



## **Queensbridge Group Practice**

**24 Holly Street, Hackney E8 3XP**

**TEL - 020 7254 1101 - FAX - 020 7923 1541**

**[www.queensbridgegroup.co.uk](http://www.queensbridgegroup.co.uk)**

**Email: [queensbridge@nhs.net](mailto:queensbridge@nhs.net)**

**Out of Hours GP Service (020) 8185 0545**

# WELCOME TO THE QUEENSBRIDGE GROUP PRACTICE

## OPENING TIMES

Monday	8:30am - 1:00pm	2:00pm - 6:30pm
Tuesday	8:30am - 1:00pm	2:00pm - 6:30pm
	6:30 pm - 8:00 pm (COMMUTER CLINIC)	
Wednesday	7:00 am - 8:00 am (COMMUTER CLINIC)	
	8:30am - 1:00pm	2:00pm - 6:30pm
Thursday	8:30am - 1:00pm	2:00pm - 6:30pm
Friday	8:30am - 1:00pm	1:30pm - 6:30pm

## Queensbridge Group Practice Appointment System

When booking a non-urgent appointment, please ask to see the doctor that knows you best or has been dealing with any particular problem you have. There is a board in the practice showing our names and photographs.

## Routine Appointments

We offer routine appointments in the morning and afternoon that are bookable up to 3 weeks in advance by telephone, online, or at reception.

## Same Day Appointment Service

If you feel you need to be seen by a doctor or nurse on the same day or require advice:

Telephone reception between 8:30 and 11:00am

Reception will give your details to the duty doctor

The duty doctor will telephone you back

You will be given advice, a future or same-day appointment as appropriate. (The same-day appointments are allocated between the clinicians on duty that day.)

Please note that problems do NOT need to be "urgent" to use this service

Please do NOT telephone in the afternoons unless you have an URGENT problem that cannot wait until morning.

## Commuter Clinics

The practice offers GP and Nurse appointments late evening (6:30pm - 8:00pm Tuesdays) and early morning (7:00am - 8:00am (Wednesdays). These clinics are by appointment only. Early blood test appointments are available on Wednesday mornings.

## Telephone Consultations

If you wish to speak with your own doctor or nurse, please give your name and contact number to a member of the reception team before 11:00am and they will return your call after morning surgery.

## THE DOCTORS AT QUEENSBRIDGE GROUP PRACTICE

<b>Dr Patrick Hutt</b>	MBBS MRCGP	Partner
<b>Dr Gemma Kelvin</b>	MBBS	Partner
<b>Dr Samantha Perera</b>	MBChB BSc(Hons) MRCGP DTM&H	Partner
<b>Dr Anna Pilkington</b>	MBBS MRCGP DRCOG DCH	Partner
<b>Dr Emily Woolridge</b>	MBBS BSc MCEM DCH MRCGP	Partner
<b>Dr Adella Sutton</b>	MBBS BSc	Salaried GP
<b>Dr Katherine McClenaghan</b>	BMBS BMedSci DRCOG MRCGP	Salaried GP

We occasionally have locum doctors working at the practice. These are doctors who cover for us whilst our permanent doctors are away on leave. They are fully qualified and experienced doctors, who are registered on the supplementary list with NHS England.

We also have GP Registrars, GPs in training and Foundation Doctors working at this practice; a GP Registrar is a fully qualified doctor who is training to be a GP. A Foundation Doctor is also fully qualified in the earlier stage of their training. A partner always supervises their work.

We are a training practice and will, from time to time, have doctors, nurses and medical students learning, by sitting in on consultations, seeing our patients, or videoing consultations. Your permission will always be sought prior to consultation. If you do not wish to have a student present during your consultation or to be videoed, please inform a member of the reception team. This will not affect your treatment in any way whatsoever.

We welcome you as a patient to our practice and hope you find this information useful. It is intended to inform you of the services available and to help you get full benefit from them. As a practice we wish to help you to recover as rapidly as possible from any illness and encourage you to avoid ill health by promoting a healthy lifestyle.

## ONLINE SERVICES

The practice offers a number of online services

Patient Online – patients can register to use this service, which allows you to book appointments, order repeat medications, and view your medical records. The reception team can print off the access form which you can use to register immediately. Patients just need to provide proof of ID to register for the service.

ePrescriptions – electronic prescriptions can be sent to the pharmacy of your choice, and will be available 10 minutes after the GP authorises the prescription. Just tell the reception team which pharmacy you would like.

Our website [www.queensbridge.co.uk](http://www.queensbridge.co.uk) has lots of useful information about the practice and the NHS.



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020 7490 5090



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

## WHAT TO DO IN TIME OF BEREAVEMENT

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. It is at this time you need all the help and support possible to help you through the grieving process. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

### *If someone dies at home*

- Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate.
- Contact a funeral director who will be able to advise you on registration procedures and funeral arrangements.

