

Practice Staff

Practice GPs

Dr Lucia Grun	MBBS MSc DRCOG MRCGP
Dr Eunice Laleye	MBBS DCH DRCOG MRCGP
Dr Jonathan Sheldon	MA MB BChir DCH DRCOG MRCGP
Dr Sarah Scott	MRCP MBChB DFFP MRCGP
Dr Sara Hoffbrand	MBBS BSc MRCP DRCOG DFFP MRCGP
Dr Kate Walters	MBBS MSc DCH DRCOG DFFP MRCGP
Dr Jane Williams	MBChB BSc DFRSH MECGP
Dr Anish Radia	MBBS BSc MRCGP MRCP DCP FHEA
Dr Neel Gupta	BMBS MRCP MRCGP
Dr Elinor Gunning	MBChB MRCGP DFRSH
Dr Barbara Rasburn	MBBS MRCGP DRCOG DFFP
Dr Campbell Howitt	MBChB MRCGP DCH DFRSH
Dr Charlotte Parker	MBChB MRCGP

Specialist Interests

- ☒ Asthma
- ☒ Child Health
- ☒ Diabetes
- ☒ Healthcare for the Elderly
- ☒ Health Promotion
- ☒ Heart Disease
- ☒ HRT
- ☒ Family Planning
- ☒ Women's Health

GP Registrars

Dr Rosalie Bartholomew	(GP Trainer: Dr Lucia Grun)
Dr Daniel Gordon	(GP Trainer: Dr J Sheldon)
Dr Lavan Varathan	(GP Trainer: Dr Lucia Grun)

Practice Counsellor

Sheila Gill CPC Reg'd Counsellor & Supervisor; MBACP (Snr.Accred);
UKRCP Reg. Ind Counsellor/Psychotherapist

Nursing Team

Mary De Kauwe	Nurse Practitioner	BSc (Hons) Primary Health Care
Anne Ignatius	Practice Nurse	RN; Adv Dip women's Health
Joanna Cowley	Practice Nurse	RN; BSc Practice Nursing; ENB 998
Sarah Francis	Health Care Assistant	NVQ3

Administration team

Donna Joseph	Practice Manager
Maxine Lawson	Patient Services Manager
Gerry Porter	Patient Services Supervisors
Jackie McHugh	Patient Services Supervisors
Helen Kersey	Patient Services Team
Debra Matthews	Patient Services Team
Julie Johnson	Patient Services Team
Anne Storton	Patient Services Team
Gemma Mears	Patient Services Team
Alex Curtis	Data Quality Team leader
Natalie Bradshaw	Data Quality Coordinator
Suzanne Kimpiatu	Office Administrator
Lucy Brooks	Research Coordinator

The Keats Group Practice

1b Downshire Hill
London NW3 1NR

Tel: 020 3435 4672

Fax: 020 7431 8501

www.keatsgrouppractice.nhs.uk



For details of the primary medical services in the area to register with please visit
NHS Choices website, www.nhs.uk

This practice is within the Camden Clinical Commissioning Group

Updated: February 2017

You have a right to know what information we hold about you. If you would like to see your records pick up a medical records leaflet from reception which will explain what to do next.

Patient Rights & Responsibilities

Suggestions and Complaints

We aim to give a friendly and professional service to all our patients. However, if you have any concerns or suggestions about any aspect of our service, please let us know by either speaking or writing to our Practice Manager who will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can escalate it with NHS England, with support from the NHS Complaints Advocacy Service.

Email: england.contactus@nhs.net

Telephone: 0300 311 22 33 (this is charged as a local rate call)

Website: www.england.nhs.uk

How do I access my medical records?

The Data Protection Act allows you to ask to see any records containing information about you; this includes your medical records. If you want to see your records you will need to complete an application for access to medical records, which can be requested through our reception team. Your complete form must be forwarded to the Practice Manager for consideration.

Please be aware that you can be refused access to your medical records if a doctor thinks seeing your records will adversely affect your mental health or upset you too much.

Accessing the records of deceased patients

To access the records of someone who has died you need to apply under the Access to Medical Records Act, 1990. You will only be able to access the records if:

- you are the next of kin or legal executor
- you have the permission of the next of kin
- you have written permission from the deceased person given before they died

You will need to state which records you want to access and if you are taking or intend to take legal action. The same charges apply as under the Data Protection Act.

