

Practice Staff

Practice Manager	Sharon Ryan
Reception Manager	Bernadette Boyse
Deputy Reception Managers	Yusra Mohamed Jade Duggan
Practice Nurse	Stephanie Kikori Francesca Paterson
Healthcare Assistants	Marie Cohen Abdiweli Osman Ishaq Raeeq
Clinical Pharmacist	Nikhil Parmar Nadya Jethwa Karima Debar
Pharmacy Technician	Helen Gaffney
GP Assistants	Michelle McDonagh Poppy Williams Karma Sylvester Gooneshwaree Jeewon
Receptionists/Admin	Ana, Carol, Shawina, Abidur, Alaina, Irena, Chelsea, Hafsa
Insurance Admin/IT	Enamul Ullah
Other Staff	

Care Navigators

Can help support patients who are moderate or severely frail.

Clinical Pharmacists

Complete medication reviews and prescription queries for patients and make sure that the practice is prescribing medication safely in line with guidance from NHSE.

Dietitian

Provide tailored dietary advice to manage conditions like diabetes and heart disease.

District Nurses

Specialised nursing care, domiciliary assessments and general nursing advice to housebound patients.

First Contact Physio

Physiotherapists based at the practice – speak to reception.

Health Visitors

Qualified in health education screening and counselling in pregnancy, childcare and developmental checks.

Health Wellbeing Coach

Support patients in improving their health through lifestyle changes and goal setting.

Paramedics

Offer emergency care and assist with urgent patient needs within the practice.

Smoking Cessation

Offer professional support and tailored strategies to assist patients in successfully quitting smoking and enhancing their health.

Social Prescribers

Support patients aged 35-70 with newly diagnosed or poorly managed long-term conditions like diabetes and high blood pressure.

Are you using the right service?

SELF-CARE What's in your medicine cabinet? Visit NHS choices at www.nhs.uk Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting	PHARMACY Feeling unwell and unsure what medication is right Need advice or help on medicines To help you self-care	NHS 111 (24/7) Still unsure and want more advice then dial 111 It's urgent but not an emergency NHS 111 is available 24 hours a day
GP ADVICE Self-care not working or persistent symptoms Chronic pain Long term conditions such as asthma or diabetes	WALK IN CENTRE Minor injury or illness Symptoms not getting better and you cannot see your GP	A&E or 999 Emergencies only Severe bleeding Choking Breathing difficulties Chest pain Stroke

St Johns Wood Medical Practice
Brampton House
Hospital of St John & St Elizabeth
60 Grove End Road
NW8 9NH

Tel. No.020 3657 9449

www.stjohnswood.nhs.uk



Practice Leaflet Information for Patients

St Johns Wood Medical Practice is a partnership providing NHS Services under an NHS England General Medical Services Contract

General Practitioners

Dr Dennis Abadi	Dr Rhian Jones
Dr Edward Leigh	Dr Jasmin Pawa
Dr Saul Kaufman	Dr Aisha Laskor
Dr Jacqueline Megitt	Dr Jonathan Sacks
Dr Gesthimani Misirli	Dr Hajra Siraj
Dr Aamena Bharmal	

Practice Opening Hours

Reception is open Monday to Friday between
08:00 – 18:30

The practice is closed at the weekend and bank holidays.

How to Register as a Patient

To register as an NHS patient, you must reside within our practice boundary, which you can check using the postcode checker on our website. Complete registration forms available online. You will be assigned a named GP but can see any GP at the practice.

Out of Area (OOA) Registration

We also offer Out of Area (OOA) Registration for patients who wish to register closer to their place of work or study. For more information and to register online, please visit our OOA Contact Information sheet on our website.

Appointments

The best way to contact your GP is via Patch's, available on our website. GPs schedule their own face-to-face appointments, so please leave a message for them through Patch's. If you cannot use Patch's, leave a message with reception. If you need to cancel your appointment, inform reception as soon as possible.

Home Visits

When a home visit is necessary please telephone before 10:00 am if possible.

Sick Certification

The patient is responsible for self-certification for the first 7 days of illness.

Test Results

You can access your test results from System Online. To register for this service please ask at reception. Proof of identification is required.

Alternatively, you can download the NHS App to your smartphone.

Assistant Dogs

Only assistant dogs are allowed on the practice premises.

Prescriptions

All repeat prescriptions need to be completed in writing/online via the NHS App or System online <https://systmonline.tpp-uk.com/>. Repeat prescriptions take 48 working hours to process. The practice has a clinical pharmacist who will deal with prescription queries.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please let reception know.

Services Available

Please see the practice website for a comprehensive list of the patient services we offer at the practice which include;
Family Planning, Immunisations, Minor Surgery, Cervical Smear Testing, NHS Health Checks, Chronic Disease Management and more.

Suggestions/Complaints

Located in the patient waiting area there is a suggestion box and we welcome your comments. If you wish to make a formal complaint against us, we follow the NHS complaints procedure; letters of complaint should be addressed to the practice manager. A leaflet on the complaints procedure is available on the practice website and in the patient waiting area. If you are happy and would like to leave a positive review, please do this via Google reviews.

CCTV/Call Recording

The Hospital of St John & St Elizabeth operates a CCTV system for the security of patients and staff. Calls are recorded for the benefit of both patients and staff.

No Smoking

St Johns Wood Medical Practice & The Hospital of St John & St Elizabeth operates a no smoking policy in its building and grounds.

Threat of Violence or Abuse of Our Staff

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at www.stjohnswood.nhs.uk.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR. The patient privacy notice is available on the practice website.

Out of Hours

When the practice is closed, the patient will need to call 111 for urgent medical problems or 999 for life threatening emergencies.

Walk in Centres

There is a NHS walk in Centre based at: 1 Frith Street (off Soho Square); W1V 5DH -
Call: 020 7534 6500