

THE SPITALFIELDS PRACTICE

Appointment Information Leaflet



20 Old Montague Street, London E1 5PB

Telephone: 020 7247 7070

Fax: 020 7650 1920

www.thespitalfieldspractice.nhs.uk

Wheelchair and Pram access



This practice is within the
Tower Hamlets Primary Care Trust area

TYPES OF APPOINTMENTS

GP APPOINTMENTS

Emergency Appointments

In the event of sudden onset of illness, you can be treated as an emergency patient.

It would help considerably if you can observe the following when seeking an appointment as an emergency:

Urgent Conditions

- Blackouts
- Bleeding
- Breathlessness
- Chest pains
- Painful eyes
- Severe stomach pains
- Wheezing
- Any other severe pain

Non-Urgent Conditions

- Ongoing stable conditions
- Repeat prescription requests
- Routine test requests
- Sickness certificate requests
- Minor illness (e.g. colds, coughs, dry skin etc)

Life-threatening Emergencies

In a life-threatening emergency such as sudden severe chest pain, loss of consciousness or severe bleeding – dial **999** before ringing the surgery.

Telephone Triage

If we are unable to offer an emergency appointment the receptionist will take your contact number and details. This will be passed to the doctor who will ring you back as soon as possible.

24 hour advice

To phone for NHS Advice dial **111** free of charge

Online Consultations- E consult

Did you know you can consult our GPs online and you will get a response back from the GP by the end of the next working day. Visit <https://thespitalfieldspractice.nhs.uk> to find out more.

By telephone

- Dial the usual surgery telephone number **020 7247 7070**
- Following the greeting message you will be asked to press 4 to speak to a receptionist
- Request to make a new appointment or to check/cancel or change an appointment

Evening and Weekend Appointments for Patients of the Spitalfields Practice

Our patients have access to pre-booked weekend and evening appointments with a GP, Nurse and Pharmacist at our neighbouring practices.

GP appointments can be booked for a variety of issues but CANNOT be booked for the following:

Private medicals & Home Visits
Long term/chronic medical certificates
All non-core NHS letters (e.g. housing benefits)
All non-core NHS services (e.g. travel immunisations and medicals)
Minor surgery
Routine reviews for long term conditions
Patients with serious mental health issues

Nurse appointments CAN be booked for:

Complex wound care
Contraception initiation
Sexual Health checks
Asthma review
Cervical Smears

Routine appointments

We offer a range of appointments to accommodate as many people as possible, including appointments that can be booked a minimum of 4 weeks in advance. Please contact the surgery after 9:30am as we request all non-urgent phone calls to be made after our busiest time.

Nurses Appointments

The nursing team offers a range of services within the practice:

Asthma

Lifestyle Advice

Dietary Advice

Childhood Imms

Diabetes

Smears

Dressings

Smoking Cessation

Family Planning

Travel Advice

Travel Vaccinations

Sexual Health

Healthcare Assistant Appointments

The Healthcare Assistant team offers a range of services within the practice. We have appointments available with a Healthcare Assistant for blood pressure checks, blood tests, health checks, sexual health screening, phlebotomy, long term conditions- 1st part of the review, simple wound dressings and ear syringing.

ONLINE

Patient access

We would encourage patients who can book online to do so for their own convenience, and so that our telephone lines are left free for patients who are only able to book by phone.



To register and create an account you will need a PIN.

To get your PIN, you will need to contact us so that we can generate your PIN which you can then collect from our reception.

When you collect your PIN, we ask that you bring along some photo ID. This is so that we can verify your identity and protect your confidentiality.

Once you have your PIN you can register with Patient access and start making appointments online straight away. Instructions for registering and using the system will be provided when you collect your PIN.

NHS app

<https://www.nhsapp.service.nhs.uk/login>

If you're trying to access NHS services online
You can use NHS login to access the NHS App to:

- view your COVID pass
- order a repeat prescription
- book a GP appointment
- get health advice using the health A-Z on the NHS website
- find out what to do when they need help urgently using NHS 111 online
- register as an organ donor
- choose whether the NHS uses their data for research and planning

Online Consultations (Econsult)

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In person

You are welcome to come into the surgery between 8:00am and 6:30pm to make an appointment.

Reception telephone lines open at 8:45am. Please be aware that at very busy times you may be in the queue for a while.

Please contact the surgery if you cannot make it to your appointment so that it can be offered to someone else.

If you arrive more than 10 minutes late for an appointment, you may be asked to re-book for another time.

Should you require a large print version of this leaflet, please ask at reception.