

4 Kingsmead Way
London E9 5QG



Responsibility, Trust, Compassion

Patient Information Leaflet

Kingsmead Healthcare is a Teaching Practice

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Appointment: 020 8985 1930
Fax: 020 8533 3951

Website: www.kingsmeadhealthcare.co.uk

Welcome to Kingsmead Surgery

The Kingsmead practice is group partnership, currently comprising four GPs, supported by a full-complement of staff. We hope you will find this leaflet useful in using the services that we provide. Kingsmead Healthcare is a teaching Practice.

If you would like to register with us as a patient, you can do so using the website or speak to a receptionist who will provide you with all the necessary information. Proof of address is essential. Our list is always open for patients residing in our core area i.e. the Kingsmead estate leading up to Daubeney Road.

PREMISES

Our premises are modern and re-adapted with all necessary facilities, including disabled access. It is easily accessible by both public and private transport. Paid car parking is available on Kingsmead Way. Bus Routes: 236, 276, W15, 308.

PRACTICE NURSE

The practice nurses are available to patients by appointment only. They have the delegated responsibility for routine blood tests, vaccinations & immunisations, cervical smears, family planning, travel advice, ear syringing, health promotion, life-style advice and related clinics. They also visit elderly patients as well as those permanently housebound. You are invited to discuss with her any relevant medical problems you may have.

HEALTHCARE ASSISTANT

The HCA provides general health checks, some chronic disease reviews and phlebotomy service BY APPOINTMENT ONLY.

ATTACHED STAFF

HEALTH VISITORS are based at the Lower Clapton Health Centre and offer services, which include health care of expectant mothers and children under five. Contact number 020 7683 4695. Also at Daubeney Road Children's Centre on Wednesday afternoon 1:30-3:30. Contact Number 020 8525 7040.

DISTRICT NURSES located at Lower Clapton Health Centre provide nursing care primarily through home by arrangement. Contact number 020 7683 4144.

MIDWIVES offer full antenatal care at the Homerton Hospital. Only initial referral & postnatal examination is done at the practice.

HEALTH ADVOCATE is currently available only for Turkish patients every Friday morning. There is also a language telephone line for non-English speaking that patients/GPs can use for assistance during consultation. You can also request the GP to use it if you feel the need to do so.

CORE OPENING HOURS

MON-FRI	08.00am to 06.45pm
THU	08.00 AM to 6.30 PM

EXTENDED HOURS

MON & TUE	6:30pm – 8:00pm
WED & FRI	6:30pm – 8:00pm

SURGERY CLINIC HOURS-By Appointment Only

GP	Morning	Evening
Monday	9:00-13:00	16:00-20:00
Tuesday	9:00-13:00	16:00-20:00
Wednesday	9:00-13:00	16:00-20:00
Thursday	9:00-13:00	16:00-18:30
Friday	9:00-13:00	16:00-20:00
Nurse	Morning	Afternoon
Monday	09.00-13.00	14:00-18:00
Tuesday	09:00-13:30	14:00-18:00
Wednesday	09:00-13:00	14:00-18:00
Thursday		
Friday	09:00-13:00	14:00-19:00
Healthcare Assistant	Morning	Afternoon
Monday	09:00-13:00	13:45-18:30
Tuesday	09.00-13.00	13:45-15:30
Wednesday	09:00-13:00	13:45-18:30
Thursday	09:00-13:00	
Friday	09:00-13:00	13:45-18:30

The surgery is CLOSED Saturday & Sunday but you can also request to be seen by a GP or Nurse at one of the Hub GP Practices when this surgery is closed. Please request reception for such an appointment.

We offer routine appointments, ranging from same day to up to four weeks ahead. Medically urgent problems are dealt with the same day through the Duty Doctor Service. Please ring Reception on 020 8985 1930. If you think your problem is urgent (most issues in General Practice are routine), please advise the person dealing with your call.

HOW TO MAKE APPOINTMENTS

Please telephone 020 8985 1930 between 8:30-12:30AM and 1:30-5.30 PM to make appointments. We aim to provide such appointments within 48 hours. You can request to see any clinician within the Practice and we will make every effort to accommodate your request. Do not make any other requests on this line. Appointments can be made online at any time (you have to register at the Reception for this service) or over the telephone unless you do not own one, in which case you may make an appointment in person between the times stated earlier. If you wish to speak to a GP or a Nurse, please ring the main line on 020 8985 1930 to request a telephone consultation. We also offer pre-bookable appointments up to four weeks in advance.

