Welcome To Bounds Green Group Practice

We provide a comprehensive range of health care services for you and your family. It is our practice to promote healthy living and encourage the prevention of ill health. This booklet tells you about the Practice and the services that we offer, therefore please read it carefully. We hope that you will find it helpful and informative and suggest that you keep it in a safe place for future reference. Please also visit our website www.bggp.co.uk for further information.

The Doctors

Dr Jacqueline Mansfield (f)  
MBBS DCH  
Qualified London 1978

Dr Lionel Sherman (m)  
MB BChir DRCOG  
Qualified Cambridge 1982

Dr Alan Schamroth (m)  
MBBS MRCGP DCH DRCOG BSc  
Qualified London 1983  
(Specialises in Rheumatology)

Dr Susan Ramsell (f)  
MBBS MRCGP DCH DRCOG  
Qualified London 1988  
(Specialises in Rheumatology)

Dr Mei Mei Till  
MBBS MRCGP DGM DRCOG DFRSH BSc  
Qualified London 2003

Employed GPs

Dr Judith Mbaire (f)  
BSc (Hons) BM MRCGP  
Qualified Southampton 2005

Dr Tang (f)  
MBChB (Manc 1997) DRCOG DFSRH

Opening Hours

Monday  
8.00am - 6.30pm

Tuesday  
8.00am - 6.30pm

Wednesday  
8.00am - 6.30pm

Thursday  
8.00am - 6.30pm

Friday  
8.00am - 6.30pm

Saturday  
8.45am - 12.30pm

Sunday & Bank Holiday  
CLOSED
The Practice Staff

**Practice Manager**

Ms Gabriella Calimandri is responsible for the efficient administration and smooth running of the Practice and has several administration staff to help her. She is happy to hear your suggestions and ideas about the services offered by the Practice.

**Administration and Reception Team**

The team consists of the Reception Manager and reception staff, who are always happy to help you. All team members undergo special training and are keen to help patients in any way possible. They do not offer medical advice but may be able to resolve queries. It is a legal requirement that confidentiality of patients’ records is maintained at the highest level by all staff.

**Practice Nurses**

The Practice Nurses’ are able to provide a number of services including but not limited to:

- Smoking, diet and exercise advice
- Ear syringing
- Cervical smears
- Coil clinic (and fittings)
- Childhood and adult immunisations including B12 injections
- Specialists clinics for long term conditions:
  - Asthma
  - Diabetes
  - Hypertension

They are supported by 2 Health Care Assistants who can carry out:

- Dressings
- Sutures and clip removal
- Hypertension review
- NHS health checks
- New patient and over 75 health checks
- Urinalysis and pregnancy tests
- Blood pressure checks
- Smoking diet and exercise advice

**Teaching/Attached Doctors**

We are a University-linked Practice with the Royal Free Hospital and University College, and have a commitment to the ongoing education of undergraduate Doctors.

Your Doctor may have a medical student in the consulting room with you. You will be asked if you have any objections to this and, if you have, the student will be asked to leave. From time to time, as part of their exams, our trainee Doctors may need to carry out video recording. If you agree to having your consultation recorded, intimate physical examinations will not be recorded and the camera can be switched off during the consultation if you wish.

Registering with the Practice

Bounds Green Group Practice is an ever growing surgery and we welcome new patients who reside within the practice catchment area to join the surgery. You can visit our website www.bggp.co.uk

Unfortunately in order to keep our list size to manageable proportions we are only able to accept new patients who live within the Practice catchment area.

Provided you reside within our practice catchment area you will be asked to complete and sign a (GMS1) registration form and health questionnaire for each person registering with the Practice.

Registration forms are available on our website www.bggp.co.uk

You must also provide us with 2 proofs of address such as a bank statement and utility bill or council tax bill, which show your name and current address in the area.

We encourage all mothers of newly registered children under five to provide us with the red book or details of previous childhood immunisations. It is extremely important that we record these.

Anyone staying in the United Kingdom is entitled to free primary care treatment, but any treatment thereafter may be chargeable, unless you are entitled to free NHS treatment and have an EHIC card (European Health Insurance Card) specifically for treatment in the UK.

All new patients are offered a basic health check. This is part of our registration process and your registration is not complete until you have had a health check.

**Change of Name, Address or Telephone Number**

It is very important that you inform the Practice if you change your name or address so that we can keep our records up to date. Please also advise us of any change of telephone number - we may need to contact you quickly with important medical information.

**Appointment System**

All doctors offer pre-bookable on-the-day and telephone consultations. Routine appointments are normally bookable seven working days in advance. Please ask to see the same Doctor for a follow-up of a particular problem, although this may not always be possible and, in that case, any Doctor can help as your previous consultation will be on our computer system.

From 1st September we will be offering on-line appointment bookings. Please ask at reception for access set up information.

