to contact the extended hours service (IHUB) which is available on weekends 8-8pm and in the evenings from 6.30-8pm. IHUB offers a small number of pre-bookable and same day appointments during these operating times. In addition, the OOH GP service can be accessed via NHS 111 24 hours a day on weekends and from 6.30pm to 8am during the week for all urgent medical issues which cannot wait until we are open.

ONLINE ACCESS

Please email photo ID to register for online access to your medical records, appointment booking and prescription requests. This can also be applied for when registering online. After being registered at the practice, you will receive confirmation within 24 hours of your forms being processed.

HOME VISITS

If you are unable to attend the surgery and require a home visit, please phone between 9 and 11am on weekdays. The receptionist will ask you for relevant details to pass to the duty doctor who will assess your condition and decide on the most suitable course of action.

It is advisable, however, that patients come to the surgery as the facilities are more appropriate and patients can be seen more promptly.

TEST RESULTS AND GENERAL ADVICE

Please ring between 2.30–4.30pm to confirm receipt of any test results. Test results can take up to TWO weeks so please wait for this period of time before calling, unless your doctor advises you otherwise.

If you wish to speak to your doctor about any other matter, the receptionist will take details of your enquiry and book you a telephone appointment.

REPEAT PRESCRIPTIONS

We offer online repeat prescription requesting either via the online system or by emailing your requests to ggp.pharmacy@nhs.net. Please do not telephone reception with medication requests as we do not have the capacity to respond. Alternatively, please arrange for your usual pharmacy requests your prescriptions on your behalf.

BLOOD CLINIC

The Practice has limited capacity for phlebotomy. These are reserved for frail and vulnerable patients. Our reception staff can also provide details of other locations where blood clinics are available by appointment only currently.

HELP TO STOP SMOKING

We can signpost you to community smoking cessation services.

CHILD IMMUNISATIONS

Child immunisations are available by appointment with our nurses for children.

SEXUAL HEALTH, FAMILY PLANNING AND EMERGENCY CONTRACEPTION

Your doctor will be able to advise you about contraceptive options and arrange fro screening of STIs. We have a doctor who can insert implants and IUD/IUS. The Duty Doctor and the clinical pharmacist will be able to prescribe emergency contraception.

ANTE NATAL

Appointments can be booked with any of our Doctors.

DIABETES

If you are diabetic your doctor will invite you to have an annual health check and create a personalised care plan with you.

CERVICAL SMEARS

It is recommended that women have this screening test every 3-5 years dependent upon your age. Reception will be able to check when you are next due.

TRAINING AND TEACHING

This is a Training Practice and we regularly have medical students on placement with us. If you do not wish the student to be present during your consultation please let reception know at the time you arrive. We also have registrars working with us. They are fully qualified doctors training to become GPs.

MINOR AILMENTS SCHEME

Minor ailments are conditions that can be self-treated with medicines available over the counter from your pharmacy. This scheme allows you to access the same advice, treatment and medicines from your pharmacist as you would from your GP, without having to wait for a GP appointment. Ask your pharmacy for more details.

SUGGESTIONS AND COMPLAINTS

If you have any advice or ideas to offer, please speak to our reception staff or leave a comment in our comments box or use our website form. A copy of our Complaints Policy is displayed in the Reception area and a copy can be obtained from the Reception desk.

FEES AND CHARGES

Some forms we are required to sign are not covered by the NHS. For these services we have to make a charge. These charges are available on request. Examples are private medical forms and confirmation of illness for educational institutions.

PARKING

Please note there is limited pay and display parking close to the practice. Reception cannot give out change.

USE OF CHAPERONES

It is the policy of this practice to make available a chaperone should this be necessary or requested. If one is not available you may be asked to return to the surgery at a future time.

OUR RESPONSIBILITY TO YOU

- We will treat you with courtesy and respect at all times.
- We will endeavour to maintain the highest standards of medical practice at all times.
- We will keep the consultation and your electronic and written records confidential.
- We will provide you with emergency care promptly when you need it.
- We will endeavour to offer all patients access to a doctor within two working days. It will not always be possible to offer an appointment with the doctor of your choice.

YOUR RESPONSIBILITY TO US

- Treat Doctors and Staff with courtesy and respect al all times.
- If you cannot keep an appointment we request and expect you let us know as soon as possible, call our reception or our 24 Hour Cancellation Message so your appointment can be given to someone else.
- If you are more than 10 minutes late for an appointment you will be asked to rebook.
- The practice has a NO SMOKING policy within the building.
- Visitors must not bring drugs, alcohol or any offensive weapon into the premises.
- We ask you to PLEASE SWITCH OFF YOUR MOBILE PHONE in the waiting and consulting rooms.

HOW YOU CAN HELP US TO HELP YOU

Please let us know if you have a change of address, telephone number, email address or other personal details. This will help to ensure we can contact you when needed.

We can only register patients in our practice area. If you move out of the area you will be required to register with another practice in your new area. This enables us to register new patients who move near to the health centre. Our reception staff can offer advice on how to register with a new GP.

If you are a carer please let us know as we may have useful information for you.

ZERO TOLERENCE POLICY

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. Our staff have the right to work in an environment free from aggressive, threatening or abusive behaviour.

Anyone who is verbally abusive, physically threatening or actually violent will be asked to leave or will be removed from the premises by the police.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients and we may exercise our right to take action to have them removed, from our list of patients.

CONFIDENTIALITY

The handling and sharing of personal information is controlled by law. The Practice complies with the Data Protection Act 1988 and the Freedom of Information Act 2000 and GDPR. There are times when we have to pass on information about you to other people such as hospitals, social services and community services. This is always done confidentially and we will remove your identifying details when they are not essential. Everyone working for the NHS has a legal responsibility to maintain the highest levels of patient confidentiality. We will not release any information about you to other third parties unless we have your consent to do so. For more information ask to see a copy of our Confidentiality Policy.

