



Providing NHS services

# Practice Information Leaflet

## Island Health

145 East Ferry Road  
Isle of Dogs  
London  
E14 3BQ  
020 7363 1111

[www.islandhealth.nhs.uk](http://www.islandhealth.nhs.uk)



**ISLAND HEALTH**

## The Partners

**Dr Toby Longwill**

**Dr Frances Germain**

**Dr Ayhan Mustafa**

**Dr Sonal Shah**

**Dr Matthew Noble**

**Dr Lynette Mason**

**Dr Jennifer Baynes**

## Management

Practice Manager  
Deputy Practice Manager  
Practice Supervisor

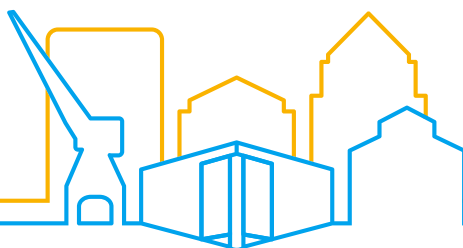
**Michelle Farrington**  
**Claire Murphy**  
**Jesmima Begum**

## The Salaried GPs

**Dr Rachel Sonely**

**Dr Seetha Puvaneswaren**

**Dr Suhana Sheiksana**



## GP Registrars

We are a training practice and have GP Registrars working as part of our team.

GP Registrar's are fully qualified doctors who are at different stages of their general practice training. Registrars work under the supervision of a senior GP. Sometimes other doctors are also trained and supported in the practice. If you are seeing a Registrar, you can expect to receive the quality of service you would get from your own GP.

## Nursing Staff

Healthcare Assistant

**Debbie North**

## Allied Health Professionals

First Contact Physiotherapy  
Community mental health nurse  
Health Coaches

Social Prescriber  
Pharmacists  
Pharmacists  
Care Coordinator  
Care Coordinator

**Mike Glover**  
**Aderonke Tairu**  
**Tracey Adebowale-Jones,**  
**Chris Lynch**  
**Tracy Tundervary**  
**Tasnia Torfodor**  
**Avon Ali**  
**Mohammed Azim**  
**Hsashee Kywe**

## Overview

Island Health is a friendly, welcoming General Practice (GP) on the Isle of Dogs, East London supporting a population of 15,200 patients. Our aim at Island Health is to provide high quality, safe, accessible and effective care, whilst working in partnership with our patients and local community.

We have a large team of doctors, advanced nurse practitioners, nurses, health coaches, physiotherapists and pharmacists, all committed to providing high quality healthcare.

The practice has suitable access for all patients, a separate toilet for disabled patients and baby-changing facilities. Within the car park there are designated spaces for disabled patients.

The practice area covers the Isle of Dogs and the area up to the New Providence Wharf development.

The practice covers the Isle of Dogs as illustrated on the map below:

## How to Register

We are pleased to accept all patients from our catchment area. Registering with us is quick and simple. To register with the practice use the online registration form on our website [www.islandhealth.nhs.uk](http://www.islandhealth.nhs.uk)

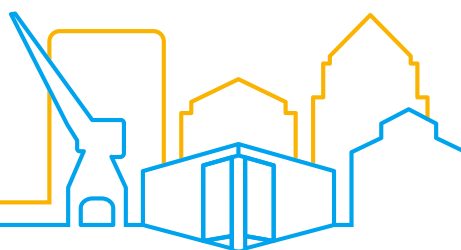
When you register please bring with you proof of identify and address and ensure you allow sufficient time to complete the registration process. We also need ID to register you with online access to your medical record.

Once you are registered with us, you will be able to book appointments, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at [www.islandhealth.nhs.uk](http://www.islandhealth.nhs.uk).

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

## Change of name or address

If you change address, phone number, or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. You can amend your address or contact number online at [www.islandhealth.nhs.uk](http://www.islandhealth.nhs.uk). For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.



# Hours of Business

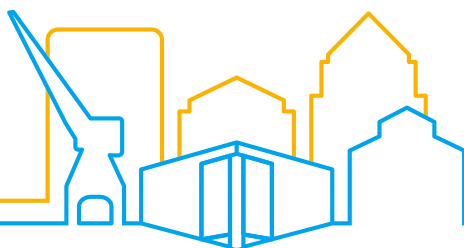
## Our Opening Times

Monday	0800-1830
Tuesday	0800-1830
Wednesday	0800-1830
Thursday	0800-1830
Friday	0800-1830
Saturday	Closed
Sunday	Closed

Please note that due to staff training and clinical meetings, the practice may be closed for short periods. We also close one afternoon a month for borough-wide protected learning time.

