



Ritchie Street Group Practice, 34 Ritchie Street, London N1 0DG

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For more information about our services and useful health resources, please visit our website.

The practice has a full complement of attached staff including health Visitors, Community Matrons/District Nursing Services, Palliative Nursing Care, Dieticians, Community Midwives, Psychologists, Counsellors, as well as other service.

We are part of the Islington Integrated Care System and the local GP Federation. We are also members of the Islington South Primary Care Network.

Our Opening Hours:

The practice is open Monday to Friday from 8am until 6.30pm.

We offer a limited nurse service on Saturday mornings at this time

We are closed on all Bank and Public Holidays.

Out- of –Hours

If you require urgent medical assistance outside of these hours, please contact the NHS 111 service, by dialling 111 from your phone or visit your nearest Accident and Emergency (A&E) department. You can also call the practice when we are closed and you may be able to access the I-Hub service and speak to a GP before 8pm Monday – Friday or 9-6 at the weekend.

Emergencies – Please dial 999 or visit your nearest A&E

Home Visits

Home Visits are only for patients that cannot physically attend their appointments. Visit requests must be made before 10am where possible. A GP will call you in the morning to discuss nature of your request. Based on your symptoms they will then decide if a home visit is appropriate. You must provide a contact number that we can call you back on.

To Register

You are now able to register at the practice regardless of where you live within England. However, please note Home Visits will only be available to patients that live within our catchment area. Please see website for more information. Please let us know if you are a carer or have a carer. Please also let us know if you have any disability or communication need.

Online Facilities

We offer online facilities to book appointments and request repeat prescriptions. You can also view a summary record of your consultations and results. Please ask Reception staff for more details - ID is required.

The online appointment booking facility is very useful and quick, especially for those patients that work or have difficulty getting through on the phone system.

Booking an Appointment

You can book an appointment via the phone, in person or using our online facilities. We also offer telephone consultations when it may not be necessary for you to be seen by a GP or Nurse. We will send you a sms txt reminder to the mobile number on our system.

When you arrive for your appointment, please use our automated check-in screen that can be found in the reception area.

If you are unable to make your appointment, please do cancel it so that someone else in more need, can make use of it. If you fail to attend three appointments within a 12 month period, we will remove you from our list and you will need to find another GP practice to register at. This can be easily done by leaving a message on our telephone system.

Minor Ailment Service (Pharmacy Referrals Service)

The pharmacy on site operates a Minor Ailment scheme whereby patients with minor ailments (Coughs, colds, insect bites etc), without having to be seen by a GP.

Your pharmacist can supply you with medicine from an agreed list with your doctor.

If you are exempt from prescription charges many of the medicines are cheaper to buy from the pharmacist.

Repeat Prescriptions

Unfortunately, we are unable to take requests for Repeat Prescriptions verbally. All requests must be in writing, clearly stating your name, address and which medication you are requesting to be re-issued. Please note some medication may not be re-issued automatically and you may require a review meeting with your GP or other healthcare professional before it can be re-issued. Please remember to have at least a week's supply of medication at the time of making your request. Requests take approximately 2-3 working days to process (depending on the time that you make the request).

If you have nominated a local pharmacy to deal with your prescriptions, we will automatically send the prescription electronically. You can nominate a pharmacy at any time. The benefit of this is that you do not have to come back to the practice to pick up your prescription. Please note, we do normally prescribe Paracetamol for minor ailments or issue Controlled Drugs via the Electronic Prescription Service

Test Results

If you are awaiting Test results, please use our eConsult service on our website to contact us and someone will then contact you back. You can also log into your online services portal and view the results there. Alternatively, we may be able to txt them to you if you have a valid mobile number on our system. If you need to speak with a clinician about your results, please request a telephone consultation.

Chaperone Services

If you require a Chaperone, please advise reception when booking your appointment. Please note that Chaperone services are only provided during our core hours and may not be available in the evenings or the weekends.

Clinician Training

We are a training practice and often have junior doctors and other health professionals on placements at the practice. You may be seen by one of these as when requesting a consultation.

Influenza (flu) and Pneumonia Vaccinations

We run seasonal programmes for this type of service between October and January.

Please keep an eye out for notices or ask reception for more details. You may also get a letter inviting you to attend a clinic.

Disabled/Disabilities Access

Wheelchair access is provided via a ramp at the main entrance. All our services are located on the ground floor and a disabled WC is available. We have an automatic door and a lowered counter at the main reception. If you have any specific needs, please do let Reception know so we can put an alert on your record.

If you have a disability and have a preferred method of communication, please do let us know and we will do our best to accommodate you.

Breast feeding & Nappy Changing facilities

Please ask staff for more information. Facilities are available on site.

Complaints, Compliments and Comments

Both positive and negative feedback is welcome. Forms can be found at Reception. Alternatively you can email us or write to us. We operate under the NHS Complaint system. Further information can be found on our website. Please make all complaints for the attention of the Deputy Practice Manager.

Zero Tolerance

We operate a Zero tolerance policy at the practice. We will not tolerate any form of abuse (both verbal and/or physical) against any member of staff, patient or visitor. We will if necessary remove the patient from the practice and may inform the Police if appropriate.

Confidentiality

We take patient confidentiality very seriously. We keep all patient data secure both electronically and physically in secure areas. All staff are trained in Information Governance and Data Protection.

Medical Reports and Examinations

Please ask Reception for more information. Please note that a charge will apply. Payment will be requested in advance of any work being carried out.

Baby Clinic and schedule

Baby Clinic runs every Monday from 3PM

The Clinic is for 8 week baby check and first immunisations. This Clinic is GP and Nurse Lead.

Influenza (flu) and Pneumonia Vaccinations

We run seasonal programmes for this type of service between October and February

Please keep an eye out for notices or ask reception for more details. You may also get a letter inviting you to attend a clinic. You can also attend one of the clinics run by your local pharmacy.

Data collection for ethnicity

The request for ethnicity on the Registration forms is from NHS England. If you do not wish to disclose this you can put other.

PPG and newsletter (add opt out to registration form)

Ritchie Street Group Practice sends out Practice News Letters and also invites to the PPG (Patient Participation Group) if you don't wish to receive any Invites or News Letter's you will have the option to Opt Out from receiving these.

REFERRALS

Your appointment if you need to **chase, change or cancel** an appointment, use one of the options below. You will need to provide your referral details. You will find these on your Referral Letter.

Referral details you will need are **booking reference number** and your **Access code**.

To cancel or change Go to www.nhs.uk/referrals or phone the NHS appointment line on 0345 608 8888 or text phone 0345 850 2250.

The NHS appointment line is open Monday to Friday - 8am to 8pm, weekends and bank holidays - 8am to 4pm. A full translation service is available. All calls are charged at local rates.

USEFUL LINKS AND TELEPHONE NUMBERS

If you are suffering a Mental Health Crisis Please call Islington Crisis Team 0800 917 3333 Self-Referral