



CITY AND HACKNEY

The Greenhouse Practice

For people experiencing homelessness

Patient Information Leaflet



Take the first step,
contact us today!

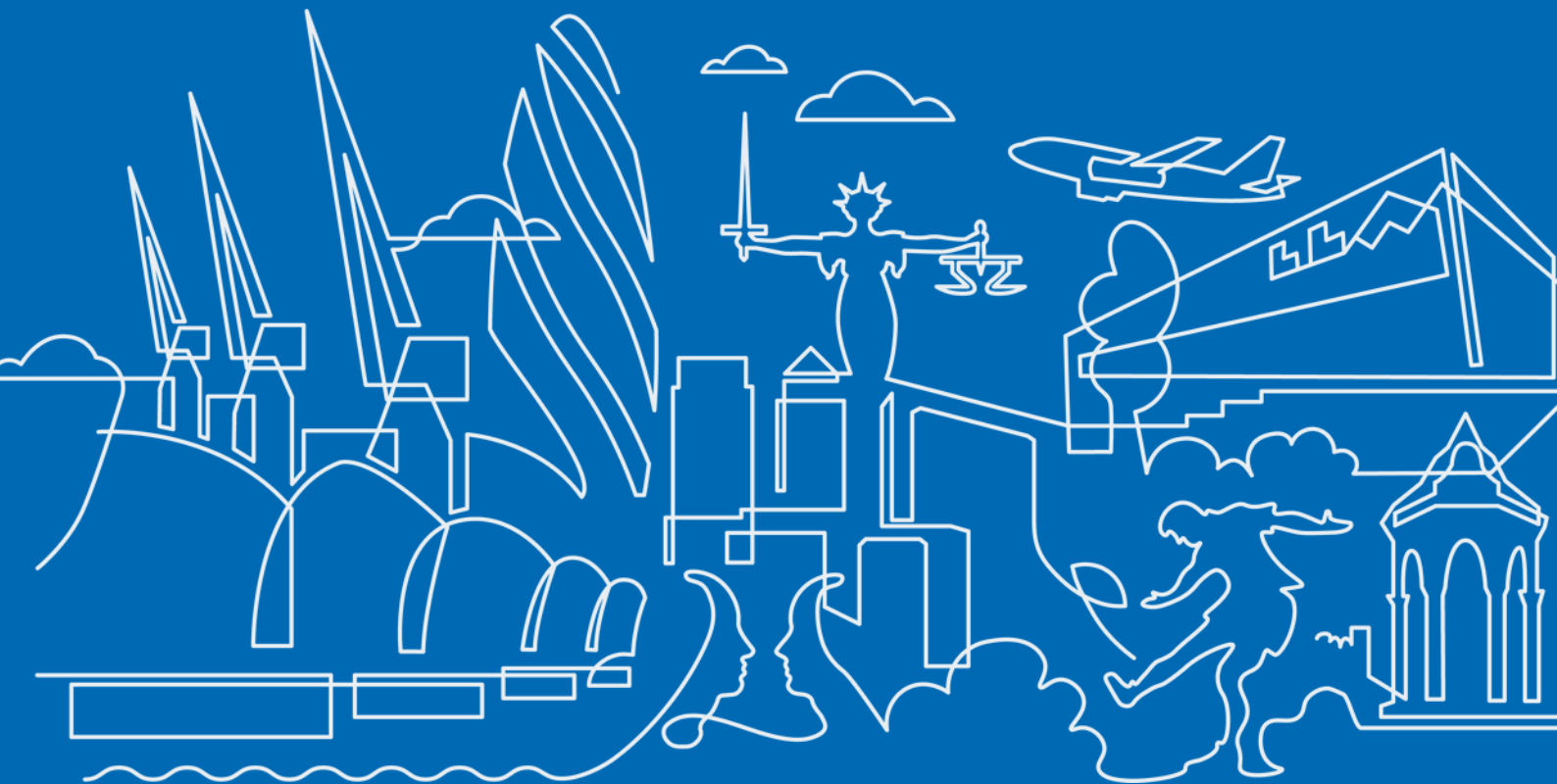
NHS

East London
NHS Foundation Trust



We promise to work together creatively to:
learn 'what matters' to everyone,
achieve a better quality of life
and continuously improve our services.

