

Find us on the web or scan in the QR code using your mobile.

Practice website

www.ltshealthcare.gpsurgery.net



Follow us on Twitter

@LTSHealthcare



Practice NHS Choices website



A Parents Guide to Child Health & Common Illness

Go to <http://waltham-forest.sensecds.com/> or scan this code for advice on child health and common illness from birth to five years old and beyond.



Opening Times

Monday	8am-1pm	2pm-8pm
Tuesday	8am-1pm	2pm-7pm
Wednesday	8am-1pm	2pm-7pm
Thursday	8am-1.30pm	Closed
Friday	8am-1pm	2pm-6.30pm
Saturday	Closed	
Sunday	Closed	

Services provided

Full general medical services including:

Chronic Disease Management Diabetes Heart Disease
Hypertension Asthma COPD Hypothyroidism
Childhood Immunisation Health promotion
Maternity Services Cervical Screening

Summary Care Records (SCR)



The SCR is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system involved in the patient's direct care..

For more information scan the QR code or go to:

<https://digital.nhs.uk/summary-care-records>

Lime Tree & Sinnott Healthcare Ltd

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London Fax: 020 8709 3146
E17 5QB Email:
WFCCG.LimeTreeandSinnottRoaHeal
thcareLtd@nhs.net

Practice Leaflet

Lime Tree & Sinnott Healthcare Ltd



We are a local NHS GP Practice taking care of patients in a busy and diverse community

Practice Staff

General Practitioners

Dr E Shui Dr N Shirsalkar

Dr A Ayelabola Dr M Hoque

Practice Nurse

Miss S Kovtun

Practice Manager Assistant Manager

Joy Glasgow Angela Glasgow

Appointments

All our clinics are by an appointment **only**.

Appointments can be booked by telephoning the surgery or online. To obtain a printout of a login and password for online booking please bring in proof of ID to reception.

Please be aware we are a very busy practice and whilst we will endeavour to book you with a GP of your choice, if that Dr is not available we will offer you an appointment with another Dr.

For **emergencies** please call at **8am or 2pm** for a consultation. This will involve the doctor calling you back to assess your problem. Emergencies are dealt with on the same day by the duty doctor on call. This may not be your usual doctor.

If you are unable to attend your appointment it is **your** responsibility to cancel giving us as much notice as possible, via **phone, online** or replying **cancel** to your **appointment text reminder**.

We monitor patients who do not attend and do not cancel. We send a letter on your first DNA & if you DNA three times we will apply to remove you from our list.

Home Visits

If you are too ill to come to the surgery and you require a visit at home, please call the surgery before 10.30am.

Please keep in mind home visits are only for patients who are housebound for a medical problem.

Out Of Hours Care

The surgery provides healthcare during opening hours.

Outside these times you can call **111** for medical advice.

You can also access evening and weekend GP and Nurses appointments by calling **020 8519 3999**. The lines are open Monday to Friday 10am-4pm & Saturday & Sunday 9am-5pm. Appointments are available 06.30-09.30 in the evening & 8am-8pm on the weekend.

For life threatening emergencies please call 999 or go to A&E.

What is the pharmacy first scheme?

The Pharmacy First scheme provides advice, treatment and medicines for common ailments from your local pharmacy. All advice is free and if you do not normally pay prescription charges, any medicine recommended will be Participating pharmacies can be found on the link below http://www.walthamforestccg.nhs.uk/downloads/ourwork/List_of_pharmacies_that_provide_the_Minor_Ailment_Scheme_in_Waltham_Forest.pdf

NHS Zero Tolerance

We operate the NHS Zero Tolerance policy and will **not tolerate violent or abusive** behaviour to staff or anyone on our premises. Such behaviour will result in **immediate removal** from our medical list.

Repeat Prescriptions

Repeat prescriptions **must** be requested in writing, we **cannot** take the request over the phone.

Ways to request:

Tick the items you need on the right-hand section of your previous prescription form, and leave in reception prescription box. Items not on you repeat prescription will not be issued so please do not add them onto your repeat slip.

Post in request to the surgery.

Sign up with your regular pharmacy to order your repeat prescription for you.

Order online – bring proof of ID to reception for a printout of a login and password.

Your prescription will be ready for collection 48 hours later. If you prefer, we can post it back to you (you will need to provide a stamped, addressed envelope). You can also check with your local pharmacy to see if they have a prescription collection service you could join. You can also nominate a pharmacy and sign up to the Electronic Prescription Service.

We are keen to ensure that patients with ongoing medical problems are monitored regularly. If the date for your next review with a Dr or nurse has passed you will be asked to make an appointment.

Please **do not** make an appointment with a Dr for repeat prescriptions.

Test Results

You can select option 2 when calling us for test results (e.g. blood, urine, xray) between **10am-12pm** and **3pm-5pm** each day.

To ensure confidentiality, results are **not given out in reception**.

We only release results to the adult patient tested or parent of the child tested, unless consent has been given by the patient.

Non-NHS services

The NHS does not pay for some of the services we provide. These include private sick notes, insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates, private prescriptions and driving licence applications. Our fees for these services, which are in line with BMA approved national guidelines, are displayed in the surgery and must be paid for in advance upon your request. We do not countersign any proofs of ID (passports etc.).

Computers and Confidentiality

All our patient records are kept on computer. We can assure patients of complete confidentiality. Your rights are protected by the Data Protection Act. We follow the guidance issued by the GMC in 'Confidentiality: Protecting and Providing Information' April 2004. It explains circumstances in which information may be disclosed.

Patient Comments & Complaints

Comments on any aspect of the Practice are welcome. Your feedback is important to us. There is a Friends & Family form available to complete in the surgery and on our website. Please pass any such comments on to the staff or doctors or email us. We endeavour to provide a high standard of service. Please help us to do so.

Complaints or grievances should be passed directly to Joy Glasgow.

New Patients

Registration forms can be collected from reception or downloaded from our website (QR code below). These must be brought **completed** to reception with proof of address and ID following the guidelines on the form.

You will need to include your NHS medical card or fill in a GSM1 form.



We cover the E17 area around our practice.