

Ampt Hill Practice

Crowndale Health Centre
59 Crowndale Road
London
NW1 1TN
Tel: 020 7383 7333

OPENING HOURS

Monday	9:00 – 18:00
Tuesday	9.00 – 12:30 and 14:30 – 18:00
Wednesday	9:00 – 13.00 (Baby Clinic ONLY from 13:00-14.30)
Thursday	9:00 – 18:00
Friday	9:00 – 17:00
Saturday	9.00 – 12.00 (booked appointments ONLY)

TELEPHONES ARE ANSWERED FROM 8:30am EACH WEEKDAY

This Surgery is within the NHS North Central
London (Camden CCG – www.camdenccg.nhs.uk)
area.



OUR DOCTORS

Penelope Elphinstone (Partner)	MBChB MRCP MRCGP DCH DRCOG
Axel Schuettpelz (Partner)	MRCGP PgC Med.US
Adam Wander (Partner)	BSc MBChB MRCGP DRCOG DFFP DOccMed
Kunal Sinha (Partner)	MBChB MRCGP
Sarah Armstrong	MRCGP
Andrew Flynn	
Sinead Barry	

APPOINTMENTS

Phone the surgery or call in to make an appointment. We have two types of ten minute appointments available. Most of our appointments are bookable up to a month in advance. The receptionist will ask you what your appointment is for. This is so that you can be directed to the most appropriate person and will ensure that you receive the right care.

Emergency appointments are available. During surgery hours call the receptionist as early in the day as possible. Say you have an urgent problem and an emergency appointment can be arranged. You will be asked what the emergency is. **Please do not misuse the urgent appointments.**

If you are unable to attend for your booked appointment, please telephone the surgery to cancel so that we may offer it to someone else who may need it.

If you provide your mobile phone number, you will receive a text message to remind you about your appointment, and you may cancel an appointment by text message at any time of day. Please advise us of any change in your contact details.

If you would like to see a particular Doctor, please tell the Receptionist when you book your appointment. You may have to wait longer for an available appointment.

REPEAT PRESCRIPTIONS

We always need 2 full working days notice in writing to produce your prescription. We do not accept telephone requests. Sometimes the doctor will need to see you to check your health before you get repeat medication.

If you have any queries regarding your medication or prescription, please speak to your doctor and not the reception staff. Please do not ask receptionists to issue or amend prescriptions, as they are not able to do so.

TEST RESULTS

Please call after 11:00am when telephoning for test results.

DISABLED ACCESS

Our premises are easily accessible by wheelchair, and we have two wheelchair accessible disabled toilets.

HAVING A BABY

Come and see us if you think you may be pregnant. We offer shared care with the hospital for you and your baby before and after delivery. Pregnancy is usually confirmed by sending a morning urine sample. Pregnancy testing is available on the premises for a fee. Please see the reception staff for details.

WELL BABY CLINIC

Baby Clinic is held on Wednesdays from 1:00 – 2:30pm for babies' immunisations, weighing, feeding advice and developmental checks. The Health Visitor also provides parents/guardians with advice about feeding and your child's welfare and development. The Nurse is available for routine immunisations. Please remember to bring your red book with you. This is a WELL baby clinic. Do not bring your child if they are UNWELL.

FAMILY PLANNING

We provide all methods of family planning, including the contraceptive pill and implant. If you require a diaphragm, a coil fitting or a contraceptive implant please discuss this with a doctor or nurse to arrange an appointment. Emergency contraception, advice on safe sex and STD checks is available.

COUNSELLING & PSYCHOLOGY

Please discuss with your doctor if you feel you would benefit from one of these services.

SMOKING CESSATION

Our Practice Nurse Katherine Walker can provide support and counselling, as well as prescribing nicotine replacement therapy and referrals to other services, e.g. Group Sessions. Please ask at reception for an appointment. You do not need to see the doctor to access this service.

DRUG ADDICTION CLINIC

The important first step to recovery is recognizing that an addiction problem exists and that quick access to get help is available.

The drug dependency clinic is run by Dr Axel Schuttpelz who has experience in treating drug addiction and completed extensive postgraduate training to become a GP with special interest in chemical substance misuse (GPWSPI).

He works with a fully qualified drug worker and in liaison with the local drug dependency unit. This link gives us access to rehab and detox clinics as well as counsellors and mental healthcare professionals such as addiction psychologists and psychiatry in the community.

The addiction clinic concentrates on problems with heroin, prescription drugs such as benzodiazepines as well alcohol problems.

After an in depth assessment of the addiction problem we can offer a range of treatments

- Opioid maintenance with methadone or subutex
- Subutex detox
- Benzodiazepine detox
- Slow reductions tailored to the individual
- Alcohol dependence treatment

Dr Schuttpelz offers alcohol home detox in the community if appropriate and on the basis of an individual assessment.

The substance misuse clinic also identifies the many physical and social problems often associated with addiction and aims to provide the patient with tools and skills that encourage relapse prevention and a healthy life.

MINOR SURGERY

We are able to perform some minor surgical procedures at the Practice (skin tag removal, cryosurgery, joint injections, etc.) Please see your doctor who can arrange an appointment if necessary.

