

## Our Practice Team

### Partners

Dr Tom Aslan (m)  
 Dr Elizabeth Bradley (f)  
 Dr Stuart Mackay-Thomas (m)  
 Dr Sarah Morgan (f)  
 Dr Jeremy Sandford (m)

### Associates

Dr Oliver Anglin (m)  
 Dr Karen Archer (f)  
 Dr Stephanie Evans (f)  
 Dr Joanna Frank (f)  
 Dr Nitu Gehdu (f)  
 Dr Tom Huitson (m)  
 Dr Bhavni Patel (f)  
 Dr Lance Saker (m)  
 Dr Sunita Sangha (f)  
 Dr Juhi Tandon (f)

### Practice Nurses

Charlotte Cooley (f)

### Healthcare Assistant

Sanjay Dave (m)  
 Maddie Price (f)

### Management Consultant

Linda Simpson

### Deputy Practice Manager

Pam Canagasuriam

### Medical Secretary

Giusy Valvano

### Reception Supervisor

Nancy Osmond

### Reception Deputy Supervisors

Gillian Stone

Tracey Williams

### Reception

Oscar Farias  
 Debra Gould  
 Amanda Higgs  
 Ann Lester  
 Kelly Meah  
 Hema Mistry  
 Elianaia Souza  
 Christina Weldon

### Admin & Information Management

Fred Wood  
 Eva Golko  
 Guy Hunt  
 Tracy Kaye

## Named Accountable GP

From 1 April 2015 all GP Practices are required to allocate a named, accountable GP to **ALL** patients. The named accountable GP will take lead responsibility for the coordination of all services required by the patient and ensure they are delivered, where required (based on the clinical judgement of the named accountable GP).

Patients will be informed of their named accountable GP at the first appropriate interaction with the Practice. If you wish to be told the name of your accountable GP, please ask at Reception when you are next in the Practice.

**Please note: there is no need to telephone the Practice for this information.**

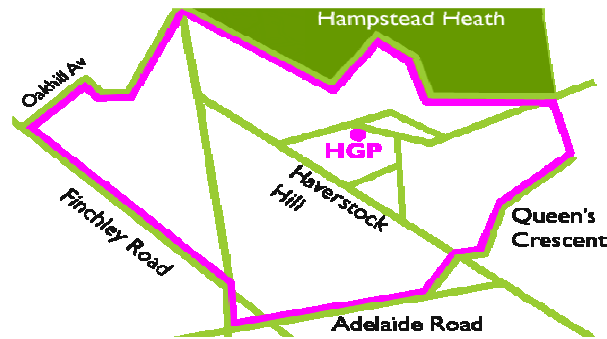
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## Data Protection

We are registered under the Data Protection Act and bound by the rules governing the collection & storage of personal data. Your personal data will only be viewed by Practice professionals directly involved in providing your care.

We will not send any information about you to outside agencies, partners or relatives without your consent. Occasionally, anonymised health information is sent to NHS Camden to support quality monitoring or public health analyses.

## Practice Catchment Area



## GP Training

As a GP Training Practice we have a number of other fully qualified doctors working with us. They may either be on a general practice secondment or training to become GPs themselves.

## Abuse of NHS staff

The Practice has a zero tolerance policy for the abuse of any of its staff.

## Want to email us?

You can contact the Practice via email at [hgp@nhs.net](mailto:hgp@nhs.net) but please note this address is for administrative enquires only. You cannot obtain medical advice, book or amend

## NHS England:

Complaints Advocacy Service  
 PO Box 16738, Redditch,  
 B97 9PT  
 Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)  
 Telephone: 0300 311 22 33  
 (this is charged as a local rate call)  
[www.england.nhs.uk](http://www.england.nhs.uk)

We have both internal and external CCTV and record all phone calls to help ensure your personal and clinical safety.

# HGP Hampstead Group Practice

[www.hampsteadgrouppractice.co.uk](http://www.hampsteadgrouppractice.co.uk)



Delivering high quality medical care to the community in Hampstead, Gospel Oak, Belsize Park and Kentish Town

## Contact

Hampstead Group Practice  
 75 Fleet Road  
 London  
 NW3 2QU  
 Tel: 0207 435 4000  
 Fax: 0207 435 9000  
 Email: [hgp@nhs.net](mailto:hgp@nhs.net)

## Opening Hours

Monday	8-7
Tuesday	8-8
Wednesday	8-7
Thursday	8-8
Friday	8-7
Saturday	9-12

Telephone lines from 08.00-18.30 weekdays

## Register with us

New registrations are always welcome. The registration forms are on our website if you wish to complete them in advance. Out of Area registrations considered. Further information available on our website.



The Practice does not discriminate on the grounds of race, gender, age, religion, sexual orientation, appearance, disability or medical condition.

For routine appointments we encourage patients to see the same doctor whenever possible. You may be required to see a different doctor if a same-sex or short notice appointment is needed.

We close 10.30-12.45 on the last Thurs of each month for training



wheelchair & pram access



Induction Loop



# Appointments

## Clinic times

GP clinics run from **08.30-11.30** and **14.30-18.30** weekdays. Tuesdays and Thursdays there is a **GP evening clinic** from 17.00-20.00. On **Saturday morning** we run a booked clinic from 09.00-12.00, except on bank holiday weekends. We offer Same day appointments weekday mornings and also a limited number of emergency appointments at 17.00 weekdays. Nurse clinics run from **08.30-11.30** and **14.30-18.30** daily, and **evening clinics** from 17.00-20.00 on Tuesdays.

