

# BLOOMSBURY SURGERY

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## Welcome to Bloomsbury Surgery

You can register at this surgery if the address where you are normally resident has a WC1 postcode. You will need to provide proof of your address before registration. A receptionist will be able to advise you.

You have the right to express a preference as to the doctor you would like to usually see at the surgery. When registering, please let the receptionist know if you have a preferred doctor. However, it may not always be possible for you to see your preferred doctor. The receptionist will advise you which doctors are available when you make an appointment.

Our premises have suitable access for all disabled people. Please speak to a receptionist if you have any special needs.

If you wish to access services at the practice, please ring or visit the surgery during the following opening hours :-

**Monday, Tuesday, Wednesday, Thursday & Friday**  
**8.30am-6.30pm**

There are extended hours hubs across Camden for routine appointments when the surgery is closed. Please ask at reception for details.

## STAFF AT BLOOMSBURY SURGERY

The surgery has three partners who practise together as a non-limited partnership. They are:-

### Dr Kevan Ritchie MRCGP

Dr Ritchie qualified as a doctor from the University of Cape Town, South Africa in 1995. He has been in the UK since 1998 and qualified as a GP in 2007 and has worked in Camden since then. Dr Ritchie is a GP Trainer and is an elected Governing Body Member and clinical vice chair of Camden Clinical Commissioning Group.

### Dr Ammara Hughes MRCGP (2004) MBBS DFFP

Dr Hughes qualified as a doctor in 1996 from Charing Cross and Westminster Medical School, and after five years in hospital medicine working in gynaecology and sexual health, trained and qualified as a GP. Ammara is a GP Trainer & Clinical Director of a Primary Care Network

### Advanced Nurse Practitioner Jo Courtenay

Jo is a Registered General Nurse, Nurse Practitioner and prescriber with over 20 years experience in Primary care. Jo has worked at Bloomsbury Surgery for the past 6 years and is also a Partner in the practice. Jo is able to triage, assess, treat and refer patients with a wide variety of acute and long term conditions.

### Nurse:

#### Mr Muhid Rahman

Muhid is a General Practice Nurse with a PG Diploma in Adult Nursing from City University. During his training he has worked in numerous medical and surgical wards at UCLH before deciding to focus on primary care and joining Bloomsbury surgery in 2019.

**Please make an appointment** for general health advice as well as blood pressure, diabetic and asthma checks and cervical smear tests, childhood and travel immunisations and a sexually transmitted infection screening service for patients under 25 years of age.

### Other Doctors:

#### Dr Janakan Crofton

Dr Crofton joined the surgery in August 2017 and will be working Wednesday afternoon, all day Thursday and Friday morning.

#### Dr Tarana Hafiz

Dr Hafiz joined the surgery at the end of August 2019 and will be working Thursday morning and all day Friday.

### GP Registrars

The Surgery has been approved as a GP training practice. This means that **GP Registrars** will be attached to the surgery for up to one year. GP Registrars are fully trained and qualified doctors who work at the practice to do specialist GP training.

### Reception, Administrative & Secretarial Staff:

The surgery has a number of reception and administrative staff who work together to ensure the smooth running of the practice.

### SERVICES PROVIDED:

The surgery will provide appropriate treatment for illnesses and care to all registered patients, including

- *Cervical screening services*
- *Sexually transmitted disease screening for under 25s*
- *Vaccinations and immunisations*
- *Childhood vaccinations and immunisations*
- *Child health services*
- *Pregnancy care*
- *Chronic disease management, eg. diabetes, asthma, skin disease etc.*
- *Bengali interpreting sessions with the doctor and nurse*

**Appointments.** You must make an appointment if you wish to see a doctor or nurse. You can request to see the doctor of your choice for routine appointments. More immediate concerns will be dealt with by any of the doctors. We offer a variety of appointments which can be booked up to one month in advance. We also offer appointments within 24 hours and block 8.30am slots for people who work.

**Urgent medical problems** will be seen on the same day by the first available doctor and will be a 5 minute appointment only. Please contact the surgery **at 8.30am and before 10am**. The receptionist will need to ask you the nature of the problem, a clinician will call you back and will give you a time to attend the surgery. Please tell the receptionist if you need to speak confidentially.

*We cannot always offer appointments to meet your individual needs. Staff are working under the guidance of the doctors and we ask for your co-operation whilst we try to meet your needs as best we can.*

**Telephone Access.** Please speak to a receptionist if you wish to talk to a doctor over the telephone. **You will be asked the reason for your call** and a Doctor will call you back.

