

HOLBORN MEDICAL CENTRE

64-66 LAMBS CONDUIT STREET LONDON, WC1N 3NA.

020 3077 0044

www.holbornmedicalcentre.com

SURGERY OPENING HOURS

Please Note, the telephone lines close at 18:30, for urgent medical care when the practice is closed please telephone the NHS Out of Hours Service on 111 - calls are free to this number.

- Monday 08:50 to 20:00
- Tuesday 08:50 to 20:00
- Wednesday 08:50 to 20:00
- Thursday 08:50 to 18:30
- Friday 08:50 to 18:30

If you have a medical emergency that requires an ambulance please call 999. Please note you should only use this service in absolute medical emergencies.

APPOINTMENTS

The Holborn Medical Centre offers a variety of appointments to best suit patients' needs, including **Face-to-Face**, **Video** and **Telephone** consultations. Please note:

- Routine appointments are available up to 6 weeks in advance
- Urgent problems will be reviewed on the day by the Duty Doctor via Telephone consultation

If you have registered for online access, you can book your own routine GP appointments online. Home visits are available for patients who are housebound because of illness or disability

To help prevent wasted appointments, you will receive a reminder text message from the practice 48 hours in advance of your appointment. If you wish to cancel your appointment, you will be able to do so via text message.

NB Please ensure you keep your contact details up to date.

ACCIDENT & EMERGENCY

The closest A&E Department to the practice is at University College Hospital, Grafton Way, WC1 2BU. They are open 24 hours a day and treat serious injuries and major illnesses. If you do not live locally to the practice, please visit www.NHS.uk and under 'NHS Services' on the homepage, visit 'Find your nearest A&E'.

MINOR INJURIES UNITS

These are specialist units designed to treat minor injuries and problems. Waiting times will usually be shorter than in an A&E department.

- **University College Hospital Urgent Care** (18 and over)
235 Euston Road, London, NW1 2BU. 020 3456 7890.
- **St Bartholomew's Hospital Urgent Care** (Anyone aged 2 or over)
West Smithfield, EC1A 7BE. 020 7377 7000.
- **Guy's Hospital Urgent Care** (Anyone aged 1 or over)
Great Maze Pond, SE1 9RT. 020 7188 7188.
- **Homerton University Hospital Urgent Care** (People of all ages)
Homerton Row, E9 6SR. 020 8510 5555.

HOME VISITS

If possible, please try to telephone reception before 10am if you require a home visit. A doctor or nurse may phone you back as it may be that your problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance.

House visits are only available for patients who are housebound because of illness or disability. Please remember that several patients can be seen in the practice in the time that it takes to make one home visit. There are also better facilities for examining and treating patients at the Health Centre.

RESULTS

Results of various tests can take up to five working days and usually arrive in the afternoon. Please phone for your results, or call in, before 1.00pm.

REPEAT PRESCRIPTIONS

Increasingly, GPs send prescriptions electronically to the pharmacy of your choice. If you use an App for your health record, you can use this to request any repeat

medication. If a GP has given you a paper prescription, it will show your available repeat medications on the right hand side. Please use this if requesting in person at the practice. We can reprint this form for you if you mislay the original.

Your prescription will be sent electronically to your nominated pharmacy, or be available for collection, within 48 hours of the written request (excluding weekends and bank/local holidays). We ask you to collect your prescription within 72 hours but not less than 48 hours.

You are welcome to post your prescription requests to us. If you supply a stamped self-addressed envelope, we will be happy to post the prescription to you. Please note your individual review date on your repeat form; you will need to make an appointment with a doctor to review your medication, before they can issue further supplies.

We do not accept requests for repeat prescriptions by telephone. This prevents dangerous errors being made and leaves the telephone lines free for urgent matters.

In addition, we do not duplicate hospital prescriptions as the correct procedure is for these to be dispensed at the hospital dispensary at the time of the attendance.

NURSING SERVICES

Our nurses offer the following services:

- Family Planning
- Sexual Health Screening
- Cervical Cytology
- Travel Health
- Childhood Immunisation
- Wound Dressings
- Long Term Condition Care
- Health Checks
- Smoking Cessation

BABY CLINIC

We hold Baby clinic every Tuesday afternoons from 2pm with a GP. We will routinely send Mums invitations to attend with baby for outstanding immunisation.

COMMUNITY PHARMACY CONSULTATION SERVICE (CPCS)

The GP referral to NHS Community Pharmacist Consultation Service (GP CPCS) is a pathway the practice can use to refer patients with minor illness, for a same day consultation with a community pharmacist. Please note, patients will need to give consent for such a referral.

The service is helping to alleviate pressure on GP appointments and emergency departments, in addition to harnessing the skills and medicines knowledge of pharmacists. Should the patient need to be escalated or referred to an alternative service, the pharmacist can arrange this.

BENGALI ADVOCATE

Our Bengali advocate attends at the surgery on Monday, Wednesday and Friday afternoons. She is able to interpret from Bengali to English during your consultation. Please let reception know if you would like her to assist you by booking a double appointment for the clinic.