CLINICS & SERVICES

Patients must register their name at the reception upon arrival or use the automated sign-in system. A maximum delay of ten minutes is acceptable, following which the patient will have to make another appointment. Sessions sometimes run late, as patient needs vary, and we thank you for your patience. On grounds of emergency, your turn may be superseded. Please extend your co-operation to the receptionists in such cases.

The practice will offer you a health check when you join the patient list. Other services include general consultations, referrals for further care, vaccinations, phlebotomy, cervical smears, family planning advice and IUCD fitting, post-natal check, in addition to clinics listed below.

BY APPOINTMENT ONLY

Monday:	Diabetes Specialist Nurse Clinic 09:30am- 16:30pm
Tuesday:	Well Baby Clinic (Walk In) 10:00 – 11:30
Tuesday:	Diabetes Dietitian Clinic (monthly) 14:00 – 17:00
Wednesday:	Social Prescribing Service 09:30 – 16:00
	Vocational Rehabilitation Occupational Therapy 09:30 – 13:00
Thursday:	Heart Failure Nurse Clinic (monthly) 13.30-3.30pm
	First Contact Physiotherapy 09.00 – 5.00 PM
	Child Immunisation and Anticoagulation services can be booked routinely in the nurse and HCA clinics respectively.

HOME VISITS from the Out-of hours Service

If you are too ill to come to the surgery and require advice/home visit, please dial 111. They will advise you as appropriate.

REPEAT PRESCRIPTIONS

With your GP's agreement, you can obtain repeat prescriptions. In order to avoid mistakes, please hand in the request slip at least 48 hours before the medicines are required. If you require a repeat prescription only, inform the receptionist accordingly. You can also request such prescriptions online (please ask Reception for registering with the service) or through your regular chemist. **Do not request appointments for repeat prescriptions. Only housebound patients are entitled to make requests by telephone.**

NON-NHS SERVICES

The NHS does not cover services such as some travel vaccinations, housing letters, medical reports, private medical examination etc. A separate fee schedule is applied to such cases. Ask the reception for details.

CHANGE OF ADDRESS

It is extremely important that you notify the practice of any change in address and/or telephone number immediately as this may affect correspondence with you as well as the promptness of your treatment.

SUGGESTIONS & COMPLAINTS

We welcome all suggestions for improving our services. If you have a suggestion or complaint, please ask to see the manager or write to him on the surgery address. A complaints form is also available from reception. If you would like assistance in changing your GP, please visit the NHS Choices website or telephone 0300 311 22 33 to obtain a full list of GPs local to you.

OTHER INFORMATION

Please supervise your children at all times and prevent them from running about when within practice premises. This can cause serious accidents. The practice does not accept responsibility for such accidents.

Always keep access areas clear for people to move unhindered.

There are specific services for teenagers. Please ask the Nurse for details.

Kingsmead Healthcare is a YELLOW FEVER CENTRE.

If you need it as part of your travel vaccination, please contact the reception for an appointment.

Patients will be kept informed of any changes in services or procedures through appropriate and clearly explained notices and/or individual leaflets in the waiting area.

USEFUL NUMBERS

Daubenev Children's Centre (Health Visitor)	020 8525 7040
Homerton Hospital	020 8510 5555
The Royal Hospitals Trust	020 7377 7000
Ambulance	999
Find a GP	0300 3112233

Remember! The NHS is a public service. Please do not abuse it through unnecessary requests. Use out-of-hours services only when necessary.

HEALTH INFORMATION ON PATIENTS

The Practice manages the confidentiality of your medical records in accordance with the Data Protection Act 1998. Please note that medical records are subject to inspection by NHS England or its equivalent, for the purpose of financial audit, record validation and research. Should you wish your records to be excluded from such inspection or use, please speak with the Reception staff.

FREEDOM OF INFORMATION ACT Publication
Please contact the Practice manager for details.