You have a right to know what information we hold about you and how it is used. You can apply to see this information including your medical records and can do so by written request. There is a fee to cover administration costs.

Please note that if you leave the Practice and register elsewhere our computer system will retain, as an archive, a copy of your computer records.

WALK IN CENTRE

Please note the following primary care walk in centre is open from 8am - 8pm Monday to Friday, and 9am – 6pm all other days, 365 days a year.

Angel Medical Practice
Ritchie Street Health Centre
34 Ritchie Street
London N1 0DG
020 7837 1663

PATIENT GROUP

We hold patient group meetings 2 or 3 times a year to which all our patients are invited to attend. If you'd like to join our email group so that information about the Practice and personal invites to the patient group meetings can be sent to you please email us on the practice address or let reception know.

PRACTICE WEBSITE

We have a practice website which we regularly update. It contains information about our current services and self-management resources. You can request medical certificates, reports and repeat contraception amongst other administrative services.
www.goodingegrouppractice.com

Could you have Hepatitis B or C?

Ask at reception for a free blood test

Hepatitis B and C can be easily caught and you won't always know you have it. You can have it for years and years without knowing. Without treatment the disease can seriously damage your liver – and kill you.

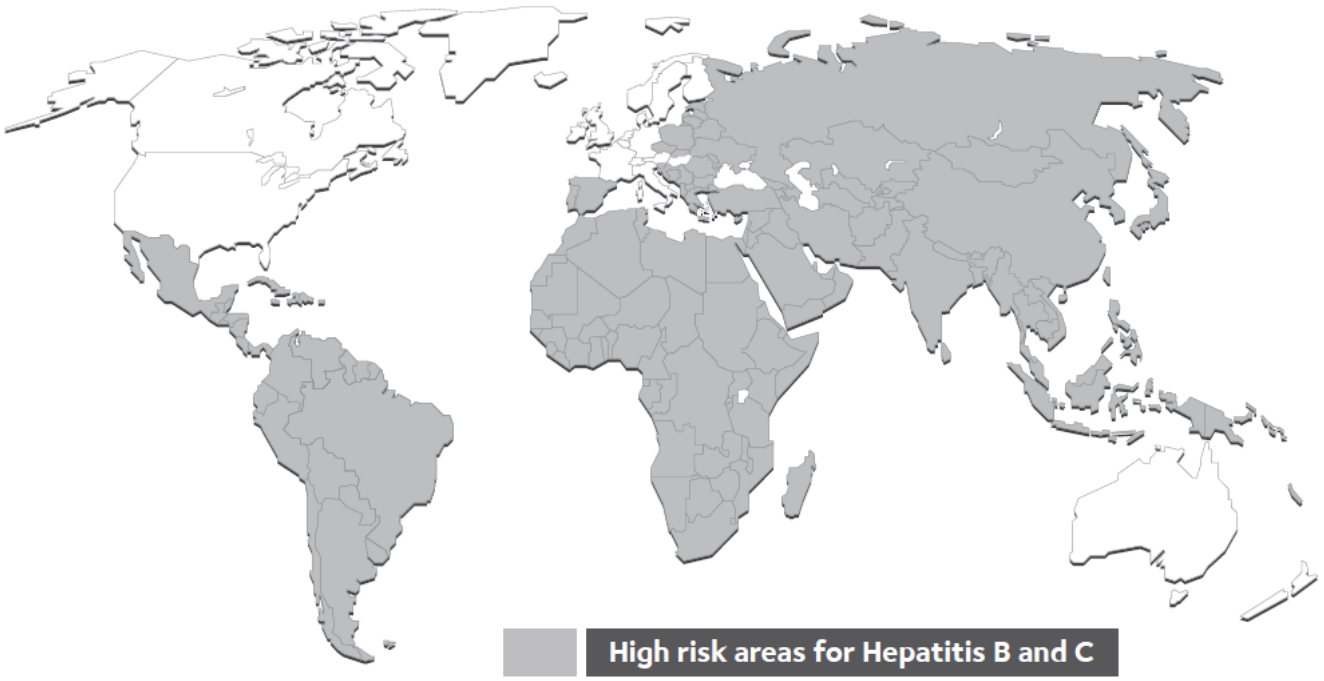
Treatment is available. The first step is to get a free blood test if you think you could be at risk. Just ask at your GP reception.

You are more at risk if you:

- were born, brought up or had surgery (e.g. dental treatment) in the green areas on this map
  - Africa
  - Asia
  - The Caribbean
  - Central or South America
  - The Middle East
  - Pacific Islands
  - Southern Europe
  - Eastern Europe

Also if you:

- use drugs – if you share drug taking equipment like needles or bank notes.
- have had multiple sexual partners
- are a man who has ever had sex with men
- share a toothbrush or razor blades with someone with hepatitis
- received a blood transfusion before 1991
- have tattoos or piercings
- are a healthcare worker who comes into contact through blood splashes and/or needle-stick injuries



High risk areas for Hepatitis B and C

Camden NHS ISLINGTON

If you need medical help fast, but it is not life threatening – call 111

What is 111?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.
If a health professional has given you a number to call for a particular condition, you should continue to use that number.

Who can use it?

The NHS 111 number is currently only available in certain areas of England.

If you're outside of these areas, you should call NHS Direct on 0845 4647.

when it's less urgent than 999

More information

For more information on where the NHS 111 service is available or to get this leaflet in other languages, visit www.nhs.uk/111