**Data Protection**

We are registered under the Data Protection Act and bound by the rules governing the collection & storage of personal data. Your personal data will only be viewed by Practice professionals directly involved in providing your care.

We will not send any information about you to outside agencies, partners or relatives without your consent. Occasionally, anonymised health information is sent to NHS Camden to support quality monitoring or public health analyses.

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**Practice Catchment Area**

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**GP Training**

As a GP Training Practice we have a number of other fully qualified doctors working with us. They may either be on a general practice secondment or training to become GPs themselves.

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**Abuse of NHS staff**

The Practice has a zero tolerance policy for the abuse of any of its staff.

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**Want to email us?**

You can contact the Practice via email at hgp@nhs.net but please note this address is for administrative enquiries only. You cannot obtain medical advice, book or amend

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**NHS England:**

Complaints Advocacy Service
PO Box 16738, Redditch, B97 9PT
Email: england.contactus@nhs.net
Telephone: 0300 311 22 33
(this is charged as a local rate call)
www.england.nhs.uk

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We have both internal and external CCTV and record all phone calls to help ensure your personal and clinical safety.

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**Register with us**

New registrations are always welcome. The registration forms are on our website if you wish to complete them in advance. Out of Area registrations considered. Further information available on our website.

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**Contact**

Hampstead Group Practice
75 Fleet Road
London
NW3 2QU
Tel: 0207 435 4000
Fax: 0207 435 9000
Email: hgp@nhs.net

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**Opening Hours**

Monday 8-7
Tuesday 8-8
Wednesday 8-7
Thursday 8-8
Friday 8-7
Saturday 9-12
Telephone lines from 08.00-18.30 weekdays

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**Named Accountable GP**

From 1 April 2015 all GP Practices are required to allocate a named, accountable GP to ALL patients. The named accountable GP will take lead responsibility for the coordination of all services required by the patient and ensure they are delivered, where required (based on the clinical judgement of the named accountable GP).

Patients will be informed of their named accountable GP at the first appropriate interaction with the Practice. If you wish to be told the name of your accountable GP, please ask at Reception when you are next in the Practice.

Please note: there is no need to telephone the Practice for this information.

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Apointments

Clinic times
GP clinics run from 08.30-11.30 and 14.30-18.30 weekdays. Tuesdays and Thursdays there is a GP evening clinic from 17.00-20.00. On Saturday morning we run a booked clinic from 09.00-12.00, except on bank holiday weekends. We offer same day appointments weekday mornings and also a limited number of emergency appointments at 17.00 weekdays. Nurse clinics run from 08.30-11.30 and 14.30-18.30 daily, and evening clinics from 17.00-20.00 on Tuesdays.

You can book an appointment with a doctor or nurse 24 hours a day using our automated system or through Patient Access. Please register for Patient Access online or at reception. Alternatively phone for an appointment on 020 7435 4000 or book in person.

Prescriptions
Please allow 48 hours for repeat prescriptions to be issued. You may either request that a pharmacy collects your prescription directly from us, order it online through Patient Access, or leave your written request at reception.

Repeat prescriptions are not issued over the phone unless you are housebound.

Minor ailments scheme
Ask reception for your passport which entitles you to free treatment by your pharmacist for minor ailments. For more information have a look on our website or view the page: www.camden.nhs.uk/minorailmentsscheme

Surgery pod
You can now update your blood pressure and weight amongst other things without seeing a doctor. Please speak to reception for more info.

NHS 111
For non-urgent 24 hour health advice call NHS 111 service on 111

Services

Nursing team
We have a team of practice nurses and healthcare assistants. They deal with chronic diseases including asthma, COPD and diabetes, the travel clinic, smears, contraception advice, sexual health screens, wound care, suture removal, ear syringing, immunisations and spirometry.

Blood taking
Our healthcare assistant runs a blood taking service in the morning for patients who find getting to the Royal Free difficult.

Baby clinic
Our baby clinic runs from 1.30-3.30 on Thursdays and is a booked clinic for well babies only. The health visitors are here for advice and the practice nurses give child immunisations.

Psychologist
There is a team of psychologists who work at the practice. Your doctor can refer you. Patients can also self refer to iCope via http://icope.nhs.uk

Camden Citizens Advice Bureau Service
Advice sessions for patients registered with us are offered fortnightly. Please book an appointment at Reception.

Anticoagulation clinic
We run an anticoagulation clinic for our patients who are stable on Warfarin.

Sexual health screening
Doctors and nurses offer full sexual health screens on request. Please book a routine appointment at reception for this or speak to your doctor.

Bengali Clinic
This runs with an interpreter every Tuesday afternoon. Speak to reception for appointments.

Coils and contraceptive implants
Please contact our nurses if you wish to arrange for a coil or contraceptive implant.

Minor surgery
We offer in-house removal of minor skin lumps and bumps when clinically indicated. You will need to see a GP before an appointment can be booked.

Substance misuse
We run a regular clinic in conjunction with CGL (Change, Grow, Live) and can provide specialist prescribing where appropriate.

Smoking cessation
Our healthcare assistants offer smoking cessation advice and can prescribe a range of products to help you.

Alcohol
We have an alcohol worker who offers support to patients whose consumption is a concern or risk to their health.

Diabetes clinic
We run a dedicated diabetes clinic at the practice. You will be contacted for an appointment.

NHS Health checks
If you are aged between 40 and 74, you are entitled to a free NHS health check. Please book an appointment with our healthcare assistants.

Patient participation group
We have an active patient participation group that is frequently consulted on matters relating to the practice. To find out more or to join our virtual group email us on pgp.hpg@nhs.net

Midwife
If you are registered to have your baby at the Royal Free Hospital you can have your antenatal appointments at the practice.

Other Contacts

District nurses
Existing patients can contact the district nurses: North Team (Gospel Oak): 020 3317 5915 Twilight service: 07711 015850

New patients will need a referral from a healthcare professional.

Health visitors
Health visiting team can be contacted on
020 3317 3032

North Camden Crisis Team
For those experiencing major mental health crisis Call 020 3317 6333

Comments and complaints
Please put any complaints in writing for the attention of our deputy practice manager. Complaints leaflet and form are available at reception. Comments and feedback can be emailed to us at hgp@nhs.net. Alternatively fill out the comments form online at www.hampsteadgrouppractice.co.uk or in our comments book at reception.