

# The Bailey Practice

Comely Bank Clinic, 46 Ravenswood Road, E17 9LY

Tel: 020 8520 5138 Fax: 020 8509 0532

Website: [www.thebaileypractice.co.uk](http://www.thebaileypractice.co.uk)

Email: [nelondonicb.baileypractice@nhs.net](mailto:nelondonicb.baileypractice@nhs.net)

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<b>General Practitioners:</b>	Dr Jennifer Bailey, Dr Zoe Bailey
<b>Advanced Nurse Practitioner:</b>	Ms Elizabeth Bailey
<b>Practice Nurse:</b>	Esha & Faiza
<b>Practice Manager:</b>	Ash
<b>Receptionists:</b>	Hilary, Gemma, Venesha & Jasmin

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## Opening Times

The surgery reception is open from 08:00-18.30pm Monday – Friday.

## Consultation Times

We have made some changes to our services to ensure that we are able to continue delivering safe and effective care.

Face to face appointments are available to **all** our patients, but you will be asked to discuss your conditions over the phone or online using **our online e-consult service** first to assess what would be most appropriate for you.

## Making an Appointment

- By calling the surgery on 0208 520 5138
- online using **our online e-consult service**

The Doctors and the Advanced Nurse Practitioner are happy to speak to patients on the telephone.

If you require a doctor outside these hours please ring 0208 519 3999 or NHS 111.

**Enhanced out of Hours Services**

# Out-of-hours GP appointments now available



Waltham Forest  
GP Federation

Weekdays – 6:30 pm to 10:00 pm

Saturdays – 9:00 am to 5:00 pm

Call the Federation on

**020 8519 3999**

LINES OPEN:

9 AM TO 9 PM WEEKDAYS AND

9 AM TO 5 PM ON SATURDAYS



For more information visit

[www.northeastlondon.icb.nhs.uk](http://www.northeastlondon.icb.nhs.uk)

This service is available to Waltham Forest residents.



WF GP FedNet  
PARTNERSHIP IN HEALTHCARE

**Repeat prescriptions**

**Please note we no longer accept prescription requests over the phone or via email.**

There are 3 ways to order a repeat prescription.

- 1) NHS App - <https://www.nhs.uk/nhs-app/>
- 2) Contact your local pharmacy and ask to set up a repeat prescription service with them. You will need to inform them that you are registered at our practice and give them a list of your medication. We will send the prescriptions to them for you to collect.
- 3) Send us a written request with a stamped envelope enclosed, we will then send your prescription back to you in the pre-paid envelope.

\*We require **48** hours' notice in order to process your repeat prescriptions.

### **Registration**

We are an open list and are taking new patients. Please enquire at reception for details.

### **Services Available**

The doctors and advanced nurse practitioner are able to advise on any medical issue, and if necessary will refer you to secondary care specialists as well as appropriate community services.

### **Patient Feedback**

The Bailey Practice would like to improve patient care and services. If you feel there is any aspect of the service that we could improve on you are encouraged to speak to the acting practice manager Ash Henson or leave a note in our suggestion box.

### **Rights and responsibilities**

We respect the rights of our patients in terms of race, gender, social class, age, religion, sexual orientation, disability or medical condition and would expect the same from our patients. The practice follows a strict policy of confidentiality at all times all information is protected and shared and shared only with the patient concerned.

### **Visits**

If a house call is needed please telephone the surgery in the morning and a clinician will talk to you.

## **Test Results**

The surgery will contact you if your results require follow up and treatment. If you want to discuss a particular result please call between 11:00-12:00 or 16:00-17:00 to book a routine appointment with a clinician.

## **Complaints**

If you have any comments or complaints, please contact the surgery on 02085205138 to discuss with Dr Jennifer Bailey.

If you wish to put your comments/complaints in writing which can be handed in to the surgery or sent via post.

From 1 July 2023 the way members of the public make a complaint about primary care services to the commissioner is changing. Rather than contacting NHS England, you will contact your local integrated care board (ICB)

You can do this by:

Telephone: 020 8221 5750

E-mail: [nelondonicb.complaints@nhs.net](mailto:nelondonicb.complaints@nhs.net)

Writing to them at:

Complaints Department

NHS North East London

4th Floor – Unex Tower

5 Station Street

London E15 1DA

If you are still dissatisfied you can complain to the ombudsman, Parliamentary and Health Service Ombudsman, Millbank Tower, London SW1P 4QP. Tel: 0345 015 0433 or fax: 0300 061 4000 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk)