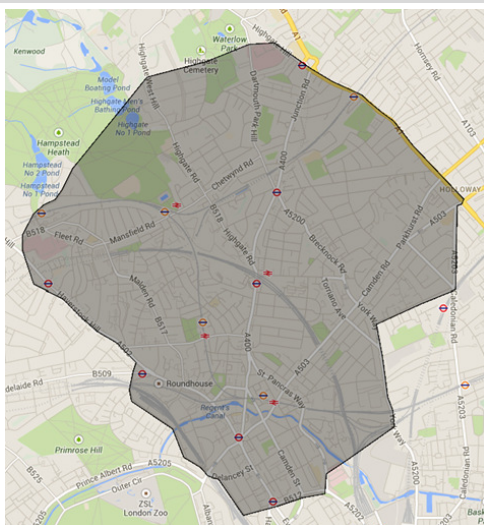


## Our Practice Area



Our new **practice area is bordered by:**  
**North** - Oakeshott Ave, Whittington Hospital, Archway Tube Station.  
**East** - Holloway Rd, Caledonian Rd.  
**South** - North Rd, York Way, Crowndale Rd, Mornington Terrace Tube Stn.  
**West** - Haverstock Hill, Chalk Farm Tube Stn, Belsize Pk Tube Stn, Hampstead Heath Tube Stn, Parliament Hill.

Existing patients living within a wider practice boundary are able to remain on the practice list. Please inform reception of any changes in your address or telephone number.

If you have not attended the practice in the last three years and you live within the practice boundary it is suggested you call us for a check up. If you are over 75 you may be offered an annual health check.

## Caversham Patient Group

We are proud of our patient group, which is an autonomous, friendly group of patients who meet every few months to talk about the practice, what could be improved, and to discuss ways of helping other patients. All patients are welcome. To join, please email our Joint Chairs, Jennie and Roderick at [caversham.ppg@nhs.net](mailto:caversham.ppg@nhs.net) Patients may either come along to our face to face meetings, or help us by joining the 'virtual' group. Those in the 'virtual' group comprise patients who have agreed to give written email feedback on a particular topic or complete an occasional survey.

## If you Wish to Complain

We treat any complaint as an opportunity to learn more about our patients' views and to alert us to how we can improve our services. Please ask to speak to the Practice Manager who will offer you an opportunity to meet to discuss your concerns. You may also write to or email us. Written complaints will be acknowledged within 3 working days.



# The Caversham Group Practice

**4 Peckwater Street, Kentish Town  
London NW5 2UP  
Telephone 020 7428 5700  
Fax 020 7428 9028**

Open **08.30am** until **18.30pm** Monday, Wednesday, Thursday and Friday. Extended hours (bookable in advance) appointments on Tuesday between 7am and 8pm and on the first Saturday of each month between 9am and 12noon.

**[www.cavershamgrouppractice.co.uk](http://www.cavershamgrouppractice.co.uk)**  
*Email (for repeat prescription requests only)*  
**[caversham.practice@nhs.net](mailto:caversham.practice@nhs.net)**

**Out of Hours Emergency Contacts -  
NHS 111**

*Welcome to the Caversham Group Practice. This leaflet has been produced to provide you with some important information about the practice. It will be updated on a regular basis. For more detailed information, please visit our practice website.*

## Meet the Team

**Caversham Group Practice** is an NHS General Practice of six non-limited Partners who are contracted by NHS England to provide Primary Care Services to the local population.

**THE PARTNERS** Dr. Stephan Amiel  
Dr. Judy Bennett  
Dr. Caroline Dickinson  
Dr. Azhar Malik  
Dr. Jane Myat  
Dr. Daniel Toeg  
Dr. Alex Warner

**SALARIED GPs** Dr. Frances Blackmore  
Dr. Timothy McDowall  
Dr Ruth Gailer  
Dr Erica McNabb  
Dr Kevin Clarkson  
Dr Charlotte Iveson  
Dr Myles Simpson

**PRACTICE NURSES** Lavaughn Alexander RCN, Karen Nicoll RCN, Sasha Tobin Advance Practice Nurse

**HEALTH CARE ASSISTANTS**

**PRACTICE MANAGER & DEPUTY PRACTICE MANAGER**

**TEAM SUPERVISORS**

**RECEPTIONISTS & ADMINISTRATION TEAM**

## Other Health Staff

**HEALTH VISITORS - Telephone Number: 020 3317 5425** Health Visitors are specially trained nurses in child, family and public health. Families with children under 5 can contact health visitors for support and advice, by telephone or here at the surgery. They are able to visit families at home by appointment.