We care . We respect . We are inclusive



About Us

The **Greenhouse Practice** provides dedicated care for people experiencing homelessness, including those in hostels, supported accommodation, or sleeping rough. We also support the hidden homeless, such as those in squats or "sofa surfing." Run by East London NHS Foundation Trust, our team of doctors, nurses, and administrative staff works closely with local organisations to address the unique challenges faced by homeless individuals. We organise fairs and health engagement events year-round and support our patients with donations of clothes and non-perishable foods. Once patients secure stable accommodation, we support them to register with a local GP practice.

Our Primary Care Network

We are part of the Well Street Common Primary Care Network.

How to Register

Register in person at the practice, online or through your support worker. We welcome residents from City and Hackney.

Opening Hours

- Monday to Friday: 8:00–18:30. Closed on weekends.
- Outside these hours, calls are redirected to NHS 111.
- For life-threatening emergencies, dial 999.
- If you are having a mental health crisis, call 111 and choose option 2.

Patient Participation Group (PPG)

Our PPG is a diverse group of patients working with the surgery to improve services. Meeting every six weeks with the Practice Manager, we focus on patient feedback and service improvements.

Interested in joining? Visit our website for more information or contact the practice at nelondonicb.thegreenhouse@nhs.net.

Our website: greenhousegpppractice.nhs.uk

Our Staff

Our Clinical Team

Dr Padma Wignesvaran, Clinical Director Homeless and Inclusion Health

Dr Jyoti Wariyar, Salaried GP

Dr Rachel Bingham, Salaried GP

Dr Robert Newman, Salaried GP

Marion John, Senior Practice Nurse Prescriber

Saelina Johnson, Healthcare Assistant

Emma Beatty, Healthcare Assistant

Our Management Team

Ruth Thacker, Practice Manager

Ali Khan, Deputy Practice Manager

Our Administrative Team

Sanjidah, Administrator

Jake, Administrator

Shirley, Administrator

Jeffrin, Administrator

Our team also includes a Health and Wellbeing Coach, Wellbeing Practitioner, Clinical Pharmacist, Mental Health Nurse, Social Prescribers, First Contact Physio, Podiatrist, Diabetic Nurse Specialist and Dietician.



Frequently Asked Questions

Can I choose my practitioner?

Yes, you can request to see a specific practitioner but it may increase wait times due to scheduling.

Am I registered with a specific doctor?

Yes, your accountable GP is Dr Padma Wigneswaran.

Do you have female clinicians?

Yes, we have both female and male clinicians.

How can I access my medical records?

Sign up for online services by contacting us, or log in via the **NHS App**.

What if I'm late for my appointment?

We allow up to 10 minutes beyond your scheduled time. If you arrive later, we will make every effort to accommodate you, but you may need to reschedule.

How do I cancel my appointment?

You will receive a reminder the day before your appointment. Please cancel via the text message link or call reception to free the slot for others.

How do I request prescriptions?

Request in practice or via our website. Repeat Prescriptions can also be requested using NHS App.

Why can't I get two months' prescription?

It helps reduce waste and cost for the NHS.

How long does a repeat prescription take?

Typically 48 hours.

How do I get test results?

You can call the practice to ask for your test results. You will usually get contacted if your results are abnormal. Otherwise, you can check online or on the NHS App.

Do I have to tell the receptionist my symptoms?

You don't have to, but it helps us navigate you to the correct clinician. All details are confidential.

Can I request a chaperone?

Yes, you can request one whilst booking, upon arrival or during your consultation.

Tailored Services and Support

We offer face-to-face and telephone consultations. For home visits, please call us to arrange.

The practice provides **outreach services** to improve health engagement. Our clinicians visit hostels, hotels and temporary accommodations and also do street outreach for people who are rough sleeping.