**Medication reviews** will occur at regular intervals. Repeat prescription requests will be processed only for medicines that are authorised and within date on the repeat prescribing form.

**Results of tests** organised by the doctors or nurses at this surgery will be returned to us usually within 7

working days. Please speak to a receptionist who can tell you if you need to return to the surgery to discuss the results or if the results are normal. The receptionist will not be able to discuss the results in any detail. Please telephone in the afternoon to get your results, alternatively please provide your consent at Reception for you to receive personal information from the Practice by text message.

**Home visits** are not routinely done. The doctor will assess the need for individual requests. We ask that, where possible, people attend the surgery. Most people can ask friends or relatives to help and can attend using taxis or other forms of transport. **Please contact the surgery before 10.30am.**

**Repeat Prescriptions.** Please post, hand deliver or email your request and allow two working days for these to be issued. Only current authorised items will be issued. Please use the right hand side slip of your last repeated prescription to make the request. The Practice now uses electronic prescribing and your prescription can be sent direct to your chosen pharmacy for you to collect – when ordering your next repeat prescription nominate your chosen pharmacy.

**PPG (Patient Participation Group)** – all patients are welcome to join this group and come along to the quarterly meetings. If you would like to join please let Reception know.

**FFT (Friends and Family Test)** – these can be found in the waiting room. Please complete and hand to reception or pop into the box provided in the waiting room.

**Most of our services are accessible on our website.**

**You can now book and cancel appointments, order repeat prescriptions and view your detailed coded medical record online. If you wish to use this service please come into reception with some photo identification and this can be arranged for you.**

#### **OTHER INFORMATION**

**Comments or Complaints.** We welcome receiving constructive comments or suggestions. There is a “comments box” in reception. Please let us have your written ideas. If you are unhappy about a service provided by the surgery, then you are entitled to

complain. We don't like receiving complaints but accept that we can't always get things right. Please contact our Assistant Practice Manager in the first instance. Hopefully we will be able to resolve your complaint orally, but it may be necessary for you to submit your complaint in writing. You can request a copy of our complaints procedure from the receptionists.

The **NHS England Complaints Department** can help you if you have concerns or need advice about local NHS services, including hospitals. Their telephone number is **020 3 350 4500**.

**Camden Carers Centre.** The practice is committed to helping its patients who are carers. A carer is a family member, neighbour or friend who spends time supporting or looking after someone who is unable to manage on their own, because they have a disability, a long term illness, a mental health or substance misuse problem or they may be frail.

Caring affects peoples' lives and may even affect their own health. We would like to know if you are a carer. You may find it beneficial for your doctor to refer you to Camden Carers Centre, who can provide support and advice. **Please let your doctor, nurse or receptionist know if you are a carer, or, if you have someone caring for you.**

**Access to Patient Information.** Under the Data Protection Act 1998, you have the right of access to your health records. There are some exemptions to disclosing information. If you would like to apply for access to your records, please speak to your doctor or apply in writing.

**Violent or Abusive behaviour will not be tolerated.** We know that people visiting the surgery can be worried and anxious and we try to meet their needs. The surgery has a zero-tolerance policy on violence and verbal abuse towards its staff and doctors. People behaving violently or abusively will be removed from the practice list.

**Out of Hours.** Camden CCG is responsible for providing out of hours medical cover when the surgery is closed. **NCL** will deal with **urgent medical problems that cannot wait until the surgery next opens.** Instructions on how to contact **NCL** are provided on the surgery's answerphone message or you can contact them direct on **111**. You can also use the **Soho NHS Walk-In Centre** at 1 Frieth Street, W1. They are open Monday to Friday,

8 am – 8 pm and on weekends and bank holidays, 10 am – 8 pm. This is a nurse-led clinic for acute minor illnesses or injuries for people aged 16 and over. Tel: 020 7534 6500

**Patient Responsibilities.** To help us provide you with an efficient health care service, we would be grateful if you could please:-

- Treat doctors and staff with courtesy and respect
- Read and keep this leaflet so you are aware of the practice's policies
- Tell us if you cannot keep your appointment
- Arrive promptly for your appointment. If you are 7 minutes late, you may not be seen
- Contact the surgery to get the results of your tests

**If you have not seen a doctor or nurse for 3 years or if you are aged over 75,** then you are welcome to book an appointment with the Nurse for a health check.

**Please keep or cancel your appointment**

The number of missed appointments will be monitored