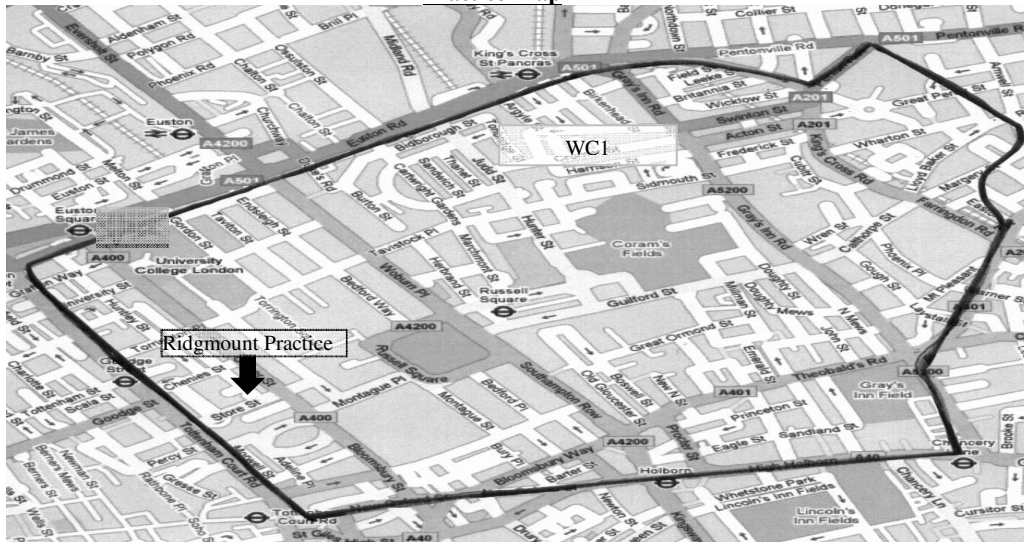


## Practice Map



### **Ridgmount Practice** formerly Gower Place Practice

Dr. Ali Alibhai  
BSc MBBS 1979 (St Barts) DRCOG

Dr. Claire Elliott  
MSc MBBS 1982 (Guys) DFFP DRCOG MRCGP

Dr. Mark Barrett  
MChB 1991 (Sheffield) DRCOG MRCGP

**8 Ridgmount Street**  
**London WC1E 7AA**

Reception/Enquiries 020 7387 6306 (2 lines)

Appointments 020 3457 6718/7387 6306

Secretaries 020 3457 6715/6716

gpp@nhs.net Fax 020 7387 3645

[www.ridgmountpractice.nhs.uk](http://www.ridgmountpractice.nhs.uk)

**Registering with the Practice** Local Residents (with proof of address) from the WC1 area only can register with us.

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, N19, N22. W1, W2, W8\*, W9\*, W10\*, W11\*. SW1, SW3, SW5, SW7.

**Change of contact details** Please notify the Practice of any changes as soon as possible, it is vital that we have up to date phone, address and e-mail contact details.

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

**The Practice 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 (FFT):** The Friends & Family Test is an opportunity for you to provide feedback on the treatment and care you receive from us. For more details please contact reception.

**Patient Facing Services/Patient Access:** with Patient Access you can book appointments, order repeat prescriptions and view your medical record online. If you would like to register for this service please ask at Reception for an application form.

**NHS Complaints Advocacy:** This service provides practical support and information to people who want to complain about an NHS service. They offer independent, free and confidential advice. Please contact: Phone no: 0300 330 5454 E-mail: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)  
NHS Complaints Advocacy-Voiceability, Mnt Pleasant Hse, Huntingdon Rd, Cambridge, CB3 0RN

**Details of other primary care services in the area can be obtained from:**

**NHS England:** PO Box 16738, Redditch, B97 9PT

Phone: 0300 311 2233 [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Camden Clinical Commissioning Group (Camden CCG)**

Phone: 020 3688 1700 [www.camdenccg.nhs.uk](http://www.camdenccg.nhs.uk)

### **RECEPTION OPENING HOURS:**

**Monday – Friday 9.00 am to 5.30 pm**

**Saturday – Sunday Closed**

### **EMERGENCY OUT-OF-HOURS: See information on the next page**

**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

**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
- Zoe Brooke**  
RN BSc (Hons) Nursing Studies FP Certificate MSc PhD
- Helen Jenkins**  
RN RM FP Certificate (ENB 901) Dip Fertility Nursing

**Receptionist Staff:** Molly Murphy  
Nicola Alexander  
Lory Taylor

**Reception Manager:** Merita Ibrahim

**Secretaries:** Debbie Jevtic  
Carole Buisson-Syla

**I.T Admin Assistant:** Katie Finn

**Assist. Practice Manager & IT Lead:** Gill Louhichi

**Practice Manager:** Carol Sheils

**WALK-IN-SURGERY:** (same day appointments)  
9.30am - 10.30am & 2.30pm - 3.30 pm Monday to Friday

**Same day appointments**

**Walk-in-surgeries** work 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 will have to wait.

**Appointments**

These must be booked 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.