### *If someone dies in hospital*

- Contact your local funeral director to engage their services.
- Collect the doctor's death certificate from the hospital.

### *In all cases of death*

- Contact the registrar's office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.
- Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

## NURSING AND ATTACHED STAFF

### Practice Nurse

Liz Hennessy RN and Elizabeth Annobi BSc RCN

The nurses provide a range of nursing and screening services. In addition they run the anti-coagulation clinic and provide travel consultations

### Health Care Assistant

Niomi Barker

Niomi provides blood tests, NHS Checks, and checks for patients at risk of heart disease or diabetes

### Health Visitor

A health visitor is available during baby clinics for developmental concerns, support and advice.

### District Nurses

District nurses have specialist training in caring for people at home. Referrals are arranged by the doctor or practice nurse.

### Midwives

Midwives from the Homerton Hospital run the antenatal clinic on Tuesdays and Thursdays.

### Psychiatrist

Dr Price can see patients who have been referred by the doctors. He attends once a month at the practice.

### Advocates

We have a Turkish health advocate available here on Tuesday morning and Thursday afternoon working with the doctors.

We also can arrange for other advocates, including Bengali, Chinese, Spanish etc, by appointment.

### Family Action - Hackney Well Family Service

They provide both emotional and practical support by giving one-to-one advice on benefits, housing, debt and financial difficulties, this is a self-referral service.

See reception for a referral form.

### First Steps - Child Psychologist

They provide early intervention into behavioural problems, crying, toileting, parenting and other family issues. This is a self-referral and doctor initiative service.

See reception for a referral form.

### Social Prescribing

The aim of social prescribing is to improve health and quality of life by linking patients with non-medical sources of support within the community.

These might include opportunities for arts and creativity, physical activity, learning new skills, volunteering, mutual aid, befriending and self-help, as well as support with, for example, employment, benefits, housing, debt, legal advice, or parenting problems.

Please ask your GP to refer you.

For 24 hour information click to: [www.queensbridgegroup.co.uk](http://www.queensbridgegroup.co.uk)

## Suffering from depression, obesity, type 2 diabetes or heart disease?

Have you been advised to take regular exercise but need some help and encouragement?

**Then take action and contact a local personal trainer today.**

## Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families. **Contact a local care agency to discuss your needs today.**

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Email: Godswill112@live.co.uk

 **EMERGENCY PERSONNEL**

Do you or family member need care?  
Want to stay in your own home?  
This type of decision can be difficult.

**CONTACT EMERGENCY PERSONNEL HOME CARE**  
To discuss your needs today.

0207 407 6620 or 07718 985455  
or email The Registered Manager  
louisa.weston@emergencypersonnel.co.uk

You can only set up a lasting power of attorney while you have mental capacity. Once you have lost capacity it is too late.



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## IN MIND PSYCHOTHERAPY

Starting to talk about your life can be challenging. We offer a safe and supportive place to explore whatever may be troubling you.

Get in touch with us for an initial meeting.  
[www.inmindpsychotherapy.co.uk](http://www.inmindpsychotherapy.co.uk)  
[contact@inmindpsychotherapy.co.uk](mailto:contact@inmindpsychotherapy.co.uk)

**Need medical help but it's not an emergency?**

Call 111 for fast access to the right care for you

[www.nhs.uk/111](http://www.nhs.uk/111)



## RECEPTION AND ADMINISTRATION STAFF

### Practice Manager

David Jones

### Reception Manager

Sharon Rigg

### Receptionist/Admin

Asma Begum

Fahima Yasmin

Claire Stopes

Rehena Parvin

Sarah Slade

Betty Murphy

Mina Gasparro

## ABOUT RECEPTION

All members of staff here have signed a confidentiality clause in their contract. Our computer can only be accessed using individual passwords which are changed every three months.

The role of medical receptionist is very responsible, sometimes difficult, often upsetting, but very rewarding. If you see staff are already dealing with a telephone call, or are busy with another patient, please be patient. We do not expect our staff to be rude to patients and will not tolerate patients being rude to members of staff.

## COMMENTS, SUGGESTIONS AND COMPLAINTS

We are always interested to hear any comments patients may have and any suggestions they feel might be useful. Our practice manager is available to patients and would be happy to speak to you, either on the telephone or by appointment. You are also able to email the practice at [queensbridge@nhs.net](mailto:queensbridge@nhs.net)

In the event that you are unhappy with a service you have received at the surgery, you can either speak with our practice manager or put your comments in writing/via email, which should be addressed to David Jones, practice manager. These will then be dealt with on an individual basis, following our complaints procedure and may be discussed at our practice meeting, held once a month.