## Booking an appointment

You can book an appointment with a doctor or nurse 24 hours a day using our **automated system** or through **Patient Access**. Please register for **Patient Access** online or at reception. Alternatively phone for an appointment on **020 7435 4000** or book in person.

## Cancelling an appointment

This can be done online through **Patient Access**, via text on **07800 000536** or by telephone on **020 7435 4000**. When texting, please let us know your name and appointment time.

## Telephone clinics

Many problems can be dealt with over the phone rather than face-to-face. We run a **telephone consultation clinic** from **08.30-11.30** and **14.00-17:00** Mon - Fri.

## Interpreters

Please let reception know if you require them to book an interpreter.

## Urgent medical problems

Patients will be seen within 24 hours. Please call reception on **020 7435 4000** and request an appointment. You may have to speak to the telephone doctor first. If you can please tell the receptionist what your call is about.

## Home visits

Home visits are usually done after the morning surgery. If possible please call before 11am on **020 7435 4000**.

## When we are closed

For urgent medical advice please dial **111** for the out-of-hours service.

## Out of hours clinic locations

The out-of-hours provider may arrange for you to visit their clinic at either:  
**St Pancras Hospital** 4 St Pancras Way  
**Whittington Hospital** Highgate Hill

# Information

## Lab results

Blood results and X-rays are usually back within a week. Please call reception for your result unless your doctor has arranged to contact you.

## Prescriptions

Please allow 48 hours for repeat prescriptions to be issued. You may either request that a pharmacy collects your prescription directly from us, order it online through **Patient Access**, or leave your written request at reception. Repeat prescriptions are not issued over the phone unless you are housebound.

## Minor ailments scheme

Ask reception for your passport which entitles you to free treatment by your pharmacist for minor ailments. For more information have a look on our website or view the page:  
[www.camden.nhs.uk/minorailmentsscheme](http://www.camden.nhs.uk/minorailmentsscheme)

## Surgery pod

You can now update your blood pressure and weight amongst other things without seeing a doctor. Please speak to reception for more info.

## NHS 111

For non-urgent 24 hour health advice call NHS 111 service on **111**

# Services

## Nursing team

We have a team of practice nurses and healthcare assistants. They deal with chronic diseases including asthma, COPD and diabetes, the travel clinic, smears, contraception advice, sexual health screens, wound care, suture removal, ear syringing, immunisations and spirometry.

## Blood taking

Our healthcare assistant runs a blood taking service in the morning for patients who find getting to the Royal Free difficult.

## Baby clinic

Our baby clinic runs from 1.30-3.30 on Thursdays and is a booked clinic for well babies only. The health visitors are here for advice and the practice nurses give child immunisations.

## Psychologist

There is a team of psychologists who work at the practice. Your doctor can refer you. Patients can also self refer to iCope via <http://icope.nhs.uk>

## Camden Citizens Advice Bureaux Service

Advice sessions for patients registered with us are offered fortnightly. Please book an appointment at Reception.

## Anticoagulation clinic

We run an anticoagulation clinic for our patients who are stable on Warfarin.

## Sexual health screening

Doctors and nurses offer full sexual health screens on request. Please book a routine appointment at reception for this or speak to your doctor.

## Bengali Clinic

This runs with an interpreter every Tuesday afternoon. Speak to reception for appointments.

## Coils and contraceptive implants

Please contact our nurses if you wish to arrange for a coil or contraceptive implant.

## Minor surgery

We offer in-house removal of minor skin lumps and bumps when clinically indicated. You will need to see a GP before an appointment can be booked.

## Substance misuse

We run a regular clinic in conjunction with CGL (Change, Grow, Live) and can provide specialist prescribing where appropriate.

## Smoking cessation

Our healthcare assistants offer smoking cessation advice and can prescribe a range of products to help you.

## Alcohol

We have an alcohol worker who offers support to patients whose consumption is a concern or risk to their health.

## Diabetes clinic

We run a dedicated diabetes clinic at the practice. You will be contacted for an appointment.

## NHS Health checks

If you are aged between 40 and 74, you are entitled to a free NHS health check. Please book an appointment with our healthcare assistants

## Patient participation group

We have an active **patient participation group** that is frequently consulted on matters relating to the practice. To find out more or to join our **virtual group** email us on [ppg.hgp@nhs.net](mailto:ppg.hgp@nhs.net).

## Midwife

If you are registered to have your baby at the Royal Free Hospital you can have your antenatal appointments at the practice.

# Other Contacts

## District nurses

Existing patients can contact the district nurses:  
North Team (Gospel Oak): **020 3317 5915**  
Twilight service: **07711 015850**  
New patients will need a referral from a healthcare professional.

## Health visitors

Health visiting team can be contacted on **020 3317 3032**

## North Camden Crisis Team

For those experiencing major mental health crisis Call **020 3317 6333**

## Comments and complaints

Please put any complaints in writing for the attention of our deputy practice manager. Complaints leaflet and form are available at reception. Comments and feedback can be emailed to us at [hgp@nhs.net](mailto:hgp@nhs.net). Alternatively fill out the comments form online at [www.hampsteadgrouppractice.co.uk](http://www.hampsteadgrouppractice.co.uk) or in our comments book at reception.