



Ridgmount Practice
formerly Gower Place Practice

8 Ridgmount Street WC1E 7AA
www.ridgmountpractice.nhs.uk

Reception 020 7387 6306
Appointments 020 3457 6718
Secretaries 020 3457 6715/6716
gpp@nhs.net

RECEPTION OPENING HOURS
Monday – Friday 9 am to 5.30 pm
Saturday – Sunday Closed

Registering with Ridgmount Practice

Local Residents with proof of address from WC1 only can register.

UCL staff living in WC1, NW1 and W1 can register with proof of address and UCL staff card.

UCL students living at the following post codes may register with proof of UCL ID:

Not all streets in postcodes marked with * are eligible for registration please check with reception.

NW1 NW3* NW5 NW6* NW8 EC1 EC2 EC3 EC4 WC1 WC2 N1 N4 N5 N6 N7 N8 N10
N11* N13 N15 N16, N17, N19, N22 W1 W2 W8* W9* W10* W11* SW1 SW3 SW5 SW7

Contact details for phone, address & email. Please let us know about any changes as soon as possible

Patient Satisfaction If you have any constructive comments, suggestions or complaints you are welcome to discuss them with the Practice Manager. There is a suggestion box in the waiting area.

We will not tolerate any violent or abusive behaviour to any member of the staff. If this occurs we reserve the right to remove patients from the practice list.

Friends and Family Test is an opportunity for you to provide feedback on the treatment and care you receive. For more details please contact reception.

Patient Facing Services/Patient Access you can book appointments, order repeat prescriptions and view your medical record online. **To register for this service please ask at reception.**

NHS Complaints Advocacy provides practical support & information to people who want to complain about an NHS service. They offer independent, free and confidential advice. Phone 0300 330 5454

Email: nhscomplaints@voiceability.org

NHS Complaints Advocacy-Voiceability Mnt Pleasant Hse Huntingdon Rd Cambridge CB3 0RN

Details of other primary care services in the area

NHS England PO Box 16738, Redditch, B97 9PT

Phone: 0300 311 2233 england.contactus@nhs.net

Camden Clinical Commissioning Group (Camden CCG)

Phone 020 3688 1700 www.camdenccg.nhs.uk

Leaflet Updated: March 2019

GP Partners

Dr. Claire Elliott

MSc MBBS 1982 Guys DFSRH MRCGP

Dr. Mark Barrett

MBChB 1991 Sheffield DRCOG MRCGP

Associate GPs

Dr. Sarah Jane Wong

BSc MBBS 1998 UCL DFFP DRCOG MRCGP MA

Dr. Latha Kuna

BSc MBBS 2003 UCL MRCGP DFSRH PGDip Diabetes

Dr. Charlotte Dickens

BSc MBBS 2003 UCL MRCGP DRCOG PGDip ENT PGDipClin Derm

Dr. Emily Hull

BSc MBBS 2009 Imperial College MRCGP

Dr. Emily Attree

BSc MBBS 2003 UCL MRCS MRCGP DRCOG DFSRH

Dr. Jennifer Hall

MBChB 2002 Sheffield DRCOG DCH DFSRH LoC IUT MRCGP

Dr. Eleanor Beecraft

BM BSc 2006 University of Southampton MRCGP DRCOG DFSRH

Dr. Sophia Bryant

BSc MBChB 2003 University of Manchester MRCGP DFSRH

Practice Nurses

Deirdre Williams

RN RM BSc Health Studies FP Certificate ENB 901 Dip Asthma

Enmin Zhang

RNA BSc Community Nursing Dip H.E Adult Nursing/Dip Asthma/COPD

Helen Jenkins

RN RM FP Certificate ENB 901 Dip Fertility Nursing

Shakila Ali

RN Adult Nursing Dip H.E

UCL Students Health app ESC Student is free to download Apple App Store & Google Play

Reception Staff

Lory Taylor

Shannan Nolan afternoons
Tahira Begum

Reception Manager

Merita Ibrahim

Secretaries

Nicola Alexander
Shannan Nolan mornings

Practice Manager

Carol Sheils

Assist. Practice Manager & IT Lead

Gill Louhichi

I.T Admin Assistant

Katie Finn

GP Walk-in- Surgery same day appointments
9.30am - 10.30am & 2.30pm - 3.30 pm Monday to Friday

These are on a first-come first-served basis. They are meant for brief consultations or recent illness. Everyone who comes during these times will be seen but you may have to wait.

