



# Streatham Common Practice

**St. Andrew's Hall, Guildersfield Road, London SW16 5LS  
and  
293 Streatham High Road, Streatham, London SW16 3NP**

**Tel: 020 3049 5470**

**Fax: 020 3049 6900**

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

**email: [LAMCCG.scgp-EHS@nhs.net](mailto:LAMCCG.scgp-EHS@nhs.net)**

# Welcome

## to the Streatham Common Practice

We hope this booklet provides you with all the information you need with regards to the surgery and the services we offer. Please feel free to ask if you have any unanswered questions. Information is also available on our website: [www.streathamcommonpractice.co.uk](http://www.streathamcommonpractice.co.uk)

### Doctors

<b>DR RUTH DANSON</b>	(Female)	MBChB DCH DFFP DRCOG MRCGP Registered 2000 Partner/F2 Doctor Supervisor
<b>DR TU NGO</b>	(Male)	MBBS nMRCGP Registered 2001 Partner
<b>DR EMMA PROCTOR</b>	(Female)	MBBS DCH DFFP MRCGP Registered 2001 Partner/Trainer
<b>DR KIRSTY RAKIN</b>	(Female)	DFSRH MRCGP DCH MBChB BSc (Medical Science) F2 Doctor Supervisor
<b>DR ISABELLE SINGH</b>	(Female)	BMedSci MBBS DFRSH MRCGP Registered 2007
<b>DR LOUISE PERSAUD</b>	(Female)	BSc Hons MBChB Hons DFRSH MRCGP Registered 2008
<b>DR CLAIRE MALING</b>	(Female)	MBChB MRCGP DCH DFRSH Registered 2008
<b>DR AHSAN KHAN</b>	(Male)	MBBS MRCGP Registered 2011

### Practice Nursing Team

<b>ISABEL GARCIA</b>	Asthma Care, COPD, Sexual Health and Family Planning
<b>SAMANTHA KILBY</b>	Healthcare Assistant NVQ Level III
<b>ROXANNE BURTON</b>	RGN
<b>ELLEN TRENDELL</b>	RGN

### Practice Manager

<b>ELAINE RICHMOND</b>	AMSPAR Diploma in Practice Management AMSPAR Diploma in Medical Secretarial Studies
<b>TRACEY HAYWARD-ALLINGHAM</b> Assistant Practice Manager	AMSPAR Diploma in Practice Management

### How To Register

If you live within our practice area (enquire at reception), we will register you on completion of a registration form that is available at reception or online at [www.streathamcommonpractice.co.uk](http://www.streathamcommonpractice.co.uk) If you are from abroad, you will need to show your passport. Registration takes up to 48 hours to complete. After this you will be able to book an appointment with a clinician. You are free to see any doctor you wish. All patients have a named GP to co-ordinate their care. If you register in person, please make your application for registration between 10.00am and 5.00pm on weekdays only.

### Out Of Area Registration

New arrangements introduced from January 2015 give people greater choice when choosing a GP practice. Patients may approach any GP practice, even if they live outside the practice area, to see if they will be accepted on to the practice list.

The new arrangements mean GP practices now have the option to register patients who live outside the practice area but without any obligation to provide home visits.

If your application is considered the GP practice will only register you without home visits **if it is clinically appropriate and practical in your individual case.**

To do this we may:

- Ask you or the practice you are currently registered with questions about your health to help decide whether to register you in this way
- Ask you questions about why it is practical for you to attend this practice (for example, how many days during the week you would normally be able to attend)

If accepted, you will attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need and the surgery cannot help you at home, we may ask you to call NHS 111 and they will put you in touch with a local service (this may be a face to face appointment with a local healthcare professional or a home visit if necessary).

We may decide that it is not in your best interests or practical for you to be registered in this way. If accepted but your health needs change, we may review your registration to see if it would be more appropriate for you to be registered with a GP practice closer to your home. This new arrangement only applies to GP practices and patients who live in England. For further information, visit the NHS Choices website ([www.nhs.uk](http://www.nhs.uk)).

## Booking An Appointment

Every Monday to Friday we will have a triage doctor who will deal with all urgent appointments. If you feel that you are unable to wait for a routine appointment please call 020 3049 5470 and arrange for the triage doctor to call you back. The doctor will assess whether you need an appointment and agree whether to bring you in. Please call after 10.00am for a pre-bookable appointment.