TRAVEL CLINIC

If you are going overseas for holiday business, study, or another reason, please don't forget to book an appointment with the Nurse for your **travel vaccines** in plenty of time (usually 2-4 weeks before you travel). If you are travelling within Europe, please check that your Tetanus and Hepatitis A vaccinations are up to date and ensure you have a European Health Insurance Card. If travelling further afield, you may need additional jabs or **malaria prophylaxis** (medication to prevent you from catching this deadly disease). The Meningitis (ACWY) and Hepatitis B vaccines are not available on the NHS and so incur a charge. Please check with reception or the Practice Nurse for current charges. If you are unsure if you need a booster or not, please check with the Practice Nurse in plenty of time. Don't forget to buy adequate travel insurance, and it is always wise to check the [Foreign and Commonwealth Office Travel Advice](#) page before you travel. Enjoy your trip! If you do not attend your travel clinic appointment you will not be given another one.

TRAINING

The Practice usually has a GP Registrar attached to it every year. These are doctors who already have several years experience of hospital medicine, and who work for a year in an approved Practice before becoming GPs themselves. The Practice also has attached medical and nursing students. We will always ask your permission to have a student present at your consultation.

YOUR COMMENTS

We welcome your comments and suggestions about the Practice and the services we offer. If you have any comments, suggestions or complaints about our services please contact the Practice Manager or one of the doctors in writing. We operate a Practice-based complaints procedure based on the Department of Health Guidelines. Please ask the receptionist for a letter that explains how to make a complaint.

PATIENT PARTICIPATION GROUP

Our patient Participation group consists of patients and practice staff and meets regularly to discuss issues relating to the surgery. If you would like to get involved ask for a form at reception.

OTHER SERVICES

Asthma Clinic Diabetic Clinic

We offer confidential HIV/Hepatitis screening and counselling. Please ask a member of staff if you would like this service.

ULTRASOUND EXAMINATION

Dr. Pelz is qualified to perform ultrasound scanning for selected patients at the Practice

RIGHTS & RESPONSIBILITIES

We aim to provide a high quality, professional, safe, confidential and courteous service to all our patients. To help us to achieve this, please:

- Use our services appropriately
- Keep your appointment, or call to cancel
- Arrive on time for booked appointments
- Treat the doctors, staff and premises with the respect you expect yourself.

YOUR PERSONAL INFORMATION

We are registered Data users under the Data Protection Act 1989. We have policies and procedures in place to protect your personal data in accordance with the Act. A copy of our Data Protection Policy and/or Confidentiality Policy is available on request.

The General Data Protection Regulation came into force on the 25th May 2018, and in accordance with these changes, we have made improvements to our Fair Processing Policy.

Ask at reception for a copy of the policy, or see our website for more details. <https://www.regentsparkpractice.co.uk>

HOME VISITS

Requests for home visits must be received by 11:00am. Home visiting is very time consuming and central London traffic and parking are an increasing problem. We will need to know the patient's name, age, address, telephone number and what the problem is. A doctor will usually ring you back. Please try and come to the surgery whenever possible.

Please note that visits can only take place at the patient's registered address. Please inform us immediately if you change your address.

LEAVING MESSAGES FOR THE DOCTOR OR NURSE

You may wish to speak to the doctor or nurse without coming in to the Practice. The reception staff will take a message for you and leave it for the doctor/nurse to deal with when they are available. Please note that we cannot take messages after 1pm. Therefore if the matter is urgent, you should either make a routine appointment, or request a visit if appropriate.

CARERS

If you are caring for a friend, relative or neighbour because they cannot manage on their own, please advise a member of staff who can help you contact agencies that offer help and support to carers. You may be interested in the Camden Carers Centre leaflet, if you cannot find one, please ask at reception.

PRACTICE AREA

The reception staff can advise you if you live in our catchment area. If you live outside of our catchment area, we are unable to accept you as a patient.

The Practice registers all patients who reside either permanently, or on a temporary basis, within our catchment area. We do not discriminate on any grounds and operate a 'Clean Slate' policy for patients transferring from other Practices.

We have a ZERO tolerance approach to violent, abusive, aggressive or inappropriate behaviour. Any incidents of this kind would lead to our refusal to register, or removal from our list.

Visitors from overseas may be seen as Immediate & Necessary patients. Any medications, referral, investigations and further treatment may be subject to a charge. Please see the notice in reception for details of charges.

AMPTHILL PRACTICE STAFF & ATTACHED STAFF

PRACTICE NURSE	Katherine Walker
PRACTICE MANAGER	Mags Heals
PRACTICE SECRETARY	Caroline Johnstone
ADMINISTRATOR	Fiona
ADMINISTRATOR	William
PRACTICE OPERATIONS MANAGER	Jackie Nixon
RECEPTION & CLERICAL STAFF	Lillian, Stephen Esperança,

OUT OF HOURS

For both out of hours service and NHS direct dial 111. Advice and information is available on www.nhsdirect.nhs.uk

Camden GP Hubs

Evening and Weekend GP Appointments

You can now book an evening or weekend NHS GP appointment at four local locations. To use this service, you must be a Camden resident or registered with a GP practice in Camden. To book an appointment you can call Camden GP Hubs on **020 7391 9979**, visit their website at <https://www.camdengphubs.co.uk/> or you can ask your GP.

THE NEAREST NHS WALK-IN CENTRE IS:

Soho Walk-in Centre

1 Frith Street (off Soho Square)

London, W1D 3HZ

Tel: 020 7534 6500

Open from 8.00am until 8.00pm Monday to Friday

10am until 8pm on Saturday and Sunday

This service is not available for children under 16 years old

DENTISTS, PHARMACIES, OPTICIANS & DOCTORS

To find a local primary care service, please contact:

Patient Services, Tel: 020 7685 6647 or visit www.nhs.uk