DUTY DOCTOR APPOINTMENTS

Kingsmead Healthcare runs a Duty Doctor appointment system between the hours of 8.30 AM and 6.30 PM. Our GPs take turns in being the duty clinician, dealing with urgent matters and problems they believe cannot wait until a routine appointment. In order to avoid travel and waiting, we ask that you phone in the first instance with your URGENT problem. The duty doctor will then contact you to discuss the nature of your medical problem. Please do not ask for a DD appointment if your matter is routine. It always helps to provide the Reception staff with as much general detail as possible, in case you have underestimated the gravity of your health status. It also helps us prioritise your illness.

Depending on the nature of your problem, the duty clinician may offer a telephone consultation, or a face-to-face consultation with a GP, nurse, or HCA at the practice. If you and the doctor agree that you have a serious health problem that prevents you coming to surgery, they may offer a home visit. They may also suggest a more appropriate health care provider, such as the Minor Injury Unit, A & E, a dentist or an optician.

A Teaching Practice

Kingsmead Healthcare is an approved GP Training Practice. Here, GPs trainees are provided supervised training and personalised tuition by a qualified GP trainer and other members of the Kingsmead team to ensure they become competent, confident and effective primary care clinicians.

CQC Inspection

The Practice was rated as **GOOD** at its last CQC (Care Quality Commission) report. You can access the full report on the Practice website.

Continuity of Care

We believe continuity is an important component of primary care.

We encourage patients to see their usual doctor. The sessions that each GP works is available on the Practice website. If you have an ongoing problem and your usual doctor is not working that day we may ask you to contact us another day to speak to your usual GP. Equally, you can consult any clinician you wish, depending on availability.

Patient Rights & Responsibilities
HELP US TO HELP YOU

EQUAL OPPORTUNITY POLICY FOR PATIENTS

It is the aim of Kingsmead Healthcare to ensure that no patient receives less favourable treatment on the grounds of sex, race, colour, nationality or ethnic or national origins or is placed at a disadvantage by conditions or requirements, which cannot be shown to be justifiable.

It is the aim of the practice that patients are not discriminated against, either at the time of registration or any time thereafter, on the grounds of any having one or more ailments, either acute or chronic. To this end there is an Equal Opportunity Policy and the Practice will aim at all times to carry out its organisational duties to patients in accordance with this policy.

We are committed to giving you the best service possible. This will be achieved by patients and practice working together.

You will be treated as an individual in the care and attention you receive and with courtesy and respect.

We ask that you extend the same respect and courtesy to all doctors and staff.

Following consultation, you will receive the most appropriate care by the most suitably qualified persons. No care or treatment will be given without your consent. Urgent referrals are made the same day and routine ones within five working days.

Please follow the medical advice offered and take any medication as advised. If in doubt, please ask.

You have the right to see your health records, subject to legal rules and regulations. The Health Authority has the right to ask for your health records at any time. Your records are maintained by the whole of the surgery team, although the access is defined according to the level of responsibility of each such member of the team.

If you are aware of any incorrect information in your medical records, please inform us in writing. This will then be appended to your records.

The team of people involved in your care is very large. If you need to know, the practice will provide you with the contact name(s) and address(es).

If you change your name and address, please let us know immediately. This is very important for any continuity of care that you may receive from or on behalf of your GPs.

Please do everything you can to keep your appointments, whether at the practice or a hospital, and inform the reception as soon as possible if you are unable to attend. An appointment is for one person only.

By not cancelling your appointment, you are depriving another patient of the chance to be treated sooner. Please be punctual as delays cause inconvenience to other patients and those providing the service. Inform the reception staff of your arrival.

It is our responsibility to decide whether, when and where you should be seen. To help us do this, reception staff will need to ask you some questions. These are designed to help and not to obstruct.

Please do not ask for a home visit unless the patient cannot be brought to the surgery. Give time if you need a home visit. State your name, the name of the patient if different, address at which the visit is to be made, the symptoms as you see them, and the contact phone number.

We provide cover for emergencies at all times. Please ring the practice and you will be directed accordingly. Your call will result in:

- a. Advice, which may include waiting for the new surgery session
- b. An urgent consultation at the surgery
- c. An urgent consultation at an Out-of-Hours Centre
- d. A home visit if medically required
- e. Immediate referral to a hospital

Please do not call a GP out-of-hours unless it is an emergency that cannot wait until the next regular surgery session.

Please remember that everybody is entitled to some rest and relaxation after a hard day's work.

If you need to telephone the practice, please keep PEN & PAPER ready to note down details. If you are in any doubt, phone again.