**Online Appointments**

As of 1st September 2015 all patients can now book appointments online. Appointments are available with doctors, nurses and health care assistants each bookable up to 7 days in advance. To access this service you will require a login and password. The login is generated by the practice and a printout of your login will be given to you. Please ask a member of the reception team for your online access details.
We provide first-class imaging services tailored to people’s lifestyles. Longer opening hours and same day appointments available. All patients welcome whether insured or self-funding.

Imaging services include:
• Access to on-site X-Ray, MRI, CT, Ultrasound & Fluoroscopy
• Competitive prices and accepted by all major health insurers
• Relaxed, calming and comfortable environment
• Health screening options to complement our existing well-woman and well-man packages
• Images reported by specialist Consultant Radiologists
• Friendly, experienced Radiographers
• Results sent to referring doctor within 24 hours

MULTI-MILLION POUND IMAGING DEPARTMENT NOW OPEN

Appointments Cancellation
If you cannot attend your appointment, it is important that you cancel it as soon as possible.

Urgent Care
During our opening hours, if you think you have a problem that cannot wait until the next available appointment, please let the Receptionist know. The Receptionist will ask you for some information on the nature of the problem, to enable the Doctor to prioritise.

Should you need urgent medical treatment out of hours you should first contact:
• NHS Direct 111
Calls to 111 are free from landlines and mobiles. The service is available 24/7, 365 days a year.
You will be assessed, advised and directed to the appropriate service.

• Accident and Emergency.
Services should only be used for medical emergencies. The nearest accident and emergency department is at North Middlesex Hospital, Sterling Way, North Circular Road, Edmonton, London N18 1QX.

• NHS Walk-in Centres
The Finchley NHS Walk-in Centre provides a range of walk-in health services to the general public from 8.00am to 10.00pm, seven days a week.
Finchley Memorial Hospital
Granville Road, London N12 0JE
020 8349 7470

Home Visits
If you are physically unable or housebound and you require a home visit, please telephone 020 8888 1736 before 10.30am and the Doctor will discuss your request.
Please remember that a Doctor can see at least four patients in the surgery in the time it takes to do one home visit.

Referral For Further Treatment
The Doctors in the Practice may refer you for further advice or treatment. This may be either to hospital or could be within the clinic of one of the specialists who visit the Practice. Wherever possible, we will arrange for you to be seen locally rather than having to travel to a hospital.

Disabled Access
The surgery has a ramp for wheelchair access to the building on the ground floor and a lift to the first floor. There are two disabled bays on the road by the pedestrian entrance.
Repeat Prescriptions

You can request a repeat prescription for your regularly prescribed medication by the following methods:

- Using the printed repeat request slip
- Via our online services
- Fax (020 8826 4709)
- Via designated chemist

Repeat prescriptions are not accepted over the telephone.

To request a repeat prescription for your regularly prescribed medication, please hand your computerised printed repeat request slip to a receptionist. Alternatively, you can order repeat prescriptions online. To access the services you will require a login and password. The login is generated by the practice and a printout of your login will be given to you. Once you have your login details please go to the following Patient Access website to create your own password. When you have logged onto the site with your password, you will then be able to see a list of all your repeat medication. Please tick the items you require.

The request is then sent directly to our computer system and our staff will action your request. Please allow 2 working days for the prescription to be processed (including ordering online). We can post your prescription to you, if you provide a stamped addressed envelope, but please allow one week for this. Prescriptions can be collected from the surgery during normal working hours.

Car Park

There is a small car park outside the surgery which is for the use of surgery staff only. Please use the separate pedestrian walkway to the right of the building at all times when entering the surgery.

If you use the car park as pedestrian access to the surgery premises, you do so at your own risk.

Clinic and Services

- **Pregnant women** - If you are pregnant, please pick up a self referral pack at reception which has a list of hospitals for you to choose from for your antenatal care.
- **Dietician** - The practice hosts a weekly dietician service for patients. To access this service you must first see your doctor or nurse to be referred to the dietician clinic.