- Post your request with a stamped addressed envelope for return
- Fax or email your request
- Order your repeat prescription via the website

**Please allow 48 working hours for us to process your request for a repeat prescription - please allow longer if you are waiting for a prescription to be posted to you. Your pharmacist may also offer a collection service from this surgery to save you taking the prescription there to be dispensed.**

## Test Results 020 7428 5700 Anytime

If your doctor or nurse carries out a test e.g. blood test or smear test, please contact us by telephone on the above number for the results. Allow 4-5 working days for routine blood and urine test results; 1 week for swabs; 2-3 weeks for x-rays and 6-8 weeks for smear tests.

## Nursing Service

Our practice nurses give advice on various matters, minor ailments, family planning, health promotion including smoking cessation and minor injuries. They perform cervical smears, baby imms and monitoring ongoing illnesses, such as diabetes, blood pressure, COPD, heart disease and asthma.

## Travel Advice

Our practice nurses can give advice on travel vaccinations and malaria prophylaxis. Please enquire about appointments at reception at least four weeks before you intend to travel. A charge is made for certain travel related services.

## Antenatal Clinic

The community midwives offer a full maternity care service in conjunction with the GPs and health visitors. The Friday morning clinic is run by midwives for patients booked for antenatal care at UCLH only. To book an appointment phone the midwife directly on **020 3447 9567** or **07939 562741** Antenatal appointments

## Urgent problems (Triage Service)

Each morning a doctor is available to triage patients who have contacted us between 8—11am with an urgent medical problem. The doctor will call patients back, discuss their symptoms, advise or bring them in if it is necessary to do so.

## cancelling appointments - please ring 020 7428 5700

### Option 1 then Option 2

It is a great help to us and to the NHS generally if patients who are not able to attend for their appointment let us know in good time so that their slot can be offered to another person. If you are cancelling more than 24 hours in advance you can do this via the website.

## Urgent problems out of hours: 6.30pm - 8am NHS 111

If you have an urgent problem when the surgery is closed which cannot wait until the surgery is next open, your call will be dealt with by the out of hours service, Harmoni. Be prepared to give your personal details and a brief description of the problem to the receptionist. This information will be passed to the doctor on duty, who may advise you over the telephone, arrange to see you or visit you at home. If you feel your problem is urgent and needs a fast response but is not a life threatening emergency, please contact NHS 111 by dialling 111.

## Home Visits

If you are housebound or too ill to get to the practice, you can ask to be seen at home. Where possible please ring before 10am. The decision to provide a home visit will be made on clinical grounds. **Non-urgent visits** can be arranged with your doctor with a few days' notice. **Urgent visits** will be done as quickly as possible, but your own doctor may not be available.

## Repeat Prescriptions

**please email [caversham.practice@nhs.net](mailto:caversham.practice@nhs.net) or fax 020 7428 9028**

Requests for repeat prescriptions need to be made in writing. For safety reasons we **do not** take requests for repeat prescriptions over the telephone. You can:

- Tick the drugs you require on the re-order part of your previous prescription and hand it in at reception.

**CHILDREN AND FAMILIES ADVICE TEAM - Telephone Number: 020 3317 5425.** The team currently consists of family support workers and health visitors. There is also access to a social worker. This service provides one to one support, advice and help for parents and/or children experiencing difficulties.

**DISTRICT NURSES - Telephone Number: 020 3317 5916.** The district nurses provide nursing care for people who are housebound. They can also give advice and help if you are looking after a friend or relative including the loan of nursing equipment if necessary. They usually visit between 8.30am and 4pm. A reduced service is available at evenings and weekends.

