

# INFORMATION FOR PATIENTS THE NEAMAN PRACTICE

(Reviewed- 01.05.19)

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LONDON EC1A 7HF

Website [www.theneamanpractice.nhs.uk](http://www.theneamanpractice.nhs.uk)  
E-mail: [TheNeamanPractice@nhs.net](mailto:TheNeamanPractice@nhs.net)

Tel: 020 7600 9740  
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## DOCTORS & NURSES

Dr Chuan Chor  
Dr Paul Ugwu  
Dr Amy Hillier  
Dr Anastasia Kostigiannou  
Dr Hannah Brownhill

Dr Anneka Van Mol  
Dr Susan Plag  
Dr Sutapa Gessell  
Nurse Wendy Beckles  
Nurse Rebecca Darkwa-Marfo

## SURGERY OPENING HOURS

**MONDAY TO FRIDAY 8.15 am - 6.00 pm (reception is closed on Fridays between 1 – 2 pm)**

During these hours the surgery is open for all enquiries, making appointments, collecting prescriptions and letters, any other problems or queries which the staff will be happy to help with.

**We hold surgeries on a Monday evening from 6.30 to 7.45 pm with appointments with the doctors and the nurses. Please ask our receptionists for details.**

**APPOINTMENTS:** The surgery operates a 10 minute appointment system. An appointment can be made in advance up to 6 weeks ahead or on the day by telephone or in person. Our policy is to try and see all patients who ring for an appointment on the day or the next day. If a patient is more than 10 minutes late we may ask them to wait until the doctor/nurse can fit them in or we may ask them to wait until the end of surgery. Alternatively the appointment can be re-booked for another time. If you have several things to discuss with the doctor please ask the receptionist for a double appointment. You can now book an appointment online – please ask at reception for our information leaflet or view details on our website [www.theneamanpractice.nhs.uk](http://www.theneamanpractice.nhs.uk) or go to <https://patient.emisaccess.co.uk>

## DOCTORS ATTENDANCE

Dr Chor	Monday, Thursday, Friday Thursday (baby clinic only), Friday Monday	Morning Afternoon Evening
Dr Ugwu	Monday, Thursday, Friday Tuesday, Thursday, Friday Monday	Morning Afternoon Evening
Dr Van Mol	Monday, Wednesday, Thursday Monday, Wednesday, Thursday	Morning Afternoon
Dr Baumgarten	Tuesday Tuesday, Thursday	Morning Afternoon
Dr Hillier	Tuesday, Wednesdays Wednesday	Morning Afternoon
Dr Plag	Tuesday, Wednesday, Friday Tuesday, Wednesday, Friday	Morning Afternoon
Dr Kostigiannou	Tuesday, Wednesday, Thursday Monday, Wednesday Monday	Morning Afternoon Evening
Dr Brownhill	Monday and Friday Friday	Morning Afternoon

**Baby Clinic:** is held on Thursdays 2.00 - 3.15pm (by appointment) with Dr Chor, Practice Nurse & Health Visitor  
(Please bring your baby's red book with you each time)

**HOME VISITS:** If you are too ill to come to the surgery and need a doctor to visit, please telephone the surgery before 11.00 am. We will visit the address we have on our records which will be within our practice area.

This schedule is subject to change due to On Call commitment, annual leave, sickness, training cover etc.

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**TELEPHONE CALLS:** If you would like to speak to a doctor or a nurse, please ring the surgery. The receptionist will take your name, telephone number and the message you want passed on. She will enter this information on to the computer and the doctor/nurse will ring you back at the end of surgery. If you need to speak to the doctor urgently please tell the receptionist.

**EMERGENCIES:** If you need urgent advice or attention when the surgery is closed, Please call 111 (Out of hours service provider)

## **PRACTICE STAFF**

**PRACTICE BUSINESS MANAGER** – **Vishnu Vallamkonda** is responsible for the administration of the practice. He is available to receive any complaints, comments or suggestions.

**PRACTICE MANAGER-Shahana Uddin:** Responsible for the day to day running of the Practice

**RECEPTIONISTS** - **Lucy Coelho, Jo Johnson, Karan Bazgaou, Mary Alade Lambo and Kristiina Land** are here to help you and the doctors and are involved in the administration and smooth running of the practice. All our staff are trained and will do their best to help you.