**You are also now able to book an appointment online. Please ask at reception for your username and password to enable you to utilise this service.**

**Patients who want to use this service should to go to:**

<http://www.patient.co.uk/patient-access.asp>

**If you would prefer to see a specific doctor or nurse, please make the receptionist aware of your preference. Whilst we will do our best to accommodate your preference, it may not always be possible to comply, due to staff leave, illness, or other time constraints.**

### *To See A Nurse*

All appointments can be booked in advance (we suggest you ring 1-2 weeks before you require the appointment).

### *To See A Doctor*

The surgery has appointments that can be booked up to one month in advance. If you require a pre-booked appointment we would appreciate it if you rang after 10.00am, as our phone lines are often busier early in the morning.

### *To Speak To A Doctor*

Telephone consultations are available each day to speak to either a doctor or a nurse.

#### **These Consultations Are Useful For:**

- Follow-up/results
- Minor illness advice
- General health advice
- Anything that we may be able to resolve/address without actually seeing you in person.

### *To See The Phlebotomist (blood test)*

We have an in-house phlebotomist, who will primarily serve our elderly or infirm patients. In the case where we are unable to provide this service to you due to long waiting times, alternative services are conducted at Gracefield Gardens, tel 020 3049 4002. All blood tests must have been authorised by a doctor/nurse, who will provide you with a blood test form.

### *Results*

Please call after 2.00pm on 020 3049 5470.

## Cancelling An Appointment

If for some unforeseen reason you cannot attend a booked appointment please phone us on **020 3049 5470** and cancel in advance of your appointment time. This will then allow us to offer the appointment to another patient who may need it.

## Late Policy

The practice has agreed that if you are more than 10 minutes late we cannot see you and you will have to rebook. This policy is intended to help doctors/nurses keep to time and reduce waiting times for all patients.

## Emergencies

Please phone **020 3049 5470**.

- **When the surgery is open** the on-call doctor will return your call. The doctor may ask you to come to the surgery later in the day for assessment.
- **When the surgery is closed** you will get a recorded message advising you how to access a doctor. This will be NHS 111, a freephone service, dial 111.

## Home Visits

Whenever possible please attend the surgery as this saves valuable time. Patients who think they may require a home visit should telephone whenever possible before 10.00am. A telephone appointment will be made with the on-call doctor to determine when and if the visit should be made. Any calls for an emergency home visit (eg chest pain) will be put through to a doctor immediately.

## Referral To Hospital

We refer most of our patients to St. George's, St. Thomas, Croydon University Hospital or Kings College Hospital. You will be asked by the clinician which hospital you prefer to attend, should the need arise.

## Services Offered At The Practice

- **Contraception:** available from any doctor/nurse by appointment. Coil and contraceptive implant fittings are only with the doctor. Please specify what contraceptive advice you are seeking when booking the appointment and we will ensure you see the correct person.
- **Emergency contraception:** can be obtained from the doctors and from **Copes Pharmacy** and **Prentis Pharmacy**, both on Streatham High Road.
- **Antenatal/postnatal:** shared cared with all local hospitals.
- **Minor surgery:** by referral from GP.
- **Counselling:** by referral from the GP.
- **Help for drug and alcohol problems:** working with the local advice services.
- **Smoking cessation:** by appointment with a healthcare assistant.
- **Psychotherapy:** by referral from doctor.
- **Pharmacy links:** we have close links with Copes Pharmacy, including computer links.

## Services Offered By The Nursing Team

- Asthma and COPD checks
- Hypertension checks
- Diabetic checks
- Dressings, stitches, general nursing care
- Dietary advice
- Immunisations/travel vaccinations (including Yellow Fever)
- Smear tests
- Ear washouts
- Repeat contraception
- NHS health checks
- Smoking cessation
- New patient health checks with HIV testing

## How To Get The Best From Your Surgery

### *Patient Group*

Your practice has an active Patient Group formed to:

- Listen to the patient's perspective on services provided by the practice;
- Improve communication between the practice and its patients;
- Help patients to become more responsible for their own health.

The Patient Group meets once a month and Elaine Richmond, our practice manager also attends so that we can receive up-to-date practice information and advice.

