



Ridgmount Practice

8 Ridgmount Street WC1E 7AA
www.ridgmountpractice.nhs.uk

Reception 020 7387 6306
 Appointments 020 3457 6718
 Secretary 020 3457 6715/6716
gpp@nhs.net

RECEPTION OPENING HOURS

Monday – Friday 9am to 5.30pm
Saturday – Sunday Closed

Registering with Ridgmount Practice

Local Residents with proof of address from WC1 only can register.

UCL staff living in WC1, NW1 & W1 can register with proof of address & UCL staff card.

UCL students living at the following post codes may register with proof of UCL ID:
 WC1 WC2
 NW1 NW3 NW5 NW6 NW8
 N1 N4 N5 N6 N7 N8 N10 N11 N13 N15 N16 N17 N19 N22
 W1 W2 W8 W9 W10 W11
 EC1 EC2 EC3 EC4
 SW1 SW3 SW5 SW7
 SE1
 E1 E2

Contact details for phone, address & email. **Please let us know about any changes as soon as possible.**

Patient Satisfaction If you have any constructive comments, suggestions or complaints you are welcome to discuss them with the Practice Manager. There is a suggestion box in the waiting area.

We will not tolerate any violent or abusive behaviour to any member of the staff. If this occurs, we reserve the right to remove patients from the practice list.

Friends and Family Test is an opportunity for you to provide feedback on the treatment and care you receive. For more details, please contact reception.

Patient Facing Services/Patient Access you can book appointments, order repeat prescriptions and view your medical record online. **To register for this service please contact our reception team.**

NHS Complaints Advocacy provides practical support & information to people who want to complain about an NHS service. They offer independent, free and confidential advice. Phone 0300 330 5454
 Email: nhscomplaints@voiceability.org
 NHS Complaints Advocacy-Voiceability Mnt Pleasant Hse Huntingdon Rd Cambridge CB3 0RN

Details of other primary care services in the area

NHS England PO Box 16738, Redditch, B97 9PT
 Phone: 0300 311 2233 england.contactus@nhs.net
North Central Clinical Commissioning Group (NCL)
 Phone 020 3688 1700 <https://northcentrallondonccg.nhs.uk>

GP Partners

Dr. Claire Elliott
 MSc MBBS 1982 Guys DFSRH MRCGP FHEA

Dr. Mark Barrett
 MBChB 1991 Sheffield DRCOG MRCGP

Associate GPs

Dr. Sarah Jane Wong
 BSc MBBS 1998 UCL DFFP DRCOG MRCGP MA

Dr. Latha Kuna
 BSc MBBS 2003 UCL MRCGP DFSRH PGDip Diabetes

Dr. Emily Hull
 BSc MBBS 2009 Imperial College MRCGP

Dr. Emily Attree
 BSc MBBS 2003 UCL MRCS MRCGP DRCOG DFSRH

Dr. Eleanor Beecraft
 BM BSc 2006 Southampton MRCGP DRCOG DFSRH

Dr. Sophia Bryant
 BSc MBChB 2003 Manchester MRCGP DFSRH

Dr. Amisha Patel
 BSc MBBS 2015 King's College London MRCGP

Registrar

Dr Natasha Palipane

Physician Associate

Nasra Yusuf
 MSc Physician Associate BSc 2019
Vidhi Patel
 Physician Associate PGDiP 2020

Practice Nurses

Deirdre Williams
 RN RM BSc Health Studies FP Certificate ENB 901 Dip Asthma
Enmin Zhang
 RNA BSc Community Nursing Dip H.E Adult Nursing/Dip Asthma/COPD
Helen Jenkins
 RN RM FP Certificate ENB 901 Dip Fertility Nursing LoC SDI DFSRH

UCL Students Health app ESC Student is free to download Apple App Store & Google Play

Reception Staff	Lory Taylor Maxine Donovan Tanjima Parvin Kayla-May Summers Megan Martinez
Reception Manager	Merita Ibrahim
Secretaries	Kayla-May Summers Megan Martinez
I.T Admin Assistant	Katie Finn
Assist. Practice Manager & IT Lead	Gill Louhichi
Practice Manager	Carol Sheils

We offer several options for consultations which can be electronic, telephone or video. You can request advice or a consultation via our website or book an appointment by phoning reception. Face to face appointments are available following discussion with a nurse or doctor.

Our Nurses can help with minor illness, injuries, coughs, colds, flu, urinary infections, stitch removal, dressings, sexual health advice, repeat contraceptive prescriptions & emergency contraception.

Nurse Appointments

For starting the pill or general contraceptive discussion, routine sexual health screening, asthma checks, smoking cessation clinics, cervical screening, child immunisations & ear irrigation.

Local GP Hubs to book an evening or weekend appointments call 020 7391 9979 or camdenphubs.co.uk

Choice of Doctor You may see any GP you wish & are encouraged to stay with the same doctor. Please express any preference when you book.

NHS Health Checks Patients 40 -75 may be offered a health check.

Maternity Services by appointment with the GP

IN AN EMERGENCY WHEN THE SURGERY IS CLOSED

6.30pm to 8am Mon to Fri & all day Saturday Sunday & Bank holidays Phone 111
8am to 9am & 5.30 pm to 6.30pm Monday to Friday Phone 020 89690808

Home Visits If you can get to the surgery please do so. If this is not possible, please request visits as early as possible after 9am.

Disabled Access There is disabled access to the practice facilities with some restrictions. Please feel free to contact the practice to discuss your requirements.

Repeat Prescriptions Please allow 2 working days. They can be sent electronically to a pharmacy of your choice. If you wish the prescription to be posted, please include a stamped addressed envelope. We also accept prescription requests by email and via on-line access.

Cervical Screening helps prevent cervical cancer. We offer a cervical smear every 3 years for women aged 25-49 & every 5 years for women aged 50-64 as part of the NHS screening program. Women will receive a letter inviting them to make an appointment with one of our nurses.

Sexual Health we offer free sexual health screening including Chlamydia, HIV tests and condoms.

Travel Clinic please book an appointment at least 6 weeks prior to departure.

Data Protection Act 2018 GDPR you have the right of access to your health records.

To apply for access email gpp@nhs.net. We are registered with the Data Protection Agency & are bound by the rules governing the collection & storage of personal data. For more information, see our website

Summary Care Record This is an electronic copy of key information from your GP record. It provides authorised care professionals with faster, secure access to essential information about you when you need care. You may opt out by request. See systems.hscic.gov.uk/scr/patients for more details or ask one of our reception staff.

Your Data matters to the NHS

You can choose whether your confidential patient information is used for research and planning. For more information or to make your choice visit: nhs.uk/your-nhs-data-matters or call 0300 303 5678

Rights & Responsibilities We aim to provide a professional, safe, confidential and courteous service to all our patients. To help us to achieve this please use our services appropriately by keeping your appointment or call to cancel, arrive on time for all booked appointments, treat the team & the premises with the respect you expect yourself.

Accessible Information Standard Patients who have a disability, impairment or sensory loss will be provided with information they can easily read or understand with support so they can communicate effectively with health and social care services. Ask reception for more information.

Private prescriptions Patients are responsible for paying the cost of any private prescription following a referral to a private consultant. GPs are not required to provide an NHS prescription for this or to continue to prescribe. However we **may** consider converting routine private prescriptions into NHS prescription **once** we have received a letter & the treatment is on the recommended list of medications from the Camden Medicines management team and in line with local guidelines.