**Choice of Doctor**

You may see any doctor you wish but you are encouraged to stay with the same doctor. Please express any preference when you book to see a doctor.

**Health Checks**

We encourage patients to attend at least once every 3 to 5 years for a check up. Patients 40 -75 may be offered a health check. Patients aged 75 and over will have a named GP and may be offered a consultation if not seen in the previous 3 years.

**Maternity Services**

Postnatal check is offered 6-8 weeks after your baby's birth, this is carried out by the GP to ensure that there are no concerns which require investigation or follow up.

**Out of Hours WHEN THE SURGERY IS CLOSED, IN AN EMERGENCY RING:**

<b>Ridgmount Practice</b>	0207387 6306	Our main surgery number for information on Out of Hours Service
<b>NHS 111</b>	111	6.30pm to 8.00am (Monday-Friday) All day Saturday, Sunday and Bank Holidays
<b>LCW</b>	03000 339978	08.00am - 09.00am & 5.30pm - 6.30pm (Monday-Friday)

**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 48 hours for repeat medication requests to be processed. If you wish the prescription to be posted, please include a stamped addressed envelope. We also accept prescription requests by fax and e-mail.

**Nurses Walk-In-Surgery:** 9.00am -11.00am and 2.00pm - 4.00pm Monday to Friday.  
For minor illness, injuries, coughs, colds, flu, urinary infections, stitch removal, dressings, smears, sexual health advice, repeat contraceptive prescriptions & emergency contraception.

**Nurse Appointments:** These are available if preferred and are always required for starting the pill or general contraceptive discussion, routine sexual health screening, asthma checks, smoking cessation clinics, child immunisations and ear irrigation.

**Travel Clinic (by appointment only):** For travel advice and vaccinations please book an appointment with the nurse at least six weeks prior to departure. There will be a charge for non NHS vaccines, please see price list in waiting room or on our website [www.ridgmountpractice.nhs.uk](http://www.ridgmountpractice.nhs.uk).

**Sexual Health:** In addition we offer Chlamydia, HIV testing and free condoms.

**Useful numbers**

**Family Planning Clinics:**

Brook Advisory (< 25 years only) 0808 802 1234  
Margaret Pyke 020 3317 3737  
St. Mary's 020 3312 1697

**Sexual Health Clinics:**

Mortimer Market 020 3317 5100  
Archway 020 3317 5252

**NHS walk-in Centre**

Soho Walk-in-Centre 020 7534 6500  
1 Frith Street (off Soho Square) Mon to Fri - 8.00am to 8.00pm  
W1D 3HZ Sat & Sun - 10.00am to 8.00pm

**Patient Information** The practice is registered with the Data Protection Agency and is bound by the rules governing the collection and storage of personal data. Your personal data will only be seen by professionals at the practice involved in providing your care.

Occasionally anonymised health information will be sent to the NHS England/Camden CCG to support quality monitoring, public health analysis and post-payment verification.

**CIDR:** Camden Integrated Digital Record is an electronic record linking health and 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](http://cidrportal.camdenccg.nhs.uk) for more details

**Summary Care Record(SCR):** The Summary Care Record is a 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](http://systems.hscic.gov.uk/scr/patients) for more details or ask one of our reception staff.

**Care.data:** is a programme where information on GP records will be shared with the Health and Social Care Information Centre (HSCIC). This is to help the NHS plan and improve patient care for the whole country. GP surgeries by law have to allow this transfer of information (data). However, you can choose to opt out. See [patient.info/health/caredata-sharing-your-information](http://patient.info/health/caredata-sharing-your-information) for more details or ask one of our reception staff.

Under the Data Protection Act 1998 you have the right of access to your health records. If you would like to apply for access to your records please put your request in writing to the Practice Manager.

**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 and the premises with the respect you expect yourself.

**Accessible Information Standard (AIS):** 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.