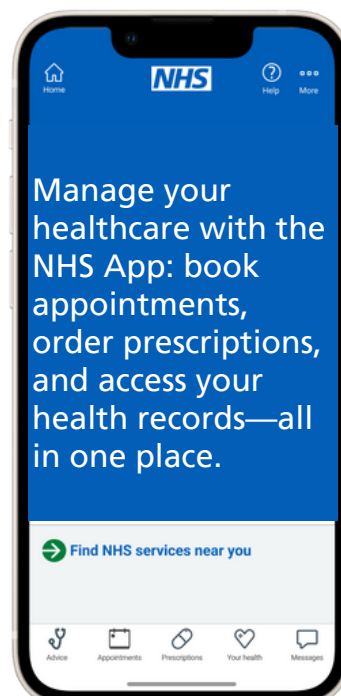
Our practice is fully accessible for patients with disabilities.

Our Services

- Free **NHS Health Checks** for ages 40-74 every 5 years.
- **Specialist care for long-term conditions** including respiratory, cardiac issues, high blood pressure, and diabetes.
- **Anticoagulation advice** on warfarin therapy and lifestyle.
- **Respiratory advice** for managing asthma and COPD with the latest treatments.
- **Diabetes support** through education, regular checks, and prevention of complications.
- **Blood pressure tests** and guidance for high blood pressure.
- **Medicine management** calls.
- Monthly Disciplinary Team (MDT) meetings.
- Self-referral services.
- Easy patient registration with no proof of address required.
- Urgent same-day appointment slots.
- Chaperone and interpreter services available upon request.
- **Additional Service:** We have **hot food delivered every Thursday** at lunch time.



Download NHS App



Sharing Your Feedback

Addressing Your Concerns

We value your feedback. The reception and management team are happy to resolve any problems. For formal complaints, please call the practice and ask to speak to the practice manager.

Friends and Family Test

If you receive the Friends and Family Test (FFT) survey, please provide your feedback to help us enhance our care.

You Said, We Did

We review your feedback monthly and create action plans, sharing them with our PPG and displaying updates in our waiting rooms and communications.

National GP Patient Survey

Between January and March, if you are selected to complete the national patient survey, your input will be invaluable in helping us improve. Results are published every July.

Zero Tolerance Policy

The NHS has a zero-tolerance policy towards violence and abuse. We have the right to remove any patient who poses a threat or is abusive from our list immediately, to protect our staff, patients, and others. Such instances will be documented in the patient's medical records.





Contact us

19 Tudor Road

London

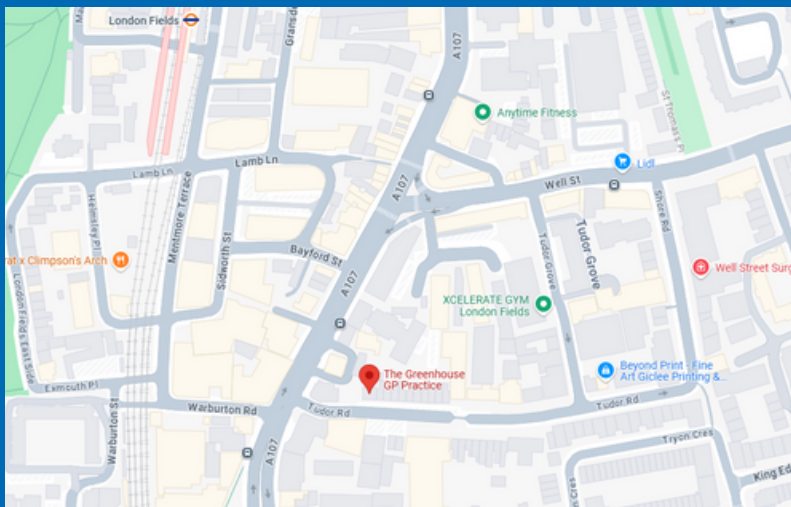
E9 7SN

Phone: 020 8510 4490

Email: nelondonicb.thegreenhouse@nhs.net

Website: greenhousegppractice.nhs.uk

Follow us on X: @GreenhousePrac1



For more information on the full range of services ELFT provides please visit the Trust website at www.elft.nhs.uk



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