We would like to welcome new members and further information can be obtained from Jenni Rodgers on 07754 173651 or by emailing: [jennir250@gmail.com](mailto:jennir250@gmail.com) Alternatively there is a Patient Group display on the waiting room wall in Guildersfield Road including leaflets for you to fill in with your details if you'd like Jenni to contact you.

### *Friends And Family Test*

From 1st December 2014, it is a contractual requirement that all GP practices undertake the NHS Friends and Family Test (FFT).

The Friends and Family Test is a feedback tool that supports the fundamental principle that people who use NHS Services should have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey, it is a continuous feedback loop between patients and practices.

The primary aims of the FFT are to:

- gather useful feedback from people who use services that can be fed directly to staff that provide their care, in a simple format, in near real time
- identify areas where improvements can be made so practical action can be taken
- inform current and prospective patients about the experiences of those who use the practice service

The FFT is anonymous and we welcome any feedback that you wish to give the Practice. If you do not wish your anonymous comments to be shared, please let us know. Survey forms are available at reception, in each consulting room and on the practice website.

### *Repeat Prescriptions*

Prescriptions must be received in writing either via reception, in the post, by fax or online - if possible using the tear-off part of your last prescription. If you would like us to send your prescription to you please enclose a stamped addressed envelope. You can request a repeat prescription via email at [LAMCCG.SCGP-Prescriptions@nhs.net](mailto:LAMCCG.SCGP-Prescriptions@nhs.net)

We are unable to accept repeat prescription requests over the phone as this causes confusion and mistakes can be made.

The patient email must contain the following information: clinical number or date of birth, medication required direct from the repeat script list only and instructions as to whether the prescription is to be collected from a pharmacy. You can also log onto our website [www.streathamcommonpractice.co.uk](http://www.streathamcommonpractice.co.uk) and complete the prescription request online.

Please allow 48 hours from when you drop in your request for your prescription to be ready for collection (provided we have received it before 4.00pm on a working day). Prescriptions must be handed in and picked up from the Guildersfield Road site. Some medicines require dose monitoring and these will only be issued one month at a time to ensure patient safety.

### *Electronic Prescription Service*

Did you know?

You can now register for the Electronic Prescribing Service (EPS). This allows your prescriptions to be sent electronically to the pharmacy of your choice. You can order repeat prescriptions direct with your pharmacist who will request them and process them directly. This can avoid trips to the surgery to request medication and pick up prescriptions and also ensures that all prescriptions are delivered safely to your pharmacy via a secure system.

Please register at the pharmacy of your choice or let the surgery know your preferred choice of pharmacy to begin using EPS.

### *Chaperones*

A chaperone is available if required. However, if you specifically wish to see a male or a female doctor, please specify this when you book your appointment.

### *Interpreters*

If you require an interpreting service for your consultations with the doctor or nurse, we will gladly arrange this for you.



## Opening Hours

Day	Guildersfield Road	Baldry Gardens
Monday	8.00am - 6.30pm	8.00am - 1.00pm
Tuesday	8.00am - 7.30pm	8.00am - 1.00pm
Wednesday	8.00am - 7.30pm	8.00am - 1.00pm
Thursday	8.00am - 6.30pm	8.00am - 1.00pm
Friday	8.00am - 6.30pm	8.00am - 1.00pm
Saturday	9.00am - 1.00pm	CLOSED
Sunday	CLOSED	CLOSED

### Extended Opening Hours

On Saturdays we have pre-bookable doctor appointments available from 9.00am to 1.00pm, focusing on providing appointments for patients who work during the week. We also have late evening appointments available on a Tuesday and Wednesday evening to be prebooked, focusing on providing appointments for patients who work during the week.

For emergencies please contact SELDOC on 020 8693 9066.

You may also attend a local walk-in centre:

Gracefield Gardens Health & Social Care Centre

2-8 Gracefield Gardens

Streatham

London SW16 2ST

Tel: 020 3049 5030

### Information

Croydon NHS Walk-in Centre is situated in the centre of Croydon. It offers a nurse-led service and is open Monday to Friday 7.00am to 10.00pm, weekends and Bank Holidays 9.00am to 10.00pm.

## Sick Notes

If you are off work for less than a week, you can collect form SC2 (Self-certificate) from reception. You do not need any other certification to return to work. If your employer insists on a sick note for periods of less than a week, a private certificate may be issued at the discretion of the doctor and a charge will be made. If you are off work for more than a week, you will need to see a doctor to obtain a statutory sick note.

