

How to Register as a Patient

We welcome new registrations. Each of our new and existing registered patients are assigned to an accountable named GP but can see any GP at the practice. All new patients are asked to complete a questionnaire about their past medical history. You can complete registration forms [here](#) or in-practice. Our registration email address: nclimb.registrationbridgehouse@nhs.net

Out of Area (OOA) Registration

We also offer Out of Area (OOA) Registration for patients who wish to register. For more information visit our registration page on our website.

Appointments

Appointments can be booked online or by telephone. We offer face to face, video and telephone appointments, which can save you travelling to the Practice if you have a medical matter that can be dealt with over the phone by our clinicians. We have appointments that are released in a variety of ways, so appointments can always be booked.

NHS App

We highly recommend and encourage our patients to use the NHS App. Owned and run by the NHS; the App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

Home Visits

Routine home visits are available for those who are too ill or unable to come into the surgery. If you feel you do need a home visit, please telephone before 10.00am.

Sick Certification

Patients are responsible for self-certification for the first 7 days of illness.

Test Results

All results are reviewed by our clinicians. We will reach out to you regarding any urgent results. NHS England will inform you about smear test results. You can view your test results through Patient Access. To register for this service, please inquire at reception, where you will need to provide proof of identification. Alternatively, you can download the NHS App to your smartphone.

Prescriptions

Requests must be in writing or preferably online. Please allow 2 working days for your request to be processed. We do not accept repeat prescriptions over the phone. Our prescription email address: nclimb.prescriptionbridgehouse@nhs.net

Chaperones

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

Services Available

For a complete list of the patient services available at our practice, please visit our website. www.bridgehouselondon.nhs.uk

Zero Tolerance

We have a zero-tolerance policy for abuse and will remove any abusive/threatening patients (verbally or physically) from our practice list.

Bridge House Medical Practice

96 Umfreville Road

London N4 1TL

Tel: 020 8482 9697

www.bridgehouselondon.nhs.uk

Practice Leaflet - Information for patients.

At Bridge House Medical Practice your health and well-being are our top priorities. We are committed to providing compassionate, high-quality holistic care for our patient's individual needs. This leaflet is designed to help you navigate our services, understand your health options, and learn how to make the most of your visits. We encourage open communication and are here to support you every step of the way. Thank you for choosing us as your GP Practice!

Practice Opening Hours

Reception is open Monday to Friday between

08:00 – 18:30

The practice is closed at the weekend and bank holidays.

Surgery opening times

We are open Monday to Friday 08:00 to 18:30.

We offer extended hours pre-booked appointments with all our clinicians on Tuesdays and Thursdays from 18:30 – 20:00.

The phone lines are open 08:00 – 18:30 Monday to Friday.

Out of Hours

To book an appointment with a GP or Nurse at the extended access provider please call 020 7923 1999. Appointments are between 18:30 to 20:00 on weekdays and 08:00 to 20:00 on Saturday & Sunday. When the practice is closed, the patient will need to call 111 for urgent medical problems or 999 for life threatening emergencies.

Accessibility

Please ask reception if you need an interpreter. The practice premise is fully accessible and wheelchair accessible. For those with hearing problems we also have an induction loop at reception.

Comments / Complaints

If you are happy and would like to leave a positive review, please do this via Google reviews.

We welcome comments and suggestions, please leave your comment slip in reception for the Practice Managers attention.

If you wish to make a formal complaint against the practice, we Follow the NHS complaints procedure. Please do so in writing to the Practice Manager & the practice manager will respond in writing within 14 working days.

Confidentiality; Data Protection & GDPR

The practice is registered with the Information Commissioner's Office (ICO) and is dedicated to safeguarding your data. For details on how we comply with GDPR requirements, please refer to our privacy and fair processing leaflet on our website. We operate as a computerised practice and adhere to the Data Protection Act 1998 and other privacy and data confidentiality guidelines.

Your information will not be shared with any third parties outside the Health Service (such as insurers, employers, or solicitors) without your explicit consent. However, we are legally required to report certain information, such as notifications of infectious diseases, to Public Health authorities.

Everyone working for the NHS has a legal obligation to maintain confidentiality and follow a Code of Practice for protecting patient privacy. Anything you share with us is confidential; you may discuss your visit with others, but we will not disclose any information. This confidentiality applies to young people as well. The only instance where we will breach confidentiality is if we believe you or someone else is at risk of serious harm.

We prioritise your safety and privacy. If you need to discuss anything in private or have questions about confidentiality, please feel free to ask at reception.

Patient Participation Group

Patient Participation Group (PPG) is a group of patients who work in partnership with our practice to enhance the services we provide. The PPG gives patients a voice and allows them to contribute to decisions that affect their care.

We welcome all patients to become members. You can sign up at reception or contact us via our website.

Our staff

At our practice, we pride ourselves on having a dedicated and diverse team committed to providing you with the highest quality care. Our team consist of salaried doctors, nurses, pharmacist, MSK practitioner, health care assistants and admin and reception staff. We are also a training practice, so we will have GP registrars working with us.

Practice staff

GP Principal	Dr Melanie Brothers – BM MRCGP DCH DFSRH
Salaried GPs	Dr Rosanne Ellacott - BM DRCOG MRCGP CIDC Dr Michael Odunyemi – MBBS, BSc, PGCert Dr Lydia Edge – BMBS MMedSci RCGP
Practice manager	Rilwan Kuku
Practice Nurse	
Health Care Assistant	Ruwayda Hashi
Clinical Pharmacist	Sadika Begum Zahra Zorieh
MSK Practitioner	Kushal Shah
Physician Associate	Sara Tahraoui
Social Prescriber	Amy Gill
Care Navigator	Gokhan Karabulut
Receptionist / Admin	Eilisha, Adnan, Sadia, Helin, Ecem, Lucia,

We are dedicated to delivering a high-quality service and strive to always be courteous and polite. We kindly ask that patients extend the same level of respect and courtesy to all members of our practice.