How much will I be charged to access my medical records?

£10.00 to view your computer records

Up to £50.00 for a copy of your paper and computer medical records

Surgery Hours

RECEPTION

	<u>Reception</u>	<u>Telephones</u>
Monday, Tuesday & Thursday	8:00am - 8:00pm	8:00am - 7:30 pm
Wednesday	8:00am - 7:30 pm	8:00am - 7.00 pm
Friday	8.00am - 6.30pm	8.00am - 6.30pm

The Surgery & Telephone lines are closed from 1pm-2pm everyday for staff meetings and clinical administration.

APPOINTMENTS

Doctor's and Nurse Practitioner appointments are scheduled between 8.00am - 12.00pm for the morning sessions. Afternoon sessions are between 3pm - 7.30pm.

Only pre-booked appointments are seen between 8:00am-9.00am and 6.30pm-8.00pm. There are no walk-in or emergency appointments during those times.

If you cannot attend for your booked appointment please ring the surgery to cancel as early as possible, so that your appointment can be offered to another patient.

Test Results - Patients are requested to telephone for test results ***after 3.00pm.***

Out of Hours - In the case of a genuine medical emergency, which cannot wait until the surgery is next open, please telephone the out of hours service on 111.

General Information

The Keats Group Practice is a 'training practice'. This means hospital doctors wanting to enter general practice spend a year with us in order to gain the experience they need to become family doctors. The doctors and nurses also undertake the training of student doctors and nurses.

From time to time students, attached to the practice, will be taking part in consultations with the doctors, nurse practitioner or practice nurses or directly with patients.

If you would prefer that a student were not present, please let a member of the reception staff know or inform the doctor or the nurse.

As a training practice, your medical records may be used for educational purposes. Because of this, we ask patients registering with us to sign a consent form giving permission for their records to be used in this way.

This leaflet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

Disabled Access -The surgery is accessible to disabled patients. There is a ramp at the front entrance and a lift to all floors. We have 2 disabled toilets in the ground floor and first floor waiting areas.

Most consulting rooms are on the ground floor and are accessible to wheelchair users.

Immunisation Clinic

The Immunisation Clinic runs from 2:00pm until 4.00pm on **Tuesday afternoons only**. It operates on an appointment basis and appointments can be booked up to 2 weeks in advance.

Please note that all babies will have to have had their 6 week check before having their first immunisation. This would be a booked appointment outside of Baby Clinic.

Psychologists

There is a team of psychologists and counselors who work at the practice. Speak to your doctor who will be able to refer you.

Patient Participation Group

We have an active patient Participation Group that is frequently consulted on matters relating to the practice. We welcome new additions. To find out more visit our section on the practice webpage or email us on kgp.ppg.1@gmail.com

When we are closed

For urgent medical advice please dial 111 for the out of hour's service

Other contacts

District nurses

Existing patients can contact the district nurses through their 24 hour messaging service on 0207 391 6360. New patients will need a referral from a healthcare professional

North Camden crisis team

For those patients experiencing major mental health crisis call 0203 317 6333

Carers – If you are a carer for someone and need advice or support, please feel free to make an appointment with a doctor or nurse practitioner to discuss what help is available or speak to Debra Matthews a member of our patient services team who is the practice carer champion who will give you advice on what help is available with the Camden carers association and other local groups.

Clinics – Antenatal Clinic

This clinic is held every Wednesday by the Green Team Community Midwives from the Royal free and is by appointment only.

Newborns

Please try and register your newborn baby with the practice as soon as possible all you need is the red book to register.

You will receive a phone call shortly after registering offering a post natal check for the mother and baby .these appointments are an hour long and will involve examination of both mother and baby please make sure you bring your red book to this appointment .

Health Visitor

The Health Visitor is available every Tuesday on the first floor, between 2:00pm – 3:30pm for baby weighing and advice and is appointment only . Common areas that will be covered include the list below but will be dependent on individual circumstances:-

- Feeding your baby
- Coping postnatal
- Monitoring the growth of your baby
- Advice regarding immunisations

PLEASE DO NOT BRING ILL BABIES TO THIS HEALTH VISITORS CLINIC

Health visitors are also available directly on a daily basis on 0203 317 3800

How To Register – New registrations are always welcome if you live

Within our practice area and would like to register with us you can go to the surgery website to print off the registration form if you wish to complete it in advance

Or you can ask at reception for a registration form.

