

Patients' Rights and Responsibilities

All staff at the practice have a right to carry out their work without threat of violence. We have a policy of removing from our list any patient who is physically or verbally abusive or threatening towards any member of our staff or other patients. We aim to treat all our patients with respect – in return, we feel our staff are entitled to the same respect.

Academic Links

We are a training practice with links to the UCL/Royal Free Hospitals medical school and teaches medical students in the practice.

Medical Examinations

All patients are asked to undergo a health check when they register with the practice. Examinations required for non-medical reasons, e.g. Insurance, Employment or Sporting reasons are available but will incur a fee and need to be discussed with an administrative team member when booking.

Locum GP's

We employ locums when necessary to cover practice doctor and nurse absences.

Useful Contact Addresses/Telephone Numbers

The Samaritans 08457 90 90 90

Minor Injuries Unit 020 7601 7407

Monday to Friday 8am to 8pm

St. Bartholomew's Hospital West Smithfield EC1A 7BE

University College/Middlesex Hospitals

0845 155 5000

Accident and Emergency Department at

University College Hospital, Gower Street London WC1E 6AU

Whittington Hospital (including A&E Department)

020 7272 3070

Highgate Hill N19 5NF

The Alcohol Advisory Service

020 7530 5900

Sexual Health Clinics

St. Bartholomew's Hospital 020 7601 8090

Mortimer Market Centre 020 7530 5000

Patient Advice and Liaison Team (PALS)

020 7527 1066 / 1087

PALS Team, Islington PCT FREEPOST, RLSL-UGEZ-KKAY,
338-346 Goswell Road, London EC1V 7LQ

(no stamp required)

FRANK Drugs Helpline

0300 123 6600

National Smoking Quitline

0300 123 1044

National Blood Donor Service

0300 123 23 23

Calshot Community Care Centre

020 7527 2299

For social services/taxi cards/disabled parking permits



Amwell Group Practice

4 Naoroji Street

London

WC1X 0GB

Telephone:

020 7837 2020

Email: amwellgrouppractice@nhs.net

Website: www.amwellgrouppractice.co.uk

Telephone opening hours for appointments to see a Doctor or Practice Nurse and all other enquiries:

Monday to Friday 8.00am to 6.30pm

Surgery Times

8.00am to 6.30pm Urgent Care

8.30am to 6.30pm Doctor appointments

8.30am to 6.30pm Nurse appointments

Extended Hours

Monday to Thursday @ Amwell

6.30pm-7.30pm Doctor appointments

6.30pm -7.30pm Nurse appointments

Monday to Friday @ Richie St

6.30pm– 8.00pm Doctor and Nurse appointments

Saturday

8.00am-5.30pm – we can book telephone and face to face appointments for you in our hub at Richie Street.

Sunday

8.30-5.30 – contact the practice number to be connected to a member of the out of ours team.

Staff

Partners

Dr David Davies

MBBS (1989 UCH) BSc MRCGP DRCOG

Dr. Robert Moore

MBBS (2007 RF &UCMS) BSc DRCOG DCH DFSRH MRCGP

Dr Rose MacDonald

BSc MBBS MRCGP MPH

Salaried GPs:

Dr David Price

MA MB BChir (1997 Cambridge) DTM&H DRCOG MRCGP

Dr Sheena Kent

MBBS (2007 London) BMedSci DRCOG MRCGP

Dr Seema Chaudhari

MBBCh, MRCGP, DRCOG

Dr Helena Lendrum

MBChB BSc DRCOG

Dr Dinisha Patel

BSc MBBS MRCGP

Dr Liam Smeeth - Academic GP

MBBS (1990 Sheffield) PhD DCH MRCGP DRCOG

Nurses:

Samantha Graham – Advanced Nurse Practitioner

Daniela Philipou – Practice Nurse

Rose Amollo – Diabetic Nurse Specialist

Paulina Ksobiak – Nurse Associate

Sonia Hehir – Administration Manager

Nicola Cronin – Reception Manager

Our team is also supported by 3 Practice Pharmacists, a Paramedic and a Social Prescribing Link Worker.

We aim to provide high quality primary care, responsive to the needs of the local community, to the mutual satisfaction of patients, clinicians and practice staff. We will respect the needs and beliefs of patients without discrimination, in a supportive and friendly environment. We aim to create an atmosphere of personalised care and accessibility, and to work in partnership with patients and other health care professionals.

Joining the Practice

Anyone living in our practice area can join, regardless of

age, personal circumstances or medical problems.

Register in person, via our website or the NHS website.

As a patient you can choose to see any of the doctors, however we recommend that you try to establish a relationship with one doctor, who you come to regard as your **usual doctor**, to aid continuity and quality of care.

We are a non-limited partnership NHS practice contracted to provide general medical services by NCL.

Practice Nurses

The practice nurses are available by appointment for blood tests, dressings, the removal of stitches, blood pressure measurement and for the following more specialised services:

NHS Health Checks /Health Promotion

Cervical Smears

Travel Immunisation and advice

Contraception including emergency contraception

Long Term Condition monitoring and care

Smoking Cessation

Other Services Available

Baby Clinic Tuesday afternoons

BOWS Clinic – Friday

Antenatal Care

The Community Midwives run a weekly antenatal clinic on Thursday afternoons

Alcohol & Drugs Misuse Counselling

We run assessment and advice clinics on a Tuesday.

Please see a doctor to discuss referral.

Sexual Health Services - provided by all practice

Chronic Disease Management - is undertaken by all practice doctors and nurses.

Repeat Prescriptions

Please allow 72 working hours for these to be processed.

Requests can be made via the NHS app, in writing via eConsult or by telephone.

Test Results

Test results performed by the practice can be obtained via the NHS app or by ringing the reception between 11:00 & 12:30am or after 2:30pm.

Home Visits

Whenever possible please try to attend the practice. If you need a home visit please telephone your request before midday.

Telephone Messages

You are welcome to leave a message with reception during opening hours. The doctor will then return your call after morning or evening surgery has ended.

Out of Hours Emergency Cover

Whenever possible please try to see or call your doctor during working hours. A doctor is however always available.

If the practice is closed, the out of hours service is available until 8pm Monday to Friday and Saturday and Sunday 8.00-5.30. You will be connected via our telephone number.

Outside of those hours, contact NHS111

Computers and Personal Health Information

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Personal health information is used to monitor the practice's screening activities. Occasionally anonymised health information is sent to the PCT to monitor quality standards and for post-payment verification purposes.

Suggestions, Comments & Complaints

All the staff aim to provide a high quality service, which we are constantly reviewing. Any comments, complaints or suggestions are welcomed and may help us improve our service - please use our comments book in the waiting room, or contact Lindsay Dubock if you have a complaint. We operate a practice based complaints procedure and an information leaflet is available at reception.

Reviewed 20/11/2023 Dr Rose MacDonald