

Patient Participation Group

We support the development of the practice by having a Patient Participation Group. This is an opportunity to help shape the practice and how it delivers its services. Our reception team can give you more details if you are interested in supporting the Patient Participation Group.

Contact Details

Please ensure you keep your contact details up to date with the practice. This includes address, contact telephone and mobile numbers and email addresses. This ensures that we maintain your records accurately.

Text Messaging

The practice may, where possible and if we have an up-to-date mobile number, send a text message to remind you of appointments and health promotion issues. Please let reception know if you do not wish to receive these messages.

Information Governance/Data Protection Act

We are required under the Data Protection Act (1999) to inform you that some of the information you have supplied will be held on computer or in paper-based files and will become part of your personal confidential patient record and may need to be shared with other health professionals.

You have the right to request to see and obtain copies of the information we hold about you, please ask reception for details. There will be an administration charge for this service which will depend on the amount of information required.

Freedom of Information

De Beauvoir Surgery has published information about this surgery under the General Practitioner Publication Scheme. This is a guide to the General Practitioner(s) within the single practice Publication Scheme as required by the Freedom of Information Act 2000.

Fair Use Policy

We are committed to ensuring equitable access to our practice in order to deliver the best possible service. To ensure this, we ask all patients to make use of the services in a fair and reasonable manner and would like to kindly remind you that patients should use the services in accordance with this Fair Use Policy.

Inconsiderate, disproportionate, or unfair use of the services may mean that another patient who wants to access their GP or other healthcare professionals unable to do so due to limited availability.

Examples of unfair use service may include, but are not limited to:

1. Significant deviation from average use of the GP surgery or scanning services e.g., submitting unreasonable numbers of consultation or scanning requests.
2. Significant deviation from average use of the telephony system
3. Any form of abuse or harassment of our staff.

Investigating / Finding Unfair Use

If unfair use is suspected, we reserve the right to review individual access.

Equal Opportunities Statement for Patients

The practice aims to ensure that no patient receives less favourable treatment on any grounds and the practice will not tolerate discrimination either overt or covert and expects the commitment and goodwill of staff both temporary and permanent.

Complaints Procedure

If you have a complaint or concern about the service you have received either from the doctors, or any of the staff working in this Practice, please let us know. We operate a Practice complaints procedure as part of an NHS system for dealing with complaints. Our complaints system meets national criteria.

De Beauvoir Surgery
30 Hertford Road, London,
N1 5QT

Information for Patients

Opening Times

Monday	0800 – 1830hrs
Tuesday	0800 – 1830hrs
Wednesday	0800 – 1830hrs
Thursday	0800 – 1830hrs
Friday	0800 – 1830hrs
Saturday	CLOSED
Sunday	CLOSED
Weekend appointments (Saturday) every 5 weeks	

Enquiries/Appointments

Tel: 020 7923 3684

www.debeauvoirsurgery.nhs.uk

Email:

nelondonicb.debeauvoir@nhs.net

The Practice

De Beauvoir surgery is a Training Practice and supports the development of our future clinicians.

Below are our current staff members who support at the practice and their roles:

Dr Haoli James (F)	Senior GP Partner
Dr Lydia Willetts (F)	Salaried GP Partner
Dr John-Housten (M)	Salaried GP
Dr Hannah Worthington (F)	Salaried GP
Dr Young (F)	Salaried GP
Dr Tan (F)	Salaried GP
Dr Asim (M)	Salaried GP
Dr Carvalho (M)	Salaried GP
Paul Ratcliffe	Lead Nurse
Elizabeth	Practice Nurse
Yvonne	Health Care Assistant
Mark Adkins	Practice Manager

You are able to speak to a receptionist in person during opening hours or by telephone between 9.00 and 18.30.

Appointments

Appointments to see a doctor or the Practice Nurse can be made by telephone or in person at the surgery during opening hours. Appointments may be booked as a telephone consultation rather than attending in person. Appointments can be made up to 4 weeks in advance.

Triage Appointments

All GP appointment requests will be reviewed by a clinician within 24 hours of receipt and prioritized accordingly. Please state if you consider your matter urgent if in the unlikely event you do not receive the appointment outcome you were expecting please raise this by phone or text.

We also offer **late bookable appointments** on a Monday and Tuesday from **6.30pm – 8.20pm** for patients who are at work during the day. Please

note that we are closed for normal services and that bloods tests cannot be taken at these appointments.

There are a limited number of appointments available daily for all patients who need to be seen urgently. Please telephone the surgery as early as possible after 9.00 am. **You may also be given a telephone Consultation to assess the problem. This clinic is for urgent medical problems only and you will have to wait to see an available GP.**

Home Visits

Please telephone the surgery on **020 7923 3684** as early as possible. The Doctor may phone you to assess the problem before visiting you at home.

Out of Hours Cover

If you fall ill outside of surgery hours with an urgent medical problem that cannot wait until surgery re-opens, please telephone, our out of hours service provider on: - **111**

Repeat Prescriptions

We offer a repeat prescription service at the Practice. Prescription requests can be left at reception, posted, emailed or sent via the NHS App. **This is a 48 hour service; your prescription will be ready in 2 WORKING DAYS after 3pm.** Please ensure you enclose a stamped addressed envelope if you require your prescription posted to you.

We only accept telephone requests for repeat prescriptions from housebound patients.

You may be asked to see a doctor if your medication review date has passed before your prescription is re-issued.

Practice Clinics: -

- Diabetes, Asthma & BP Checks
- Contraception/Family Planning
- Sexual Health

- Child Immunisations
- Travel Vaccines – Yellow Fever Centre
- Drug Addiction Therapy
- Minor Surgery
- Dietary Advice
- Smoking Cessation

A normal appointment can be made for these clinics.

Fit Notes (Sick Notes)

De Beauvoir surgery will provide Fit notes if it is more than 7 days since your first day of sickness. Sickness for under 7 days is covered under a self-certification. If you need an extension to your fit note please complete the triage request form or access via your NHS App. Please do not telephone the surgery.

Results

All investigations and blood results ordered by the practice are reviewed according to our results Policy. We expect patients to work in partnership with us and review their results on the patient app where they will find a GP recommendation on next steps.

Referrals

NHS Referrals are made using the ERS system, Once the referral letter is written the request is made on the ERS system the patients then receive a code and password and can then contact secondary care to receive their appointment.

Baby Clinics

Our Practice Nurses are available to do your child's immunisations and you are able to see the Doctor for your child's 6 week and 18 month checks; appointments can be made at reception.

We have a Health Visitor allocated to our Surgery who will run a weekly community baby clinic.

Chaperones

Patients have the right to request that a Chaperone be present for any consultation or during an examination or procedure.