We aspire at all times to improve services, and therefore, welcome any useful suggestions or feedback that you may have. We operate a complaints system, and if you are not happy with any service you have received from us, please let us know. If you have a complaint, ask for a complaints form from the reception and send it back in a sealed envelope addressed to the Practice Manager. You will be sent an acknowledgement slip within two working days and a detailed reply within two weeks.

You have the right to leave the list at any time and register yourself with another GP. We also have the right to remove you from our list at any time.

This is normally done when the patient/practice relationship has broken down and where the patient is seen as abusing out-of-hours services, not complying with advice given, or where he/she threatens or commits violence. All cases of threatened and actual violence are automatically reported to the police for action. Medical records are routinely returned to the Health Authority within two working days of the request. Urgent requests are dealt with the same day.

The practice values your comments and suggestions for improving the access and general quality of services available to all patients. You can pass your suggestions and comments to your GP or practice staff at the time of consultation or in writing.

Should you require additional information on medical services provided within your area, you can also access this information from the NHS Choices website through: www.nhs.uk/servicedirectories.

The Primary Care Team

General Manager
DEEPAK SINHA

*

Deputy Manager
MARY MILNER

*

Practice Nurse
FELICIENNE TEKILAZAYA RGN
DHANYA ELDBHOSE RGN

*

Healthcare Assistant
SHARON HOGAN
NAADIA ARSHAD

*

Receptionists
CAROL WELCH
SUSAN KONDELL
LIEN DUONG
MARIA GORDON
PEARLINA MASON

*

Medical Secretary
MYRTLE RAYMOND

*

ATTACHED STAFF

Turkish Advocate Cemile Ozkan
020 7613 5944

*

Health Visitor Natasha Thomas
020 7 683 4695

*

District Nurse Team (Lower Clapton Health Centre)
0207 683 4144

*

Midwives Team (Homerton Hospital)
020 8510 5555

*

Family Support Coordinator
NAOMI WILLIAMS

*

Community Psychiatric Nurse
DAVID McBRIDE

*

Liaison Psychiatrist
NKECHINYERE OFOR

*

Diabetic Specialist Nurse
ADJOA SAO
020 8510 5920

*

Diabetes Dietician
Homerton Hospital Staff
020 8510 5920

*

First Contact Physiotherapist (ARRS role)
WILLIAM STEPHENS

Social Prescriber (ARRS Role)
TERESA BUCKLAND

Health & Wellbeing Practitioner (ARRS Role)
SYLVANA NICHOLLS

Vocational Rehabilitation Occupational Therapy
EMMA BORTHWICK

PCN Pharmacist (ARRS Role)
NAINA PHAKEY

LOCAL CHEMISTS

Silverfields Chemists
5 Kingsmead Way London E9 5QG
020 8985 5488

&

141 Homerton High Street London E9
020 8985 3654

*

Bees Chemist
261 Wick Road London E9 5DG
020 8985 5265

USEFUL ADDRESSES

Hackney Mediation Service
020 8525 4794

*

Hackney Carers Centre
107 Lower Clapton Road London E5 0NP
020 8985 1600

*

St Leonard's Hospital
Nuttall Street London N1 5LZ
020 7683 4527

*

Barts & the London NHS Trust
020 7377 7000

*

Moorfield Eye Hospital
161-169 City Road London EC1V 2PB
020 7253 3411

*

Hackney Social Services
205 Morning Lane London E9 6JX
020 8356 5000
*

Hackney Police Station
020 8986 1212
*

City & Hackney Recovery Service (Turning Point)
0345 144 0050
*

Drugs Resource Centre
020 7729 5904
*

Asian Women's Advisory Service
1st Floor 161 Mare Street London E8 3RH
020 8533 5796
*

Turkish Health Advocacy Project (Derman)
020 7613 5944
*

Hackney Job Centre Plus
0800 169 0190
*

New Medical Card Enquiries
020 7655 6750
*

Find a Doc Service
www.nhs.uk
*

Find a Dentist Service
www.nhs.uk
*

NHS Health Information Service
0800 665544
*

NSPCC
0800 800500
*

Opportunities for People with Disabilities
020 7726 4961
*

Patients Association
020 7242 3460
*

Patient Advise & Liaison service (PALS)
www.pals.nhs.uk
*

NHS Direct
Also how to find a local pharmacy out-of-hours
NHS 111 or online search
*

Smoking Cessation Assistance
0800 169 1943 / 020 7683 4040

MISUSE OF ACCIDENT & EMERGENCY DEPARTMENTS

We would like to draw your attention to the high and increasing incidence of inappropriate use of Accident & Emergency departments by our patients, particularly at the Homerton, the Royal London and Whipps Cross Hospitals, and especially at a time when the surgery is open. The vast majority of such attendances are for minor ailments and problems and for which the use of Accident & Emergency is wholly inappropriate.

