

HOW TO GET HELP WHEN THE SURGERY IS CLOSED.

If you need urgent medical advice when the surgery is closed by calling 111

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

Primary Care Network Extended Access

There are now extra GP appointments in the evenings and at weekends available to Hackney Downs Primary Care Network patients.

Who can access the service?

Patients registered with the Nightingale practice, Rosewood Practice, Healy practice, Clapton practice, Riverside practice, Elm practice and the Gadhvi practice can book an appointment at the service through their own GP practice. These appointments are not suitable for all types of problems. (**NB This is not a walk-in service**)

What are the opening times?

Nightingale Monday - Friday 07:00 - 08:00

Rosewood Monday, Tuesday, Friday 18:30 - 17:00

Healy Medical Centre Weds & Thurs 18:30 - 17:00

Nightingale Saturdays 09:00 - 17:00

How do I book an appointment?

By contacting your own GP practice.

How Do I Cancel an appointment:

For weekday appointments on: Monday – Friday evening appointments please call your own GP practice as soon as you know that you cannot attend the appointment.

For Weekday mornings Tuesday – Friday please call your own practice before 6:30pm on the day before your appointment at the very latest

**The Nightingale Practice
10 Kenninghall Road
Clapton London**

**E5 8BY
Tel 020 8985 8388**

**www.thenightingalepractice.co.uk
CAHCCG.Nightingalepractice@nhs.net**

Practice opening times

Monday - Friday 08:30-18:30

Extended Access Opening times

Monday—Friday 07:00—08:00

Saturdays 09:00—17:00

Phone lines

Monday—Friday 08:00—18:30

08:00—08:30 is for urgent medical problems only

How to get help when the surgery is closed

In case of an urgent medical problem when the surgery is closed phone:- 111

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

Dr Charity Santeng
MBBS

Dr James Fordham
MBChB MRCGP DFRSH

Dr Sophie Williams

Dr Janet Enye

Nursing team working days

	Monday	Tuesday	Wednesday	Thursday	Friday
Nurse Practitioner	AM PM	AM PM	PM	AM PM	AM PM
Practice Nurse	AM PM	AM PM	AM PM	AM	
Health Care Assistant	AM PM	AM PM	AM	AM PM	AM PM
Phlebotomy Clinic	PM	AM PM	AM PM	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 immunisations, chronic disease reviews, INR checks, follow up contraceptive injection. Please note we do offer some Early and late evening nurse appointments most Thursdays.

Doctor's normal working days

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Williams Dr Chan			AM PM		AM PM
Dr Patel	AM PM		AM	AM PM	
Dr Brown		AM PM		AM PM	AM PM
Dr Jacob	AM PM	AM		AM	
Dr Sudell			AM PM		AM PM
Dr O'Sullivan		AM PM	AM	AM	AM PM
Dr Fordham Dr Santeng	AM PM	AM PM		AM PM	
Dr Rosenberg	AM	AM PM		AM	
Dr Rickets	AM PM				
Dr Sophie- willians					

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.

Nurse Practitioner

Clare Ashton

Practice Nurse

Jane O'Beirne

Advanced Health Care Assistant

Davina La Force

Health Care Assistant

Daliya Kareem

Phlebotomist

Adeany Da Silva

Our Health Care Assistants and Phlebotomist 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 for more details

Practice Manager

Jill White AMGP

Deputy Manager

Rebecca Simpson

Lead Clinical Administrator

David How

Clinical Administrator

Dorothy Brown

Practice Administrator

Ronke Olalusi

IT Lead

Nasir Ali

Receptionists

Aysher Dervish (Supervisor)

Melissa Clarke

Salma Begum

Kacey Thomas

Olga Hibbert

Jeanette Gibbs (scanning clerk)

Medical reports

Sarah Flaherty

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.

Continuity of Care

We believe continuity is an important component of primary care. We encourage patients to see their usual doctor, the sessions that each GP works is available on the website, and the Patient triage app is updated to tell you which doctors are working that day. If you have an ongoing problem and your usual doctor is not working that day we may ask you to contact us another day to speak to your usual GP.

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 offer developmental concerns, support and advice. They are available in practice on Thursdays 10:12:30 & 13:00—16:00

GP Registrar

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.

Doctor's Appointments

We are now using AskMyGP as our new appointment system. Which means you no longer need to call the surgery to request help or book an appointment with your GP.

Our new system allows patients to get the right help from the practice team through making a request on-line, freeing up the phones for those patients who are the most vulnerable and find it most difficult to get through to us.

You can find the link to AskMyGp on our website
www.thenightingalepractice.co.uk

If you do not have a smart phone or internet please call through to reception.

Nurses Appointment's

All nurses appointments are available to book up to 4 weeks in advance. We do offer some late evening appointments most Thursdays.

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 .

Telephone lines

Phone lines are open between 8:00 – 6:30pm Mon-Fri

Note: that between 08:00 & 08:30 we will only accept urgent medical problems.

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.
we can text you an appointment reminder that has an option to cancel unwanted appointments

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

The Nightingale Practice

Legal Advice

Tuesday 2.30– 5:30

Book appointments through reception

Toe nail clipping

Saturdays monthly patients can self refer speak to a receptionist for more information

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.

Family Action

Wednesday AM and Friday PM

The Nightingale Practice

Home Visits

For a routine home visit, that does not require urgent care, we ask that you submit an AskMyGP form requesting this before 11.00am on a day that your usual doctor works (or call the practice if you do not have a computer / internet).

You are able to request an urgent home visit at any time during opening hours, but if after 11.00am, the doctor will judge if that visit needs to be on the day, or arranged for another time.

Repeat Prescriptions

If you have medications that are on your repeats, you are able to request these via the NHS APP, which is a faster, safer, and more efficient way of getting your medication. If you have no computer or internet, please ring our reception team OR, please ask your pharmacist to request these medications on your behalf. Your prescription will be sent over to your nominated pharmacist electronically within 48 hours.

If you are a new patient, we ask that you make an appointment with our clinical pharmacist who can reinstate the medications for you and issue them.

If you have a chronic illness, we will invite you in for an annual review which will include your medication review. If you don't have a chronic illness, but have medications on your repeats, and are due your annual medication review, please make an appointment with our clinical pharmacist who can do this with you.

Test Results

If you have had tests at the Practice and have not been recalled, this usually means your test results are normal and don't need further action. However, you can check your results through Patient Access request.

The Nightingale Practice

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 not 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:
Monday - 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 4 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
By appointment through the Homerton

020 8510 5502. The Helpline no. is 020 8510 5955

Mother & Baby Clinic

Mondays 09:30—13:00

This is a 20 minute appointment for both Mother and Baby. You will be invited in for this appointment . The baby will also see a practice nurse at the end of their check for their 1st child health immunisations

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 and Saturdays by appointment through reception. An initial 30 minute appointment with an advisor. Will be needed for your first appointment

Community Psychologist

Fridays 9:00am - 4:00pm
Appointments by doctor's referral

Out of hours Dental Care Service

call NHS111