**PRACTICE SECRETARY** – **Michelle Dunne**

**PRACTICE NURSE:** **Wendy Beckles and Rebecca Darkwa-Marfo** are available by appointment, but can be seen urgently when required. She is involved in running the following specialised clinics.

**Immunisation (Children, Adults and Travel)**

**Well Woman (Including Contraception and Smears)**

**Diabetes, Asthma and Obesity**

Please ask the staff for times and further details.

**TEST RESULTS:** The Receptionists will be able to tell you whether the result is back, whether it is normal or whether the doctor wishes to see you again. She is **NOT** allowed to discuss the results with you. The doctor may send you a letter inviting you to make an appointment, if she/he wishes to discuss your test results with you.

## **REPEAT FPREScriptions:**

Repeat prescriptions can be made, using the right hand side of the computerised prescription, at reception or via post. Requests **cannot** be made over the telephone. Please allow 48 hours for the prescription to be ready. The prescription can be posted if a stamped addressed envelope is provided. Please allow more time for this. Please note the review date; you cannot be issued a repeat if this date is exceeded. We have a free prescription collection service at 3 local chemists. Please ask at reception regarding the new Electronic Prescription Service and ordering your prescriptions on the Patient Access website, for further details on how to register for Patient Access visit our website [www.theneamampractice.nhs.uk](http://www.theneamampractice.nhs.uk).

**COMPLAINTS:** We hope that you never have cause for complaint, but if the occasion should arise please ask at reception to speak to Vishnu Vallamkonda/Shahana Uddin - our Practice Managers. We would also value any comments and suggestions you wish to make and we are happy to answer any queries you may have. We have a Patients Participation Group and meetings are held quarterly. Please ask at reception if you are interested in attending.

**STUDENTS:** Occasionally junior doctors and medical students are attached to the Practice to learn about General Practice. You may have an appointment with one of the junior doctors, or we may ask your permission for one of the medical students be present during the consultation or for your consultation to be filmed. This will only happen with your full consent.

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## **THE PREMISES ARE FULLY ACCESSIBLE TO WHEELCHAIR USERS**

We operate an induction loop system that is advertised in the reception area, so patients suffering from a hearing disability may request use of the system.

## **GEOGRAPHICAL BOUNDARIES:**

We are primarily contracted to NHS London (Clifton House, Worship Street, EC2A 2EJ Tel Number 020 7683 2570) and most of our patients live in the City. Our catchment area covers all "EC" postcodes excluding EC1N). We will accept all patients who live within our practice area. When we receive a request for a home visit the doctor will visit the patient at the address that appears on the registration (GMS1) form. If you wish to see a particular doctor please ask the receptionist when making your appointment.

**CONFIDENTIALITY:** We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care. Access to medical records will not be given to anyone outside the healthcare team without the consent of the patient. You have the right to know what information we hold about you. If you would like to see your records please make an appointment to see one of the partners.

**CHARGES:** Certain items, that are not part of our General Medical Services, will be charged for. These include certain, but not all, travel vaccinations, signing of forms by a doctor and medical examinations for outside agencies, eg BUPA. Please ask at reception for a price list or look on the notice board (ground floor)

## **RIGHTS AND RESPONSIBILITIES:**

Our staff will do their best to help you and to treat you politely at all times and they will respect your privacy. We will show no discrimination to our patients on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition and will treat everyone as an individual

Please help us to help you and treat our staff with courtesy. Please ask if there is anything you don't understand. Please don't ask for information about anyone other than yourself.

All patients have the right to be registered with a doctor; receive emergency care at any time from the practice; receive appropriate drugs and medicines; be referred for a specialist opinion if the patient and the GP agree.

Patients also have the right to view their medical records, subject to the Acts, and we will give you an appointment with the doctor so that the matter can be discussed, please ask at reception.

Patients should also know that the Practice is under a legal obligation to keep medical records confidential.

The Practice considers aggressive behaviour to be any personal, abusive and/or aggressive comments; cursing and/or swearing, physical contact and/or aggressive gestures. The practice will request the removal of any patient from the practice list who is aggressive or abusive towards another patient, a doctor, member of staff or who damages the property and if necessary will inform the police.