The NHS is a critical public service with limited resources and it is the responsibility of every NHS user to use them appropriately. We have therefore decided to write to every patient to raise awareness of this misuse and prevent inappropriate use from now on through reminding you of the alternative out-of-hour services.

The A&E is designed to handle medical conditions which require an emergency intervention such as major injuries, serious road traffic accidents, serious difficulty in breathing, collapse, suspected broken bones, persistent chest pains, overdose, extensive burns, poisoning – in general, conditions where lack of or delay in immediate medical intervention may lead to serious temporary or permanent physical or mental harm or death.

Unfortunately, many of our patients are attending A&E with minor ailments – common health problems such as coughs and colds, flu-like illness, sore throat, minor breathlessness, backache, general aches and pains, joint pains, indigestion, diarrhoea and vomiting, vaginal thrush, headaches, toothaches and other minor dental problems, constipation, haemorrhoids, eczema, hay fever, head lice, chicken pox, minor cuts and bruises, skin infections, earache, nappy rash, wound and dressing care, emergency contraception, social problems, repeat prescription especially for inhalers – the list is long - for reasons of convenience, wanting unwarranted immediate attention and not bothering with contacting your GP Practice. This risks the overloading of local A&E services, making it difficult for A&E staff to give appropriate attention to those really in need, incurring delays for patients at considerable costs.

Money wasted through non-essential use of A&E services means less money to spend on other services or developing new ones. The misuse of A&E care should not be about entitlement, which many patients have stated it is. 'I pay my taxes and NI, so I am entitled. Besides, the problem was urgent for me'. We all have a public responsibility to make the best use of limited resources and thereby ensure that patients are cared for according to their need.

What should I do?

Non-emergency medical problems can be dealt with in a number of ways without having to wait for several hours in A&E.

1. If you have a medical problem or think you have one which requires attention, your GP should be your first port of call. Please contact the surgery on 020 8985 1930 and you will be advised on how to access appropriate advice. This can be in the form of a clinical consultation, telephone advice, referral to a pharmacist or onward referral to another appropriate service. We have a number of emergency appointments in every session but these are allocated based on needs assessment. Our opening hours are 8.00 AM to 6.45 PM Monday to Friday except Thursday 8.00 AM to 6.30 PM). We are also open for pre-booked consultations between 6.30 PM and 8.00 PM Monday and Tuesday and 6.30 to 7.30 PM Wednesday and Friday. Besides, you can also see a GP or Nurse at one of the Hub surgeries, which are open 8.00 to 8.00 during the weekends.

Should the surgery be closed, please can also telephone our out-of-hours service on 111 and again, you will be advised on appropriate measures.

2. You can dial 111 at all times (24/7) to access clinical advice and support. A trained operator will ask you questions to establish your problem and arrange for a doctor or nurse to advise you according to your need. They can even arrange an ambulance for you if needed. If you do not speak English, you will get an interpreter. THE CALL IS FREE FROM BOTH LANDLINES AND MOBILES.

3. You can also access the Primary Homerton Urgent Care at the Homerton Hospital, situated next to the A&E department. The service is available 8AM to 10 PM Monday to Friday or 9AM to 10PM over the weekends.

4. You can also access your local or other pharmacist for advice and treatment of a large number of minor ailments. Silverfields Chemist (5A Kingsmead Way E9) 020 8985 5488; Silverfields Chemist – Homerton High Street 020 8985 2030; Bees Chemist (Wick Road E9) 020 8985 5265 are three of our local chemists. If you are not already registered, please ask your GP Reception to register you for the Minor Ailments Scheme which helps you access pharmacist services for managing minor medical problems.

5. If a health professional has given you a number to call for a particular condition, please continue to call that number.

6. We also encourage patients to learn to look after their health, especially in managing minor health issues. The NHS Choices website provides a wealth of information at <http://www.nhs.uk/pages/home.aspx>.