GP Appointments

You can book in advance by telephone, on line or by visiting the Practice. They are normally for 10 - 15 minutes. **Please give at least 24 hours notice of cancelling an appointment.**

Nurses Walk-In-Surgery 9am -11am and 2pm - 4pm Monday to Friday.

For minor illness, injuries, coughs, colds, flu, urinary infections, stitch removal, dressings, sexual health advice, repeat contraceptive prescriptions & emergency contraception.

Nurse Appointments

For starting the pill or general contraceptive discussion, routine sexual health screening, asthma checks, smoking cessation clinics, smears, child immunisations & ear irrigation.

Local GP Hubs To book an evening or weekend appointments call 020 7391 9979 or camdenphubs.co.uk

Choice of Doctor You may see any GP you wish & are encouraged to stay with the same doctor. Please express any preference when you book.

NHS Health Checks Patients 40 -75 may be offered a health check.

Maternity Services by appointment with the GP

IN AN EMERGENCY WHEN THE SURGERY IS CLOSED

6.30pm to 8am Mon to Fri & all day Saturday Sunday & Bank holidays Phone 111
8am to 9am & 5.30 pm to 6.30pm Monday to Friday Phone 020 89690808

Home Visits If you can get to the surgery please do so. If this is not possible, please request visits as early as possible after 9am.

Disabled Access There is disabled access to the practice facilities with some restrictions. Please feel free to contact the practice to discuss your requirements.

Repeat Prescriptions Please allow 2 working days. They can be sent electronically to a pharmacy of your choice. If you wish the prescription to be posted, please include a stamped addressed envelope. We also accept prescription requests by email and via on-line access.

Cervical Screening helps prevent cervical cancer. We offer a cervical smear every 3 years for women aged 25-49 & every 5 years for women aged 50-64 as part of the NHS screening program. Women will receive a letter inviting them to make an appointment with one of our nurses.

Sexual Health we offer screening including Chlamydia, HIV tests and condoms.

Contraception/Sexual Health Clinics

Book on line www.sexual.health.cnwl.nhs.uk/clinics
For <25 years www.brook.org.uk

NHS walk-in Centre 020 7534 6500
Soho Walk-in-Centre Mon to Fri 8am to 8pm
1 Frith Street W1D 3HZ Sat & Sun 10am to 8pm

Travel Clinic please book an appointment at least 6 weeks prior to departure.

Data Protection Act 2018 GDPR you have the right of access to your health records.

To apply for access email gpp@nhs.net. We are registered with the Data Protection Agency & are bound by the rules governing the collection & storage of personal data. For more information see our website

CIDR Camden Integrated Digital Record is an electronic record linking health & social care information from Camden General Practices and local hospitals, and Camden Mental health and social services. You may opt out by request. See cidrportal.camdenccg.nhs.uk

Summary Care Record This is an electronic copy of key information from your GP record. It provides authorised care professionals with faster, secure access to essential information about you when you need care. You may opt out by request. See systems.hscic.gov.uk/scr/patients for more details or ask one of our reception staff.

Your Data matters to the NHS

You can choose whether your confidential patient information is used for research and planning. For more information or to make your choice visit: nhs.uk/your-nhs-data-matters or call 0300 303 5678

Rights & Responsibilities We aim to provide a professional, safe, confidential and courteous service to all our patients. To help us to achieve this please use our services appropriately by keeping your appointment or call to cancel, arrive on time for all booked appointments, treat the team & the premises with the respect you expect yourself.

Accessible Information Standard Patients who have a disability, impairment or sensory loss will be provided with information they can easily read or understand with support so they can communicate effectively with health and social care services. Ask reception for more information.

Private prescriptions Patients are responsible for paying the cost of any private prescription following a referral to a private consultant. GPs are not required to provide an NHS prescription for this or to continue to prescribe. However we **may** consider converting routine private prescriptions into NHS prescription **once** we have received a letter & the treatment is on the recommended list of medications from the Camden Medicines management team and in line with local guidelines.