## ABUSIVE, AGGRESSIVE, RACIST OR SEXIST BEHAVIOUR

Any patient found using threatening behaviour or abusive language whilst on the premises will be removed from the practice list in accordance with the Department of Health guidelines.

## EQUAL OPPORTUNITIES

We provide care according to need, regardless of age, religion, gender, ethnicity, sexual orientation or mental or physical ability.

## ACCESSIBLE INFORMATION STANDARD

The Accessible Information Standard is a new law to make sure that people who have a disability, impairment or sensory loss are given information they can easily read or understand. Please inform a member of staff if you have any communication support needs. You need to help us make sure we get things right for you.

## FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## HOW TO REGISTER

You can register online via the website at [www.queensbridgegroup.co.uk](http://www.queensbridgegroup.co.uk) or in person on Monday, Tuesday or Thursday between 3:30 and 6:00pm, or all day Wednesday. You will need to bring the following information with you:

- (I) Photo ID or equivalent documentation.
- (II) Proof of address eg a utility bill, tenancy agreement, council tax book or driving licence.

(If not available at time of registration, to be produced within two weeks.)

## DATA PROTECTION – ACCESSING YOUR MEDICAL RECORDS

The Data Protection Act 1998 (Section 7) sets out how patients can access their medical records. Please let our receptionists know of your intentions and they will arrange an appointment for you. Most of our medical records are kept on computer. This will allow you to have the opportunity to read your medical notes in a quiet environment in the surgery. There is a charge (between £10 and £50) if you require part or all of your medical records to be photocopied. Most GP records before 2000 were paper records, and we retain these as well.

## URGENT MEDICAL PROBLEMS (DUTY DOCTOR SERVICE)

If you have an urgent medical problem, please be aware we have a duty doctor (who is always available to discuss urgent medical problems) Monday to Friday from 8.30am - 6.30pm.

You will need to contact the practice first, in the same way you would for telephone advice or a same day appointment.

The duty doctor will then contact you and discuss your urgent medical problem and advise you accordingly.

## TEST RESULTS

To find out the result of a blood test or X-ray result, please contact reception between 11:00am and 5:00pm. Reception will be able to give you results when they are within the normal range. For abnormal results, the doctor will contact you.

## HOME VISITS

These are for people who are seriously ill and are unable to come to the practice, usually the very elderly or terminally ill. If you are unable to come in to the practice and are requesting a home visit, the receptionist will take your details and the doctor will phone you to assess the problem and arrange a visit if clinically appropriate. It takes four times longer to see a patient at home than it does in the surgery, where there is also more equipment available.

Whenever possible patients should attend surgery. We make every effort to see sick children as quickly as possible, and it will not harm a child with a temperature to visit the surgery.

## WHEN THE SURGERY IS CLOSED

If you need urgent advice or you feel so ill that it is a matter of emergency, there is always a doctor on call. Out of Hours cover is provided by City & Hackney Urgent Healthcare Social Enterprise (known as CHUHSE), a service set up by local GPs. It operates through the night from 18.30 to 08.00 (Monday to Thursday), from 18.30 on Friday to 08.00 on Monday and 24 hours on Bank Holidays. You can access the service by telephoning (020) 8185 0545 during the hours stated above.

Doctors are available to offer advice or, if necessary, to arrange an emergency consultation at a local Primary Care Centre. Patients who are not well enough to travel will be visited at home where necessary.

## REPEAT PRESCRIPTIONS

### Electronic Prescribing (ePrescribing)

From January 2015, patients will not need to collect repeat prescriptions from the practice, as they can be sent electronically to the pharmacy of your choice (which can be where you live, work or shop).

However, you may still collect paper prescriptions in person if you wish.

### Repeat Prescriptions

If you are on regular long-term medication you will be able to order a repeat prescription.

You can request repeat prescriptions:

a) Via the online request service – if you are not already registered, please come to reception to register to use the service (you will need to produce a photo ID) - note that the service will also allow online booking of appointments, and access to certain parts of your medical record if you choose to do so.

b) By using the repeat slip. Repeat prescription request forms can be left in the box outside the surgery.

Please note that repeat prescriptions take 48 working hours.

We do not accept repeat prescriptions over the phone unless we know the patient to be housebound. We ask all patients to use the ePrescribing service, but we can return your prescription by post provided you enclose an SAE.

Please make sure you order repeat medications before you run out of your current supply.

You will be asked to see the doctor from time to time to review your treatment and your state of health. Please make an appointment for a review with the doctor that knows you best.

## MEDICAL CERTIFICATES

Absences from work due to illness for a period of less than seven days do not require a doctor's certificate. You can certify your own illness using a self certificate, obtained from reception and via our website, your employer or local Social Security office. You do not need to see a doctor. If you are absent from work for more than seven days you are required to see a doctor if a medical certificate is needed.

