



We realise we aren't looking our best at the moment due to the internal renovations at the practice.

This work is necessary to increase the number of rooms that we can use to see patients. We will be creating three further consulting rooms and five additional workstations.

This work will enable us to cope better with the increased demand for our services and enable us to increase further the range of services that we can offer our patients. In the meantime we apologise for any inconvenience that you may suffer whilst the work is being done.

## Please Bear with Us!

### Patient Participation

#### Open Practice Meeting

At Hampstead Group Practice  
On Wednesday 9<sup>th</sup> June 2010 at 6.30 pm  
(Refreshments from 6.15 pm)

- Come along to meet the Partners and other members of staff.
- Hear about new developments and plans for new services
- Ask questions about the practice
- Give us feedback about our performance

#### Would you like to join

our

### Patient Participation Group?

We have two vacancies on our Patient Participation Group. If you would like further information please ask Nancy our Reception Supervisor

## We are now open on Saturday Mornings!

(Outside of School Holidays)

Booked Appointments	New Registrations	Making Appointments
Ordering Prescriptions	Collecting Prescriptions	General Information

## Please help us to help you

In the month of April **151 patients failed to attend their appointments with the doctor and 51 failed to attend appointments with the nurse** at this practice and failed to advise us that they weren't coming. This is the equivalent of nearly 34 hours of Doctor and Nurse time. Think of how many extra patients we could have seen if we had been able to use these appointments

Please tell us if you won't be using your appointment. We can then give the appointment slot to another patient. This will cut down on the waiting time for appointments for everyone.

**You can text your cancellation to 07800000536 giving the time of your appointment and your date of birth.**



### **New Partners at Hampstead Group Practice Congratulations to**

**Dr Stuart Mackay-Thomas (Left) and  
Dr Henry Attard (Right) who have re-  
cently been appointed as Partners**



## **Separating/Separated family service at Hampstead Group Practice**

We would like to announce a new service for parents who are going through a separation or are separated. Elfrida Rathbone Camden in partnership with Haverstock Health, DCSF and the LB of Camden is delivering a new programme called the Separating/Separated family service. This service is open to all who are registered at a Camden GP and family workers are based throughout the entire borough.

Evi Tsohas will be based here at the HGP Every other Monday to Thursday. Evi will be able to offer support and advice to families who are separated or considering separation.

This may involve signposting to relevant agencies or direct work with family members where there are children aged 0-19.either at the practice or at family's Home.

A referral can be made by the GP, another professional or self referral by the service user. The referral form may be submitted to the family worker or directly to Elfrida Rathbone Camden Parents & Co project.

Once the referral has been made the family worker will arrange an initial visit with the family to discuss the areas of support needed. The family can then be offered a further six appointments with the family worker either at the GP practice or through home visiting.

Please contact Evi Tsohas

[evi@elfridacamden.org.uk](mailto:evi@elfridacamden.org.uk)

mob 07979756970

If you have any further questions regarding this service please contact Evi or our information officer Sarah Orrick 0207 424 1658 or [sarao@elfridacamden.org.uk](mailto:sarao@elfridacamden.org.uk)

## **Would you like a Telephone Appointment?**

**Sometimes it is more convenient for you to have an appointment with a GP over the telephone. The doctor can assess your problem, give you advice and if necessary invite you to come to the practice to be seen.**

**We offer same day appointments**

**You can book routine appointments up to 2 weeks in advance**

**We are open on Saturdays apart from school holidays**