## Confidentiality

The NHS in England is changing the way they store and manage your health records. Today, records are kept in all the places where you receive care. These places can usually only share information from your records by letter, email, fax or phone. At times, this can slow down treatment and sometimes information can be hard to access.

By making more health records electronic, there will be quicker ways to get important information to NHS healthcare staff treating you, including in an emergency. This practice is due to go live with your Summary Care Record shortly. If you do not wish to participate, please inform the practice in writing of your preference.

For more information, please go to: <http://www.nhscarerecords.nhs.uk/>

## Complaints

### Making A Complaint

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible – ideally within a matter of days or at most a few weeks – because this will enable us to establish what happened more easily. If it is not possible to do that, please let us have details of your complaint:

- Within six months of the incident that caused the problem; or
- Within six months of discovering that you have a problem, provided that is within 12 months of the incident.

The practice manager will be pleased to deal with any complaint. She will explain the procedure to you and make sure that your concerns are dealt with promptly. You can make your complaint:

**In person** – please make an appointment to speak to the practice manager.

**In writing** – some complaints may be easier to explain in writing. Please give as much information as you can, then send your complaint to the practice for the attention of the practice manager as soon as possible.

### What We Will Do

Our complaints procedure is designed to make sure that we settle any complaints as quickly as possible.

We shall acknowledge your complaint within three working days and aim to have looked into your complaint within 10 working days of the date when you raised it with us. We shall then be in a position to offer you an explanation, or a meeting with the people involved.

When we look into your complaint, we shall aim to:

# Looking for an NHS dentist?

**Smile** - this is your perfect chance to **see an NHS dentist in your area!** Your local IDH practice offers a high level of care for you and your family. We're one of the UK's largest providers of NHS and private dental care and are proud to run 'perfect practices'. Our dental teams are always on hand to offer expert advice, peace of mind, reassurance, whatever your dental care needs. To arrange your first appointment please call into your local practice or call us on the number below.

**You'll need to be quick as there are a limited number of places available**

**Whitecross Dental Care**  
142 Streatham High Road,  
London, SW16 1BJ  
Tel: 020 8677 7000



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

## Smiles ahead

INTEGRATED Dental Holdings, conveniently located at 142 Streatham High Road, has been offering high quality dental services to the NHS and private clients for over 35 years. The practice is an independent dental surgery and offers a range of traditional and cosmetic treatments to local residents of all ages.

"We can help our clients with everything from a clean and polish to the very latest cosmetic procedures," said practice manager Debbie Williams.

"Our team of four dentists, our hygienist and dedicated support staff provide all aspects of NHS dentistry alongside a range of realistically-priced private treatments."

The practice's traditional treatments include checkups, cleans, polishes and fillings.

"We take a preventative approach to dentistry, taking the time to educate our patients on the best ways to look after their teeth and ensure good oral health practice," added Debbie.

"We really don't want to have to carry out work on people, so if a patient comes in and doesn't need anything doing we feel like we've done our job!"

The practice's dedicated hygienist is available to help patients, especially children, learn how to keep their teeth in great condition.

Affordable modern techniques mean that more people are choosing to have their smile enhanced cosmetically; giving them the smile they've always wanted.

"Our cosmetic procedures include whitening, crowns and veneers, which our dental team have been specially trained to provide," Debbie said.

"People assume that cosmetic dentistry costs the earth, but are often surprised when they see how reasonable our fees are."

For more information or to register with Integrated Dental Holdings, call (020) 8677 7000.

## FOSTER

Be there for a young person in Wandsworth

To find out more visit [wandsworth.gov.uk/fostering](http://wandsworth.gov.uk/fostering)

or phone

(020) 8871 6666

(Quote ref no: AD.1186)

AD.1186a (11.16)

Could you give a local child a secure & loving home?



Many families find fostering an extremely rewarding experience.

Contact your local fostering agency today for more information.

07508 447824 **Need to Talk?**  
One to one Counselling Service based in Balham.  
I am here to help.  
Contact Velma  
BACP, BSc Hons, PGDip.  
[www.velmacounselling.com](http://www.velmacounselling.com)

## Would talking help?

Why wait for an appointment on the NHS?