**VISITING STAFF** Other health professionals here include community midwives linked to UCLH, child and adult psychologists, primary care mental health workers and a counsellor linked to the local drug service. There are also visiting hospital consultants from a number of fields, e.g. women's health and rheumatology.

## How to Register

To register at the Caversham Group Practice, please access registration forms online - [www.cavershamgrouppractice.co.uk](http://www.cavershamgrouppractice.co.uk) - and bring these into the practice or visit us during opening hours to complete the forms here.

## Appointments – ring 020 7428 5700 or online booking

**Appointment booking is now available online** either via our website, or by calling into the surgery and speaking to a receptionist.

**Appointments may also be made by phoning the surgery, or by visiting us.** GP appointments are 10 minutes long. We encourage patients to see their usual doctor each time and particularly to see the same doctor for the same problem. In order to improve continuity of care, we have recently introduced teams. Each doctor is part of a particular colour coded team.

**If you are unable to get an appointment with your usual doctor,** please book an appointment with a doctor within the same team. The receptionist will inform you which team your doctor belongs to. However, if you would prefer to see another doctor, please inform the receptionist and we will try to arrange this for you although it may mean a longer wait as not all doctors work the same days or hours. Telephone appointments are also available when a problem can be dealt with without a physical examination by the doctor.

## Confidentiality

All practice staff undergo training in preserving the confidentiality of your data. Information in your medical records is shared only with others directly involved in your care: eg members of the practice team, other clinicians or practice staff for administrative purposes. If you object to information being shared then please tell the person you are seeing. Information about you will not be given to anyone else without your consent except in very rare circumstances, such as child protection concerns. You have the right to obtain copies of your own records by making a written request to the practice manager, however there is a charge made for this service.

## Practice Fees

Some of our work such as medical insurance reports, private medicals, private health claim forms, some travel vaccinations etc., is not covered by the NHS and therefore a fee may be due. For a current list of fees please check on the notice board at reception or on our website: [www.cavershamgrouppractice.co.uk](http://www.cavershamgrouppractice.co.uk)

## GP Registrars and medical students

We have GP Registrars, other junior doctors and medical students who are training to be doctors. You may be asked to allow a medical student to sit in on your consultation. If you are happy with this we are very grateful. Occasionally GP registrars may request that a video recording is made of the consultation which is then used for training purposes. Your consent will be sought on these occasions.

## Suggestions and Comments

We are constantly seeking to improve and develop the service we provide to patients. Please contact our manager to discuss any concerns or to make suggestions. Comments and suggestions can also be posted on the website or in the box held on the main reception desk.

## Access to the Surgery

Our premises are suitable for disabled access at both the Peckwater and Leighton Road entrances. There is disabled access to the consulting rooms. Please ask a member of our reception team if you require assistance or have mobility problems so that we can make sure you have a room suitable for you.

## Our Commitment to You

We aim to provide you with care in a safe setting by competent and committed staff. You can expect considerate respectful and compassionate care regardless of your age, race gender, religion, sexual orientation or any physical or mental disability. You will be given information about your diagnosis, treatment and any expected results and the planned course of treatment including an explanation of any procedures and information about any medication you are prescribed.

## What We Can Expect From You

Please provide us with accurate personal information, your name, date of birth, address and telephone numbers. We now routinely collect email addresses also. Please tell us if there has been a change of address or contact numbers. Please treat staff, other patients and visitors with courtesy and respect, be on time for appointments and notify as soon as possible if you are unable to keep an appointment.

Please note that if you arrive more than 10 minutes late for an appointment, you may be asked to re-book. We ask that you comply with the 'No Smoking' policy in our facility.

For more detailed information about patient rights and responsibilities, please read the attached sheet or visit the practice website:

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

## Zero Tolerance

Practice staff deserve to work in an atmosphere free from abuse or danger of violence. Patients who abuse our staff either verbally or physically will be reported to the doctors. Partners will consider each case on its merits but may take further action which may ultimately lead to a patient who has abused our staff being removed from our list.

## Supporting the NHS

**We are deeply committed to the National Health Service.** None of the doctors in the practice sees patients privately. Private specialist referrals can be arranged by your doctor if necessary. We do, however, try to obtain the best for you within the NHS and look to you for support in maintaining good medical care within this system.