For an update list of planned practice closures please look at the website.

Our phone number is **020 7363 1111** and calls are answered from 8am to 6:30pm. We offer a daily online consultation from 8am but it will be turned off when we have reached clinical capacity.



## Telephone appointments

The practice phone number is **020 7363 1111** and the telephone lines are open from 8am to 6.30pm, Monday to Friday.

The phone lines can be very busy during peak times, please avoid these times if you can or use the online consultation tool.

Because we have such a large and diverse team at Island Health, our highly skilled patient navigators will ask you to briefly state why you would like an appointment. This is purely so that we can book you in with the correct clinician/service to avoid you having a wasted trip! If you would rather not give the team any details, then please do not be afraid to say so.

There are times when the practice has reached capacity that you will be directed to **111**. This is to ensure that all medical problems are dealt with safely without any clinical delay.

For non-urgent queries and test results please call between 10:00 to 14:00pm to avoid our busiest times

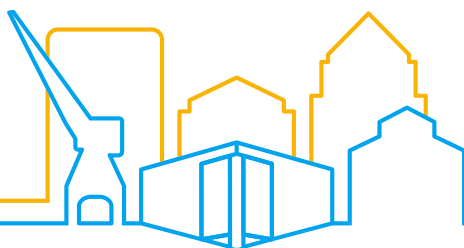
## Booking appointments using online tool

Our New Online consultation service is the easiest way to book an appointment, arrange a follow up, order your medication, request a sick note or make an enquiry. This easy to use service is available FROM 8AM, MONDAY TO FRIDAY.

[Click this link](#)

The service involves answering a few short questions, to understand the nature of your medical concern. These requests are then triaged by a clinician to ensure that appointments are offered in a safe and timely manner. You may then be offered a telephone appointment or invited for a face to face appointment.

If you are not sure how to use the service, please ask one of our patient navigators and they can help you. Alternatively please watch this video.





## Home Visits

We offer home visits to our housebound or frail patients. We request that you call the surgery before 10.00 am if you wish to arrange a Home Visit. Our on call duty doctor will then triage this and arrange a visit later in the day if appropriate. Please note that in order to provide an efficient and safe service, Home Visits are reserved for those who genuinely need them.

The practice offers a dedicated 'Home Health Service'. There is an allocated care coordinator and health care assistant who support the health and wellbeing needs of housebound and frail patients. This team offer home visits for chronic disease review, blood tests and deliver relevant immunisations.

To find out more about this service please contact a patient navigator.

## Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly or connect you to the GP out of hours service.

In the event of an emergency, dial **999** and ask for the ambulance service.

Chest pain and shortness of breath are classed as emergencies.

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# Prescriptions

Repeat prescriptions can be ordered in the following ways:

In person – By ticking the required medications on your prescription and placing it at reception.

Online – Please log in and order via our website [www.islandhealth.nhs.uk](http://www.islandhealth.nhs.uk).

Please clearly state which items you require and we'll endeavour to get your prescription ready for you after 2 working days or after 5pm on the same day if the request is urgent.

You can also request your regular, acute or controlled medication by calling your designated pharmacy who will request items electronically on your behalf. Medications can also be requested by the NHS App.

Please note WE WILL NOT TAKE ANY PRESCRIPTION REQUESTS OVER THE PHONE. This is to avoid any clinical errors. If you have got a medication query please discuss this with your pharmacist or speak to our in house pharmacist.

We are unable to issue more than 3 months of medication at a time.

Should you run out of your medication when the practice is closed, visit your local pharmacy who may be able to give you an emergency supply.

We encourage all patients to register with a preferred pharmacy so their prescription can be sorted electronically. This way you can order and pick up your prescriptions from your chosen pharmacy.