TRAVEL VACCINATION ADVICE

If you require any vaccinations relating to foreign travel, you need to make an appointment with the practice nurse to discuss your travel arrangements - which countries and areas within countries you intend to visit - further information is on our website. It is important to make your initial appointment here at the practice at least 6 weeks before you travel - as a second appointment may be required.

We may have to order the vaccines specifically for you, as they may not be a stock vaccine, in which case, your second appointment needs to be at least 2 weeks before you travel to allow the vaccines to work.

Not all travel vaccinations are included in the services provided by the NHS, so there may be a charge, depending on the vaccines needed.

PATIENT REGISTRATION

Please ask at reception for a registration form; we can check your address for practice boundaries. Alternatively, you may register with the practice via our website. Registrations submitted online may take a few days to process. Please let us know if you have just registered with us, if you contact us by phone. The practice is happy to register homeless patients, please ask at Reception for more details.

ACCESSIBLE INFORMATION

From 31 July 2016, all organisations that provide NHS care or adult social care are legally required to follow the Accessible Information Standard.

The standard aims to make sure that people who have a disability, impairment or sensory loss are provided with information that they can easily read or understand with support so they can communicate effectively with health and social care services.

RIGHTS, RESPONSIBILITIES, AND CHOICES

There are dedicated pages on our website, regarding the Practice Charter, GPs' Rights & Responsibilities, Patients' Rights & Responsibilities, and Freedom of Information Act & Fair Processing Notice for patients: data protection and confidentiality.

ACCESSING PATIENT SERVICES ON-LINE

There are many online service and apps; following the COVID-19 pandemic, we suggest the first service you might want to register with is the NHS App. Once you have registered for the service, and linked it to your medical record, you can:

- Check, book and cancel routine appointments
- Order repeat prescriptions
- View your summary care record (allergies and current medications)

All you need to do is visit www.nhs.uk and click on 'My Account', where you can log in or check to see if you already have an account. To get full access to the services on offer, e.g. COVID-19 Pass, appointments, medications records, etc., you will need to prove who you are – the website will guide you through this process.

BLOOD TESTS

As part of your care, the GP, Nurse or Healthcare Assistant may need to ask you to go for some blood tests. Once you have been given the blood test request form, you will need to book an appointment at one of the local phlebotomy clinics, either by the UCLH **MyCare** booking system (see website), by phone: 020 3447 9051, or by email: uclh.patientbloodtestrequest@nhs.net.

CHANGE OF ADDRESS

Please let us know as soon as possible if your address changes by completing the on-line form, calling in to the Practice, or by phone.

GP TRAINING REGISTRARS

The Holborn Medical Centre is approved as a training practice and have trainee GP's known as Registrars working at the surgery.

These are fully qualified doctors who have already worked for several years in hospitals, and who are now training to be general practitioners.

COMMENTS & SUGGESTIONS

We welcome feedback as a positive way of improving services. You may send us your Comments & Suggestions via the Practice website – see the About Us > Have your say > Comments and Suggestions. You may also place handwritten comments and suggestions in the box available in the waiting area.

There is a facility to leave a comment about the practice at www.NHS.uk by searching for the practice in the NHS Services > Find a GP section of the homepage.

MAKING A COMPLAINT

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, preferably in writing as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily.

Practice Complaints leaflet and a Complaints form are available both from Reception, and via the Practice website.

NON-NHS SERVICES

The NHS does not cover certain services such as housing letters, private sick notes, insurance claim forms, holiday cancellations, and some travel vaccinations/medical examinations.

You may obtain a list of fees for these from reception. Some of these may attract a charge.

We offer a full complement of other non-NHS services including:

- Insurance Forms
- Private Sick Notes
- Sickness/Accident Insurance Benefit Claim Forms
- Medical Examinations and reports
- Pre-employment medicals: LGV, PSV, Taxi, Racing
- Vaccination Certificates
- Holiday Cancellation Reports
- Non-NHS Travel Vaccinations

Although we aim to complete these tasks as soon as possible we ask that you to allow 28 days (at most) for your request to be fully processed, as these tasks are outside the GPs normal workload.

You may find that you can find the information you need within your medical record yourself, and you can access this via Online Access – see the earlier section in this leaflet, or check our website for more detail

STAFF DETAILS

Partners

Dr Vikram Dave

Dr Jonathan Hazon

Salaried GPs

Dr Eleana Bibb

Dr Mitch Denmark

Dr Marianne Fletcher

(GP Registrar – Maternity Leave)

Dr Benedict Hayhoe

Dr Natasha Kay

Dr Rosemary Mahungu

Dr Douglas McKechnie

Dr Amy Miles (GP Registrar)

Dr Anissa Patel (Maternity Leave)

Dr Parag Purohit

Dr Aarani Sundaram

Nursing

Laura Chapman-Modi

(Maternity Leave)

Susanna Colverson (Locum)

Aimee Gallagher (Locum)

Pharmacist

Valentina Marchesan

Amarjit Nandhra

Practice Management

Michelle Ekerin PM

Sara Spiegel FM

Nilofer Rafi APM

Administration

Liam Day

Eva Golko

Susan Healy

Oliver Honeywill

Reception

Oscar Farias

Carol Goldie

Carol Khodabocus

Katarzyna Pitula

This leaflet updated May 2022