- **Children and Adult Immunisations** - Immunisations are carried out by the Practice Nurses. The Baby Clinic administrator will send invites for the 'six week' baby clinic run by the Doctor.
- **Travel Vaccinations** - The Practice Nurse runs a Travel Clinic for registered and non-registered patients and we are a registered Yellow Fever Vaccination Centre. Do plan ahead at least six weeks prior to travel; don't leave your vaccinations until the last minute. Please complete a Travel Risk Assessment Form regarding your proposed journey and return it to reception at least one week before your first appointment. You can collect a form from reception or download it from our website www.bggp.co.uk. The Practice Nurse will then be able to produce a personalised vaccination schedule for you and offer general medical advice. Please bring any previous travel vaccination cards you may have with you. There is a charge for certain vaccinations. Please ask at reception for details.
- **Flu Vaccinations** - The influenza vaccination campaign begins in October and for two months we hold regular clinics for injections. We would advise anyone over the age of 65 or those who have chronic longstanding medical problems such as heart disease, asthma, bronchitis, diabetes or kidney problems to make an appointment.
- **Health Promotion** - It is our policy to pursue preventative medicine for all patients. The Practice Nurses offer check-ups and will advise on disease prevention. Patients with asthma, coronary heart disease, diabetes or hypertension can be seen in the specialised clinics. Please ask your Doctor to refer you.
- **Family Planning and Contraceptive Advice** - Please make an appointment with the Practice Nurses who provide a comprehensive service. We also provide an IUD/IUCD and implant insertion service to our patients and patients referred by other local practices.
- **Health Care Assistants** - carry out health checks for all new patients and over 75s.
- **Speciality Clinics** - The practice is proud to have GP's who specialise in rheumatology and dermatology and hosts clinics for each of these services weekly. Please ask the reception team if you wish to make an appointment for one of these clinics.

DIY Health Check

We have a new machine at the surgery that can check your:

- **Height**
- **Weight**
- **BMI**
- **Blood Pressure**
- **Pulse**

The machine is in the downstairs waiting area and provides clear instructions. There is no need to see a doctor as your results will be printed on a ticket that you can pass to the receptionist and your records will be updated.
X-ray, Pathology and Other Test Results

If you are telephoning for these results, please try to call between 11.00am - 3.00pm when the telephones are less busy. All results are assessed by the Doctor, and the Receptionist will confirm results to patients or tell you if you need to make an appointment or speak to the Doctor or Nurse. Smear test results will be posted to you either by us or the Health Authority. Blood and urine results can take 7 - 10 working days. X-ray results can take two weeks or more. Smears can take up to two months.

Online services

The practice aims to deliver modern facilities to all its patients by offering a multitude of online services.

Our online services enable you to book and manage many aspects of your care, you are now able to:
- Book appointments
- Request prescriptions
- Access parts of your medical records including:
  - Allergies
  - Immunisation
  - Test result
  - Letters to and from the Practice
  - Current and past problems

Text Messaging Service

We are now using a text messaging service to remind you of your booked appointments and health promotion invitations.

Please ensure we have up-to-date telephone contact for you and your family.

Freedom of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the Practice intends to routinely make available. This scheme is available from the Practice Manager.

The Computer

The Practice is fully computerised. These records are strictly confidential as are the manual notes. The Practice is registered under the Data Protection Act 1984.

Patients’ Access to Medical Records

If you wish to have access or copies of your medical records, you must apply to the Practice. There may be a fee for this service. Please ask the reception staff for the appropriate forms to complete.

Suggestions and Complaints

As we are constantly looking for ways to improve our services, any comments or suggestions to help us provide a better service is most welcome. We would also like to hear about the services you think we do particularly well.

If you have a reason to complain about any aspect of the care you have received, you can write directly to the Practice Manager. We operate an in-house complaints procedure as part of the NHS Practice Complaints procedure for dealing with complaints. Our complaints system meets national criteria.

Making suggestions or complaints will not influence the care or treatment you receive. Please ask the receptionist for a copy of our complaints procedure for further information.

We endeavour to resolve all your concerns through local resolution process, but if you feel we have not done so to your satisfaction, you have the right to take your complaint to any of the following services:
- The Health Service Ombudsman at www.ombudsman.org.uk/make-a-complaint or on 0345 015 4033. Contact can also be made with the Ombudsman by Email: phso.enquiries@ombudsman.org.uk or by Fax: 0300 061 4000
- Voiceability Independent Complaints Advocacy Service – Telephone: 0300 330 5454
- Textphone Number: 0786 002 2939 www.nhscomplaintsadvocacy.org

You can contact NHS England by email at england.contactus@nhs.net by post to NHS England, PO Box 16738, Redditch B97 9PT or by phone on 0300 311 2233

Non-NHS Practitioners

The following private services are available within the Practice. Please ask at reception for further details.
- Acupuncture
- Chiropractic
- Counselling / Psychotherapy
- Laser Treatment
- Osteopathy

Non-NHS Medical Examinations

Some partners carry out medical examinations for insurance companies and other fitness medicals by appointment. These include HGV licence, elderly drivers, sporting and pre-employment needs. There is a charge payable by the patient for some of these medicals. Please ask at reception. Please tell the Receptionist if you need to see a Doctor to fill in an insurance or medical form, as a special appointment will need to be made. The fees for these services are available from reception.

Zero Tolerance

We strongly support the NHS policy on zero tolerance. Anyone who behaves in an abusive, aggressive or otherwise threatening manner towards any member of our team or other patients, whether verbally or physically, will be removed from the Practice list.

In extreme cases we may summon the police to remove offenders from the Practice premises.
The Practice Area