There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

Helping people find their way...  
Sarah Challacombe, Counsellor & Coach  
I'll support your professional/personal goals with support & challenge.  
Professional counselling & coaching in London.  
20% OFF first consultation with this advert  
07890 128553 Email [abalancedstate@gmail.com](mailto:abalancedstate@gmail.com)

- find out what happened and what went wrong
- make it possible for you to discuss the problem with those concerned, if you would like this
- make sure you receive an apology, where appropriate
- identify what we can do to make sure the problem doesn't happen again.

At the end of the investigation your complaint will be discussed with you in detail, either in person or in writing.

### *Complaining On Behalf Of Someone Else*

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A consent form signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this. Please let us know if this is the case.

### *What You Can Do Next*

We hope that, if you have a problem, you will use our practice complaints procedure. We believe that this will give us the best chance of putting right whatever has gone wrong and the opportunity to improve our practice.

However, this does not affect your right to approach NHS England if you feel you cannot raise your complaint with us or you are dissatisfied with the way we are dealing with your complaint. NHS England provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS.

Telephone: 0300 311 2233.

If you remain dissatisfied, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact their helpline on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk), fax 0300 061 4000 or via post Millbank Tower, Millbank, London SW1P 4QP. Further information about the Ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

### *Help Us Get It Right*

We constantly try to improve the service we offer.

Please let us know when you think we have done something well or if you have any suggestions as to how we can do something better.

## Zero Tolerance

We aim to treat our patients courteously at all times and expect our patients to treat staff in a similar respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop such behaviour. If they persist with this behaviour, we may exercise our right to have them removed from our list of patients.

## Forms And Letters

### **Private Health Insurance Claim Forms, Insurance Certificates for Continued Sickness, Travel Insurance Claim Forms, Fitness to Travel**

Please ask for advice from reception if you have a form that you think the doctor needs to fill in. You may be asked to leave it at reception and collect it at a later date. **The doctors cannot sign passport applications.** A charge will be made for forms that are not covered by the NHS (see list of charges at reception). Please do not ask a doctor to fill in a form or write a letter during surgery as this causes delays for other patients.

Letters regarding housing will not be written except at the formal request of the housing department or housing association.

## Teaching

We are a training practice with one of our core values being the education and development of the next generation of doctors. We see this as being extremely important and as such we run an active teaching programme for both undergraduate medical students and post graduate doctors pursuing higher training to become specialists in general practice. We are very grateful to our patients for their active participation in this education. You also have the option to opt out of seeing a trainee if you want to.

Medical students and nurses also occasionally visit for teaching purposes and may sit with a doctor or nurse to observe a surgery. Sometimes we may videotape surgeries for training purposes but confidentiality is strictly observed and your permission is sought. If you do not wish to have an observer or be videoed please let the receptionist or doctor know at the time.

## Research

We are committed to participate in research in general practice because we believe it is needed to improve patient care. We have been accredited by the Royal College of General Practitioners as Research Ready, and all our staff involved with research operate within the guidelines of Good Clinical Practice for research. All staff involved in conducting a research study are qualified by education, training and experience to undertake their role in the trial. Necessary procedures to secure the quality of every aspect of the trial are complied with, and all clinical information is recorded, handled and stored in such a way that it can be accurately reported, interpreted and verified whilst confidentiality is maintained. The rights of each patient to physical and mental integrity, to privacy and protection of data concerning him in accordance with the Data Protection Act are safeguarded. You may be asked to participate in research, but please be assured that it is not compulsory to participate.



## General

If you need further information please ask at reception. We are continually trying to improve our service. If you have any suggestions, comments or complaints please speak to the practice manager or one of the doctors, or put a note in the suggestion box in the lobby.

## Disabled Access

There is disabled parking outside our Guildersfield Road and Baldry Gardens sites. There are nine consulting rooms on the ground floor and there is disabled access to a toilet. A lift at Baldry Gardens site provides access to the first floor consulting rooms.

## Carers

If you are a carer for a friend, relative or neighbour, please let us know at reception. It does not matter if the person you care for lives with you or not - you are still a carer for them.

## Contact Details For NHS England

Call NHS England on 0300 311 2233.

## The Information We Hold And Where We Hold It

Confidentiality is at the heart of good medical practice and is based upon mutual trust and confidence.