PLEASE DO NOT GO DIRECTLY TO A&E unless it is an emergency. If you are unsure, please contact one of the above-named services for advice. Attending the A&E should be the last resort and for real emergencies only. It is not a quick-fix drop in Centre.

If you have any questions, you are very welcome to speak to your GP or surgery staff.

Primary and Urgent Care Centre

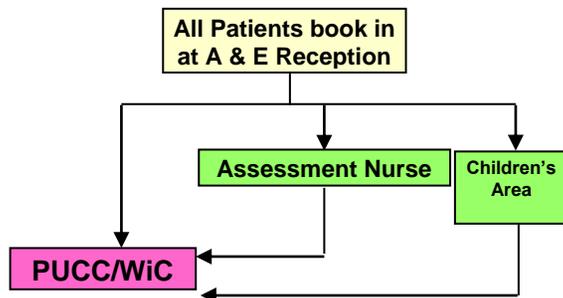
Based at Homerton University
Foundation Trust Hospital.



City and Hackney **NHS**
Teaching Primary Care Trust

How do we get seen at the Pucc?

The Receptionist, Assessment Nurse or Children's Assessment Nurse will decide who can offer you the best treatment for the condition that has brought you to the Accident and Emergency Department once you have booked in at Reception.



You will then be directed to that area.

We aim to treat acute and urgent primary healthcare problems in an efficient manner, by those experienced in dealing with primary healthcare issues

What is the Primary and Urgent Care Centre?

The Primary and Urgent Care Centre (PUCC) is a nurse-led Walk-in Centre (WIC), which operates a 'no appointment necessary' service

Conditions which can be treated at the Primary and Urgent Care Centre include:

- Coughs. Colds and flu like symptoms
- Hay fever, bites and stings
- Information on staying healthy / local NHS services
- Minor cuts and wounds – care and dressings
- Muscle and joint injuries – strains and sprains
- Skin complaints – rashes, sunburn and head lice
- Stomach ache, indigestion, constipation, vomiting and diarrhoea
- Women's health problems e.g. thrush and menstrual advice

Opening times

7am -10pm weekdays

9am – 10pm weekends and Bank holidays

365 days a year

Who can be seen there?

■A&E attendees presenting with primary healthcare problems

■Unregistered patients who are unable to get treatment through other means
E.g. – Find a Doc service, NHS Direct for advice, as a temporary resident from a G.P



How do we communicate back to your Doctor?

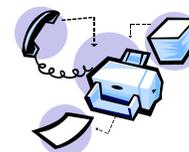
■G.P. letter by post

■Given directly to patient

■Faxed letter if urgent

■Results of any investigations initiated at the Pucc will be sent directly to GP

Referrals to specialist will still need to be undertaken by patients own GP, unless urgent referral (needs to be seen on same day), is necessary.



Health First Pharmacy



Health First Pharmacy is being launched to provide better access to care for minor conditions especially for those considered socially vulnerable.



How to register

If you were previously registered on Pharmacy First, you will need a new registration for Health First Pharmacy.

This can be done in two ways:

- Your GP practice emailing the nhs.net address for the Community Pharmacy of your choice to confirm that you are registered with the practice. This email will include your NHS number.
- The Community Pharmacy will be able to check that you are still registered with a City & Hackney practice. You should take some form of ID and proof of eligibility with you to the Community Pharmacy.

Eligibility for Health First Pharmacy

Services will now be provided to residents who are considered socially vulnerable.

These include:

- Patients or their partners (including civil partner) receiving, or patients under the age of 20 and are the dependant of someone receiving:

Universal Credit and whose income is at a level where they are eligible for free prescriptions.

Any other benefits which give them eligibility for free prescriptions including: income support, income-based Jobseeker's Allowance, income-related Employment and Support Allowance, Pension Credit Guarantee Credit.

- Patients (including any partner and/or young person(s) included in the claim) receiving tax credits, who have been sent an 'NHS Tax Credit Exemption Certificate' by Prescription Services.
- NHS low income scheme.
- Prescription Exemption Certificate issued by the Ministry of Defence.
- Young people aged 16, 17 or 18 and in full-time education.
- Patients under 16 who have at least one parent who is eligible for the service.

Prescription charge exemption categories DO

NOT give eligibility for Health First Pharmacy unless patients also fit into one of the socially vulnerable categories above.

