

Teaching practice

The practice is a teaching practice and occasionally trainee GPs, Registrars, medical students and nurses may, as part of their training, be required to sit in with their trainer GP or Partners during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you do not live within our catchment area, we are able to register you, however you would need to contact 111 should you require a home visit. You may also be restricted to Community Health Services.

If you are unable to use the website, you can come to the practice and complete a registration form; Please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations and patients are notified when the clinics start
- If you are unable to attend these clinics, please discuss with a member of our administrative staff
- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, counselling for drug and alcohol addiction, community link workers, health coach, care coordinators and Physiotherapy

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Opening hours

Monday	08:00	18:30
Tuesday	08.00	18:30
Wednesday	08.00	18:30
Thursday	08.00	19.30
Friday	08.00	18.30
Saturday Sunday	Closed	Closed

Enhanced Access Hours

Monday Tuesday Wednesday & Friday

07.00 – 08.00

Thursdays 18.30 – 19.30

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
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GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke
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Further information can be sought from www.nhs.uk

The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr Emma Proctor MBBS DCH DFFP MRCGP

Dr Tu Ngo MBBS MRCGP

Dr Tamsin Booth BM BSc MRCGP DTM & HDRCOG

Salaried GPs

Dr Richard Proctor MBBS BSc MRCGP

Dr Bernadette Furlong MBChB BSc (Hons) MRCGP

Dr Lucy Franklin MBBS MRCGP

Dr Mohammed Haque MBChB MRCGP

Nursing Team

Mr Darren Wilson – Advanced Nurse Practitioner

Ms Jessica Knight - Practice Nurse BSc (Hons)

Ms Jane Onwuka - Practice Nurse (RN)

Health Care Assistant

Ms Lydia Deschanel

Pharmacist

Ms Priyanka Sah MR Pharms

Ms Mery Ayele MR Pharms

Practice Business Manager

Miss Elaine Bell

Operations Manager

Mrs Hannah Matheson

Practice Performance Manager

Dr Nicole Srinivasan

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at <https://streathamcommonpractice.co.uk/>. Should you be unable to access the website, please ring 02034746999 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Group

We have an active Patient Group, ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at <https://streathamcommonpractice.co.uk/>

Alternatively, contact Jenni who is the nominated point of contact for all patient group matters jennir250@gmail.com. Telephone: 07754173651

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

Streatham Common Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

We also offer the following clinics and checks: antenatal, baby, post-natal, counselling for drug and alcohol addiction

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Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- **In person** – By ticking the required medications on your prescription and placing it in the dedicated box, located in the entrance lobby
- **NHS APP**- By downloading the app
- **Online** – Please log in and order via our website <https://streathamcommonpractice.co.uk>
- **By Email** – Lamccg.scgp-prescriptions@nhs.net

Please allow 72 hours 3 working days for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit contact reception requesting a call-back before 10.00am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 13:00 and 15:00, Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk