

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
Fax 020 7387 3645
gpp@nhs.net

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

GP Partners Dr. Ali Alibhai
BSc MBBS 1979 St Barts DRCOG

Dr. Claire Elliott
MSc MBBS 1982 Guys DFFP DRCOG 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 AttreeBSc 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**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

Receptionist Staff**Nicola Alexander** (afternoons only)**Lory Taylor****Sylvia Srodek****Shannan Nolan****Reception Manager****Merita Ibrahimi**

Secretaries

Debbie Jevtic

Nicola Alexander (mornings only)

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

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.

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.

Health Checks

Patients 40 -75 may be offered a health check.

Maternity Services

Postnatal check is offered 6-8 weeks after your baby's birth by your 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 & 5.30pm to 6.30pm Mon to Fri Phone 03000 339978

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 fax, e-mail and via on-line access.

Nurses Walk-In-Surgery 9am - 11am & 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 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, smears, child immunisations and ear irrigation.

Travel Clinic please book with the nurse at least six weeks prior to departure. There will be a charge for non NHS vaccines see price list in waiting room and at

www.ridgmountpractice.nhs.uk

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

Family Planning Clinics

Brook Advisory < 25 years only
Margaret Pyke
St Mary's

0808 802 1234
0203 317 5252
020 3312 1697

Sexual Health Clinics

Mortimer Market

020 3317 5252

Archway

020 3317 5252

NHS walk-in Centre

Soho Walk-in-Centre

020 7534 6500

1 Frith Street off Soho Square Mon to Fri

8am to 8pm

W1D 3HZ

Sat & Sun

10am to 8pm

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

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.

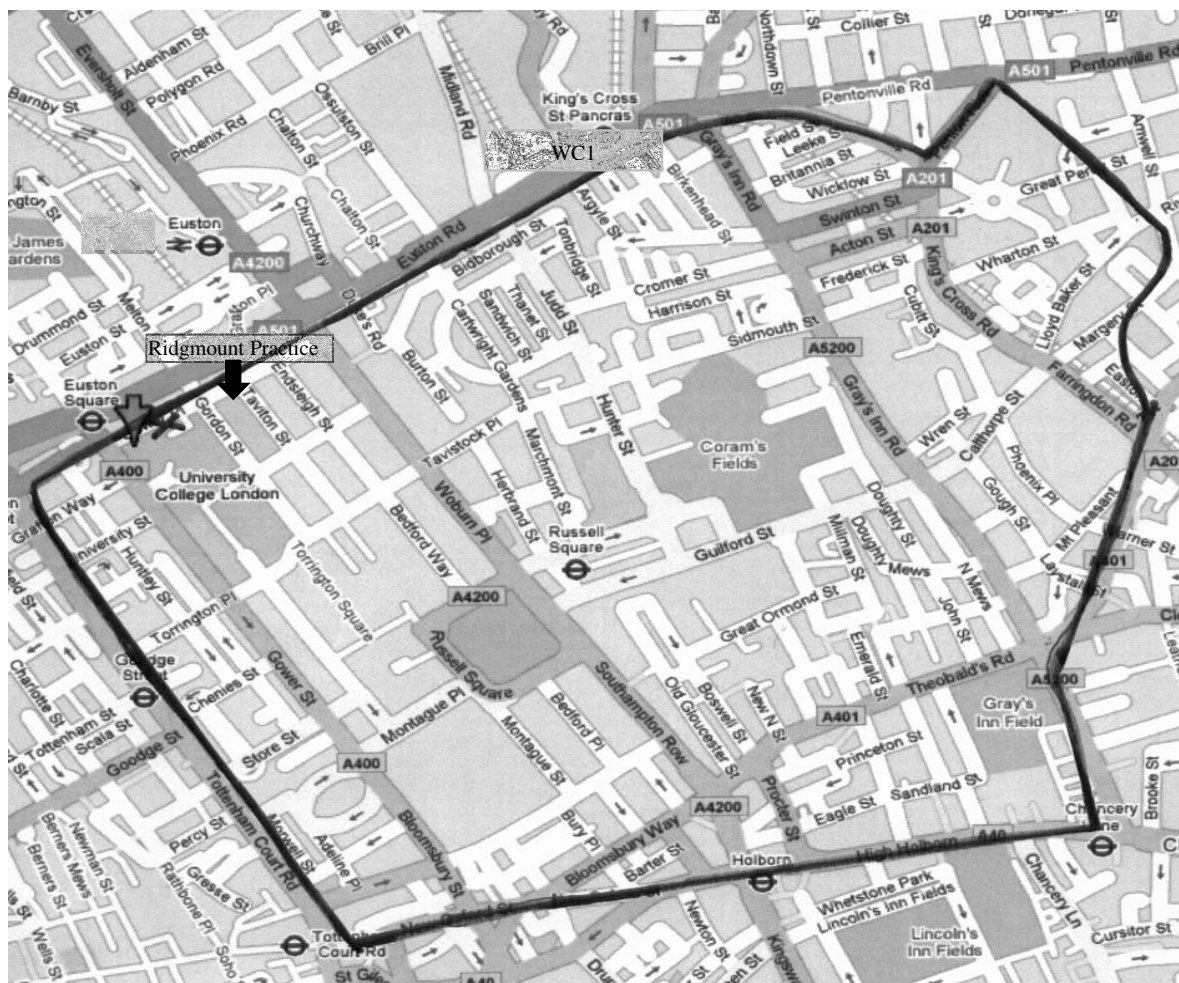
Care.data is a programme where information on GP records will be shared with the Health and Social Care Information Centre (HSCIC). This is to help the NHS plan and improve patient care for the whole country. GP surgeries by law have to allow this transfer of information (data). However, you can choose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

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 write 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 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.

Practice Map



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

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.

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.

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.

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 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 contact Reception.

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
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

Camden Clinical Commissioning Group (Camden CCG)

Phone 020 3688 1700 www.camdenccg.nhs.uk

Leaflet Updated: July 17 CE / Next Review due: September 2017 or earlier if needed - CS