

Patient Information Leaflet



Lambeth Healthcare LTD. operate Lambeth Healthcare Practice which is a GP Practice for Care Home residents. We provide NHS Services under an NHS England APMS Contract.

Lambeth Healthcare Practice
c/o Akerman Health Centre
Patmos Road
London SW9 6SF

Telephone No. 020 8175 0145 (option 3)

Email: lgpf.lambethhealthcarepractice@nhs.net

Website: lambethgpfederations.nhs.uk

**GP services are provided
to the following care homes:**

- ✧ Collingwood Court Care Home - SW4 7JR
- ✧ Havelock Court Care Home - SW9 0BB
- ✧ Limetree Care Home - SW2 3EN
- ✧ St Mary's Nursing Home - SW16 1QY
- ✧ Windmill Lodge Care Home - SW2 5PY

Opening hours

Monday	8:30 am	6:30 pm
Tuesday	8:30 am	6:30 pm
Wednesday	8:30 am	6:30 pm
Thursday	8:30 am	6:30 pm
Friday	8:30 am	6:30 pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

**Further information can be
sought from www.nhs.uk**

Chaperones

You may request a suitably trained chaperone for any procedure, test or examination. Friends and family are not permitted to act as chaperones.

Please note - both male and female clinical team members work within the practice, if you have a preference, please ensure you discuss this with a member of staff.

Services we provide

Along with routine appointments, the practice offers a full range of GP services:

- ✧ **Immunisations** – The Practice team administers vaccines for adult immunisations within the care home.
- ✧ **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- ✧ **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population.
- ✧ **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- ✧ **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Further details about health checks are available from www.nhs.uk

From time to time, other services may be available such as raising awareness of a particular disease or condition.

How to register at the practice

Residents of any of the care homes and nursing homes listed on the front cover of this leaflet are automatically registered as patients at Lambeth Healthcare Practice.

We are unable to accept registrations from non-residents of one of these care homes due to contractual reasons.

Accountable GP

Each care home and nursing home has a regular GP who will be assigned as your accountable GP. This will be recorded on our clinical system and, normally you will be allocated appointments with that clinician. All patients are assigned an accountable GP.

You may also be offered a health check when you join the practice for the first time.

Prescriptions/repeat prescriptions

Prescription queries should be directed to the care home staff who will liaise with our Pharmacist, GPs', and Practice admin team to order prescriptions and resolve any queries.

Please allow up to 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.



The practice team

This practice operates under an APSM contract with the South East London Integrated Care System

Site Main GP

Collingwood	Dr Grant Su
Havelock	Dr Grant Su
Limetree	Dr Grant Su
St. Mary's	Dr Jackie Masterton
Windmill	Dr Devi Patel

Other regular GP's

Dr Abdul Mukadam

Dr Jayesh Patel

Nurses

Each care home has its own on-site nursing team.

Pharmacists

The practice has an excellent team of regular locum pharmacists who support the GPs with vital assistance in providing high standards of patient care.

Practice Manager

Nasrin Belch \ Komal Naik

Admin Team

Lola Adeniji
Olawale Olakojo
Tia Ward

Appointments and accessing practice services.

Our regular GPs hold a weekly ward round on site at each care home \ nursing home. All patients that need to be seen by the GP will be seen during the round.

For any urgent or emergency matters, patients should alert the on-site nursing team at the Home who in turn will contact the Practice Admin team to arrange for a doctor to attend to the patient's needs.

Threats of violence or abuse of our staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

Lambeth Healthcare Practice provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

South East London NHS Contact

Our APMS contract is commissioned locally by South East London Integrated Care System, PO BOX 64529, London SE1P 5LX S.

Telephone: 020 8176 5330

Email: contactus@selondonics.nhs.uk

Patient Participation Group

A Patient Participation Group (PPG) is a group of people who are patients of the Practice and want to help it work as well as it can for patients, doctors and staff.

Patient's experiences matter and will bring different ideas to the Practice to help us treat patients better or to improve what we do in some way.

As a member of our PPG you will also gain a better understanding of the NHS, and gather feedback from other patients.

Further information about our PPG please see our web site or contact our Practice Manager.

Comments, suggestions and complaints

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like more information about any of the services we provide, please ask a member of staff, email or telephone us using the contact details on the front of this leaflet.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

Protected Learning Time

On a number of days throughout the year the practice is closed for staff training and development.

The telephone lines will be diverted to a call handling team and emergency cover is provided by locum GP's familiar to working with Lambeth patients.