## **Medication reviews**

In order for us to safely prescribe your medication, we need to review your medications regularly. We may not be able to issue your repeat prescriptions if your review date is overdue (this should be marked on your last prescription). If you are due a medication review, please book an appointment with our practice pharmacists using the econsultation service between 7-10am

## Our Services

Along with the routine appointments, the practice offers the following services:

**Family Planning** All of our GPs and the Practice Nurse offer a full range of family planning services.

**Immunisations** The nursing team are responsible for the administration of both adult and child immunisations.

**Minor Operations** Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by your GP. At this practice Dr Toby Longwill is the lead for minor operations. Please discuss your requirements with your GP who may recommend a minor operation; this will be carried out at the practice.

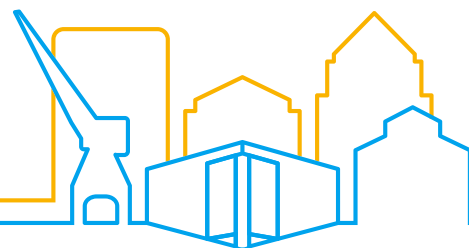
**Cervical Smear Testing** This is carried out every three years for women aged 25 – 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

**Over 40's NHS Health Checks** these appointments are aimed at encouraging a healthy lifestyle, by offering a review of your weight, BP and arranging checks for diabetes and cholesterol. They are free of charge. Please look at the website for more detail.

**Chronic Disease Management** We hold a range of clinics to help our patients manage the following: Asthma, Hypertension, Diabetes, Heart disease and Kidney disease.

Antenatal/Postnatal Clinics –including appointments with local midwifery team, post-natal checks as well.

**Smoking cessation**



## Health and Wellbeing Services

The health and wellbeing of our patients is very important to everyone at Island health and so the practice offers access to an extensive range of services to support physical and mental health, in an empowering and holistic way.

We offer appointments to support anxiety, depression, stress, chronic pain, social issues, housing, debt management and much more.

### Services include

- Health coaches
- First contact physiotherapist
- Social Prescribers
- Mental Health Occupational therapist
- Community mental health nurses
- Care coordinators
- Debt advisors

The practice also has strong links with our local community and offers a range of projects and activities that patients can attend free of charge. Examples include a walk and talk group, bereavement group and even a gardening group.

If you are interested please see [www.healthylslandth.com](http://www.healthylslandth.com) or ask a patient navigator.

## Feedback & Complaints

Feedback and views of people who use our services are a very important part of how we run Island Health. We are keen to hear from our patients so we can continue to grow and improve our service, and ensure it meets the needs of our changing population. The team at Island Health work really hard and it's great to hear positive experiences. If you have any comments, compliments or suggestions, please let us know.

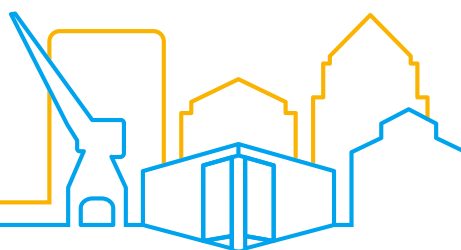
### Complaints

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a patient Navigator.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Please address complaints to the Practice Manager, Ms Michelle Farrington.

All comments and complaints are discussed at practice meetings.



## Patient Responsibilities

Patient navigators are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.

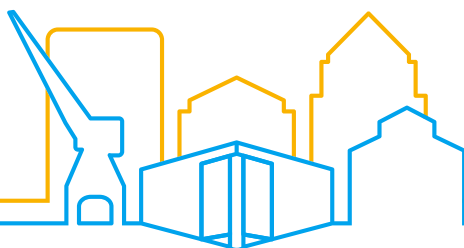
We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

## Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.



## Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will give patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

## Patient Participation Group

At Island Health we are very proud of our active patient participation group. These are volunteer patients, who meet regularly with our practice manager and clinical team to support the practice in a variety of ways. They are the voice of our local population.

Anyone can join the patient group, it is a great way of supporting your local surgery and helping others in your local community.

If you are interested in joining our Patient Participation Group please speak to a patient navigator

Please do consider signing up! We really do value your feedback and we are keen to hear your opinion.

## Clinical Commissioning Group

The local Clinical Commissioning Group (CCG)  
for this area is:

### **NEL CCG**

NHS North East London ICB

4th Floor – Unex Tower

5 Station Street

London E15 1DA

Telephone: 0203 688 2300

Email: [elhcp.enquires@nhs.net](mailto:elhcp.enquires@nhs.net)

[www.northeastlondonhcp.nhs.uk](http://www.northeastlondonhcp.nhs.uk)