Our registration times are

Monday, Wednesday & Thursday: 8:00am – 5:00pm

Tuesday: 8:00am – 7:15pm

Friday: 8:00am – 4:00pm

The registration process takes about 15 mins you will need to bring with you

Your NHS number and 2 proofs of address no more than 3 months Old

These can include a utility bill, bank statement or tenancy agreement.

Please note driving licenses are not accepted as proof of address

When you register you will also be asked to do a urine sample (sample bottles are Available at the reception desk, you can help yourself).

Your height, weight and blood pressure will also be recorded

When registering Children please bring a copy of immunisation records or your Childs Red Book

Named Accountable GP

Whilst every patient is registered with the Keats group practice.

The Practice is required by the government under the terms of the latest GP Contract to allocate all patients a named accountable GP

Patients will be informed of their named accountable GP at the first appropriate

With the practice .if you wish to be told the name of your accountable GP, please ask the receptionists when you are next in the practice.

Please note: There is no need to telephone the practice for this information.

Having a named GP does not prevent you from seeing any other doctor in the practice.

For patients aged 75 and over the named accountable GP is responsible for working

With relevant associated health and social care professionals to deliver a multi-disciplinary care package that meets the needs of the patient ensuring that these patients have access to an annual health check

Appointments – The GPs and Practice Nurses are available to see a specific number of patients by appointment. GP and Nurse Practitioner appointments are offered on the same day or up to two weeks in advance. It is the Practice policy that if you are more than 10 minutes late you may have to re-book an appointment. On arrival at the practice please ensure you use the self check-in facility or inform a member of the reception team of your arrival.

You can book, check or cancel an appointment with a GP or our Nurse practitioner via our 24 hour automated telephone appointment booking service.

Or you can also book or cancel a GP or Nurse Practitioner appointment online via our website (www.keatsgrouppractice.nhs.uk) up to two weeks in advance. To sign up for this service, please come in person to the practice, bringing with you one form of **photo-ID**; we can sign you up on the spot. To use the service you will need a unique username and password which the reception staff will give you when you sign up.

With this service you are now able to see any recent blood test results

If you wish to book a nurse appointment you will need to call the surgery and speak to one of our Patient Services Team who will be able to book the appointment for you.

We ask that you are patient during your time at the surgery. Often sessions are very busy and you may have to wait. However, the staff will do all they can to ensure that you are seen as soon as possible.

Repeat Prescriptions – please allow 48 hours for repeat prescriptions to be issued you may either request that a local pharmacy collects your prescription directly from us or nominate a pharmacy for you prescription to be sent electronically via EPS, patients can also order on line through emis access, leave your written request at reception or fax us your prescription request on 0207 431 8501. Alternatively, send in requests with a stamped-addressed-envelope
Prescription requests are not accepted over the phone unless the patient is housebound.

Medication Reviews - All repeat prescriptions are reviewed on a regular basis.

This review takes place at least once a year, and is usually carried out at an appointment with a doctor or nurse practitioner. Further information can be found within our patient information leaflet – Repeat Prescriptions and Medication Reviews.

Telephone Consultations - In many cases patients find that they only need to speak with a clinician rather than come in to meet face to face. This option is now available to all of our patients each morning between 9am and 11.30am. Please mention that you would like a telephone consultation when you speak with reception.

Seeing the Doctor or Nurse Practitioner as an Emergency - If there are no more appointments on the day you call, and you have an urgent medical problem that cannot wait until the next day we will do our best to see you on the same day by appointment. If the surgery is very busy, this may sometimes mean you have to wait to be seen, and we would appreciate your patience if this is the case.

Home Visits - Home visits are for those patients who are housebound and unable to attend the surgery. If you think you need an urgent visit, please telephone **before 11am** to discuss your situation with the duty doctor.

Nurses – we have an experienced team of practice nurses.

They deal with chronic diseases including asthma, COPD and diabetes the travel clinic smears contraceptive pills, sexual health screens, wound care, suture removal, Ear syringing, immunisations and spirometry.

Anticoagulation clinic -

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

SMOKING CESSATION –

Our Nursing Team offers smoking cessation advice and can prescribe a range of products to help you