## SPECIAL SERVICES AVAILABLE

Antenatal care	Anticoagulation clinic
Asthma appointments	Cervical smears
Child health and children's vaccinations	Chlamydia screening
Coil fitting	Contraceptive advice
Diabetes appointments	Drugs misuse
Emergency contraception	Family Action - FWA
First Steps - child psychologist	Contraceptive implant clinics
Health care assistant clinics	Health needs relating to ethnicity
HIAC/Hoxton Legal Trust	Hypertension appointments
Methadone prescriptions	Minor surgery
New patient health checks	Sexual health
Stop smoking/stop drinking appointments	Travel advice (resources and staff permitting)
Please ask at reception for more information	

## INFLUENZA IMMUNISATIONS

Flu jabs are available in the Autumn (usually starting in October) for those patients for whom flu is a particular risk. This includes anyone aged over 65, diabetics, anyone with a heart or chest problem, as well as some other groups. Ask us for advice. There is no charge.

## DISABLED ACCESS

We have full access for disabled people.

## HELPFUL HINTS

- If you are unable to keep an appointment, please phone and let us know as early as possible so that we may offer it to someone else.
- The doctors and nurses are happy to give telephone advice.
- We understand you may not wish to give full details to a non-medical member of staff, but it is helpful to the doctor to have as much information as is requested so they can assess the urgency of the problem.
- If you change your address or telephone number, please remember to tell a member of staff who will amend the details on the computer.

## SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

### Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish take aspirin or paracetamol. Antibiotics have no effect on the common cold.

### Diarrhoea

Diarrhoea in adults usually clears by itself in a few days. The symptoms can usually be eased by a medicine called Loperamide, available from the chemist. Consult your doctor if the symptoms persist for more than a few days.

### Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Repeat once if necessary. If symptoms persist, consult your doctor.

### Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Applying calamine lotion is also helpful. Note: bee stings should be scraped away rather than "plucked" in order to avoid squeezing the contents of the venom sac into the wound.

### Chickenpox

The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### Head Lice

These are most easily detected by fine tooth combing through really wet hair. If head lice are discovered there are two available options. Firstly, the 'conditioning and wet combing' method is less expensive and more successful. Secondly, by using overnight lotions, which are available from a chemist without a prescription. Contact your health visitor for more advice.

### Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes. If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

### Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, whilst paracetamol will also help.

## THE FAMILY MEDICINE CHEST

## NOTES

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses.

Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

### Soluble Aspirin Tablets

For adults and children aged over 18. Good for headaches, colds, sore throats and painful bruises. Not suitable if there is a history of stomach ulcers.

### Paracetamol/Ibuprofen Mixture

For relief of pain or fever in young children.

### Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

### Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

### Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

### Ephedrine Nose Drops

For runny noses in children over one year old. Use before meals and at night but not for more than four days.

### Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

### Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

### Calamine Lotion

For dabbing (not rubbing) on insect bites and stings and sunburn.

### Dressing Strips

For minor cuts.

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

### Cotton Wool

For cleaning cuts and grazes..

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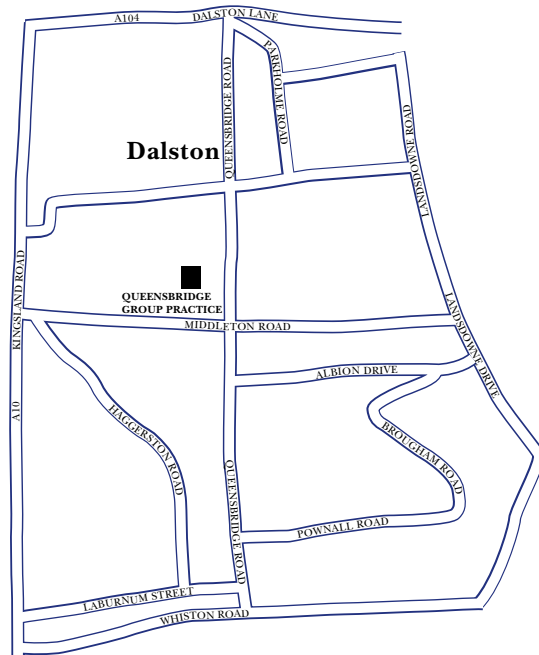
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## PRACTICE AREA



## USEFUL ADDRESSES

City & Hackney Clinical Commissioning Group: 3rd Floor, A Block,  
St Leonard's Nuttall Street, London N1 5LZ. Telephone number: 020 7683 4659

## USEFUL TELEPHONE NUMBERS

Homerton Hospital .....	020 8510 5555
Homerton Hospital (Appointments) .....	020 8510 5544
St Leonard's Hospital .....	020 7683 4000
Royal London Hospital .....	020 7377 7000
CAB (Citizens' Advice Bureau) .....	0870 126 4013