Conditions covered in Health First Pharmacy:

Athletes Foot

Hay fever

Headache

Contact dermatitis

Diarrhoea

Indigestion /heartburn

Primary
Dysmenorrhoea
(Period Pain)

Nappy Rash

Soft tissue injury

Teething

Vaginal thrush

Toothache

Constipation

Back pain

Fever (pyrexia)

Head Lice

Ringworm

Threadworm

Warts and Verrucae

KINGSMEAD HEALTHCARE DNA - DID NOT ATTEND POLICY

Dear Patient,

Most of our patients know it can sometimes be difficult to get a routine appointment with a GP or Nurse. In the course of events where demand is unpredictable, that cannot easily be remedied. One thing that makes this even more difficult to overcome is the problem of missed routine appointments or DNAs (Did Not Attend).

Where patients have been declined routine appointments because the consultations are fully booked, it is at best disappointing when one of those booked appointments does not turn up and has not contacted the Practice to cancel the appointment so that it can be released for others or telephones so late as to make it impossible to allocate to another patient.

DNA Policy

A DNA occurs when an appointment is not attended and the Patient has not contacted the Practice in advance to cancel it or where the cancellation is so late (less than half an hour before scheduled appointment) as to make it impossible to allocate that time to another Patient who needs treatment.

The Practice will code this DNA and this will prompt a retrospective check on the number of DNAs recorded against that person. Whilst we are primarily concerned with our own appointment observance, consideration may also be given to any hospital appointments where we have been notified that a Patient has failed to attend. A re-referral on the part of the GP (more GP time) will often be required by the hospital department so that the Patient can be recalled.

Being delayed by traffic or picking up children at school or inability to find a parking space are not valid excuses. You should account for such delays happening and leave enough time. We are always receptive to accommodating a genuine case such as a major incident but aforementioned excuses are not acceptable.

DNA 1

Where this is the first occasion, a code will be added to the Patient's medical record and the DNA counted in a monthly search. The patient will be notified by telephone of the risk of failing to keep their appointment again.

DNA 2

Where this is the second occasion, the Patient will be contacted by the Practice in writing.

DNA 3

Where a third DNA has occurred, the Practice will review the individual case and a decision will be taken with regard to addressing the Patient's future ability to pre-book routine appointments. The Practice will consider whether consistent failure to adhere to our Practice policy constitutes a breakdown between the Patient and the GP (where the GP Practice has given clear instruction on policy and service provision and the Patient has chosen to disregard this on several occasions in spite of due warning). Removal from the list may follow.

HOW TO AVOID BECOMING A DNA

If you cannot attend or no longer need an appointment, please ring us in advance on 020 8985 1930.

What we as a Practice are doing to Reduce DNAs

- We will provide an appointment card-note with appointment details for Patients who make an appointment face to face at our reception desk. Our appointment slips contain our text telephone number should Patients need to cancel (even at short notice).
- * If you make an appointment over the telephone, we would suggest that Patients' record/document the date and time in a way that can be easily accessed – in a diary, on a calendar or for the more technically minded on a

mobile phone. Our staff are trained to repeat all appointment details and clarify understanding with Patients at the time of making the appointment.

KEEP IT OR CANCEL IT!

SOMEONE ELSE NEEDS THE APPOINTMENT!

eConsult

The Practice has introduced an online system of clinical consultation as well as administrative help for patients through an online application called eConsult. All patients or their carers can use it to contact their practice via a link from the practice website at Kingsmeadhealthcare.co.uk.

What is eConsult and how do you use it?

eConsult is a way to contact your own NHS GP practice online, quickly and safely, if you have access to the internet. A new system of triaging and accessing Practice services – both clinical and administrative, eConsult enables NHS based GP practices to offer online consultations to their patients. This allows patients to submit their symptoms or requests to their own GP electronically as well as access NHS self-help information, signposts to services, and a symptom checker. Please be reminded that this is not a channel for jumping the queue to seeking advice or seeing a clinician at your GP Practice but an additional channel. This service will only be for non-urgent health issues, with a turnaround time of 3-4 working days as well as making requests for reports, access to records and so on.

The service is accessible through the Practice website. Please watch this video to get to know more about the service or you may wish to watch the demo.

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eConsult is easy to use and will give your doctors all the information they need to triage and make sure every patient gets the care they need.