Patient health records are kept by the practice with which they are registered and treated. Each health professional working within the practice is responsible for the accuracy and safe keeping of health records and this includes information stored on computers.

The records include general information: name, address and date of birth. They also contain details of care such as consultations, illnesses, investigations undertaken, prescription history and treatment carried out.

When patients change their GP their health records are returned, in a sealed secure bag, to the health authority who will then forward them on to your new GP.

The law strictly controls the management of all personal information.

- Anyone who receives information about you has a legal duty to keep it confidential.
- You have a right to see your health records. However, if some of the information is considered detrimental to your mental and physical well-being we have a right to withhold that information.
- Your right of privacy allows you to keep your health records confidential between you and your health professionals with some exceptions.

## Exceptions Are:

- When information is requested by the NHS from us.
- To help protect the health of the public generally.
- To make sure the NHS runs efficiently.
- To help the NHS plan and make sure services meet the patients' needs in the future.
- To help the NHS train its staff.
- To help the NHS account for its actions.
- To carry out medical and other health research for the benefits of everyone.
- To prepare statistics on NHS performance and activity.

## *How The Practice May Use Your Records*

- To investigate complaints of legal claims and respond to your concerns.
- To use it for clinical and non-clinical staff so that we can review the care that you receive and make sure that it is of the highest standard.

## *Why We Keep And Share Information*

We keep information and details of your care in order to help plan current and future health care.

If you receive care from organisations outside of the NHS we may need to share certain information to enable us to work together with people such as social services, which includes those responsible for the care of the elderly, disabled, children, hospitals, health visitors and other health care professionals to provide you with continuity of care.

We are required to also inform the health authority about some instances of communicable diseases eg meningitis, measles, mumps etc (HIV/AIDS are not included for public health reasons).

## *Summary Care Record*

All patients who have chosen to, have a Summary Care Record which is used nationally and contains important information from the record held by your GP practice such as details of any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. Your Summary Care Record also includes your name, address, date of birth and your unique NHS number to help identify you correctly. Summary Care Records are accessible to authorised healthcare staff treating patients in an emergency in England. All information is confidential and only accessible to staff with NHS Smartcards.

## *Local Care Record*

To support information sharing to happen more quickly and to improve the care you receive, a new process has been put in place in Southwark and Lambeth. This will join up your care records from local hospital organisations with GP practice information through existing computer systems. It is called the Local Care Record. Information is only shared when it is needed to make your care and treatment



safer, easier and faster and only with those people directly involved in your care. The doctor or healthcare professional treating you will inform you that they are accessing your shared Local Care Record. However, in an emergency situation where you may not be conscious or be able to give consent, they will access your information to give you the best possible care. You can choose for your information not to be shared between your local NHS organisations, but please note that not sharing your information may affect the care you receive.

You can find out more about how the NHS shares your information on NHS Lambeth Clinical Commissioning Group's website: [www.lambeth.nhs.uk](http://www.lambeth.nhs.uk)

### *Other Organisations Who Might Ask For Health Records*

**The Benefits Agency** – may sometimes need medical reports. These cannot be given without your signed consent.

**Law Courts** – can insist on disclosure of health records.

**Solicitors** – might ask for medical reports. We always need your signed consent. We will not give details about any third party contained in your records.

### *We Have A Duty To Keep Your Health Records Accurate*

What we need you to do is to keep us informed of any changes in your:

a) address    b) marital status    c) name    d) telephone number

### *Finally...*

If you wish to see your health records please ask to speak to the practice manager who will arrange a convenient time for you both.

**Please note that under the Data Protection Act (1998) we are allowed to make a charge to cover any administration cost.**

For hospital or community health records, contact either the relevant hospital manager or the person directly responsible for your care.

Public health research often requires the collection of anonymised information about large numbers of patients. This practice is part of Lambeth Data Net. We research into the impact on health and services of patients' ethnicity, religion and main language spoken, in order to improve health care in Lambeth. This research helps us to give you a service accurately reflecting the varied needs of Lambeth. There is a leaflet available giving more details and information on your right to opt out of this service improvement programme.

## Useful Telephone Numbers

**Practice Tel** .....020 3049 5470

**Practice Fax** .....020 3049 6900

For GP access on the day, please call after 8.00am.

For pre-bookable appointments, please call after 10.00am.

For test results, please call after 2.00pm.

email: [LAMCCG.scgp-EHS@nhs.net](mailto:LAMCCG.scgp-EHS@nhs.net)

**Lambeth Clinical Commissioning Group** .....020 3049 4444

**Lambeth Health Visitor and District Nursing Teams** .....020 3049 4002

**Police Emergency** .....999

**Non Emergency** .....101

**Age UK**.....0800 00 99 66

Information and advice on a broad range of topics affecting older people.

**Alcoholics Anonymous** .....0845 769 7555

For those who think their drinking is becoming a problem, Alcoholics Anonymous offers the chance to talk to someone who know the issues through personal experience.

**Asthma UK Advice Line** .....0800 121 6244

Asthma nurse specialists provide independent, confidential advice and support to people living with asthma, their families, friends and carers and to health professionals.

**Autism Helpline**.....0808 800 4104

The National Autistic Society Autism Helpline provides impartial, confidential information, advice and support for people with autism spectrum disorders, their families, professionals, researchers and students.

**BackCare Helpline**.....020 8977 5474

Speak to someone at this registered charity who has experienced back pain. The helpline provides support and information and explains your options.

**Beating Eating Disorders**..... 0845 634 1414

Confidential helpline offering support and advice for anyone affected by an eating disorder.

**Breast Cancer Care Helpline**.....0808 800 6000

Nurses and trained workers with personal or professional experience of breast cancer offer information and support on any aspect of breast cancer or breast health.

**Brook Advisory Centres**.....0808 802 1234

Free and confidential sexual health advice and services for under 25s.

**Cancerbackup** .....0808 808 0000  
Information from nurses about all types and aspects of cancer - diagnosis, treatment, symptom control, clinical trials, support groups and where to get practical and emotional help.

**Carers Direct**.....0300 123 1053  
Confidential information and advice for anyone looking after someone else.

**ChildLine** .....0800 1111  
Support, information and advice for children on any topic they want to talk about - bullying, gangs, puberty, sexual abuse, alcohol, drugs, or anything else that worries them.

**Contact A Family** .....0808 808 3555  
Information on specific conditions and rare disorders for families with disabled children.

**Cruse Day by Day** .....0844 477 9400  
Help and support for people who are bereaved.  
Also offers a special line for young people on .....0808 808 1677

**Domestic Violence Helpline**.....0808 2000 247  
National Domestic Violence 24-hour helpline for those who require an urgent response or need in-depth support. The helpline is run by Women's Aid and Refuge.

**Drinkline** .....0800 917 8282  
Information and self-help materials, help to callers worried about their own drinking, support for family and friends of people who are drinking, and advice on where to go for help.

**Frank**.....0300 123 6600  
Call for confidential and friendly advice about drugs from professional advisers who will give you straight up, unbiased information.

**Heart Helpline** .....0300 330 3311  
British Heart Foundation's cardiac nurses and information officers provide information to help support any medical advice you have already had from your GP or consultant.

**Learning Disability Helpline**.....0808 808 1111  
An advice and information service from Mencap for people with a learning disability, their families and carers.

**Macmillan Cancer Line** .....0808 808 0000  
Information and advice for anyone with concerns about living with cancer. Also offers a textphone service on 0808 808 0121.

**Meningitis Research Foundation** .....0808 800 3344  
Trained staff and qualified nurses offer information on meningitis and septicaemia to anyone concerned about or affected by these infections.

**Mind Information Line** .....0300 123 3393  
Mind's helpline gives confidential advice and help for people with mental health problems.

**Rethink** .....0300 5000 927  
Helpline services offering practical and emotional support to those experiencing severe mental illness, their carers and relatives.

**Sexual Health Line**.....0300 123 7123  
Free confidential information and advice on sexual health.

**Shelter** .....0344 515 1540  
Free housing advice from the homelessness and housing charity.

**Stroke Helpline** .....0303 303 3100  
Advice from the Stroke Association, which helps stroke patients and their families through its support services and funds research into prevention, treatment and rehabilitation.

**The Patients Association** .....0845 608 4455  
For concerns about healthcare in general, this national charity provides patients with a way to raise issues and share experiences as it works to improve the care we all receive.

**The Samaritans**.....08457 90 90 90  
Confidential non-judgemental emotional support, 24 hours a day, for people who feel distressed, despairing or suicidal.

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## Practice Area Map

