



NEWHAM

Newham Transitional Practice

For people experiencing homelessness

Patient Information Leaflet



Take the first step,
contact us today!

NHS

East London
NHS Foundation Trust



We care . We respect . We are inclusive



About Us

Newham Transitional Practice (NTP) delivers comprehensive primary healthcare services, supporting Newham residents who have experienced homelessness or faced challenges registering with a GP or addressing health concerns. Operating from The Centre Manor Park and Vicarage Lane Health Centre in Stratford, NTP has exceeded national targets in cervical screening and childhood immunisations in 2024. The practice provides on-site access to the Citizens Advice Bureau once a week and offers outreach services to the homeless and vulnerable and Westbourne House Approved Premises. The team also ensures three-monthly health reviews for patients with substance misuse issues, consistently achieving a 100% completion rate.

Our Primary Care Network

We are part of the Stratford Primary Care Network in East London.

How to Register

Register in person at the practice, online or through your support worker at the hostel.

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.

Patient Participation Group (PPG)

A PPG is a group of patients working with the surgery to improve services. They focus on patient feedback and service improvements, keeping patients informed about practice updates.

Interested in joining? Visit our website for more information or reach out to a member of our administration team.

Our website: newhamtransitionalpractice.co.uk

Our Staff

Our GP Team

Dr Duncan Trathen, Lead Salaried GP
Dr Emmanuel Kensah, Salaried GP
Dr Edward Redshaw, Salaried GP
Dr Samantha Shaw, Salaried GP
Dr Yen Phan Ta, Salaried GP

Our Nursing Team

Sihle Malapela, Lead Advanced Nurse Practitioner (ANP)
Anita Barnieh, Practice Nurse
Abigail Chikwanha, Practice Nurse
Beatrice Nyantakyi, Nursing Associate
Izuchukwu Egbuiba, Healthcare Assistant (HCA)

Our Administration Team

Louise Wilson, Practice Manager
Bruna, Reception Administrator
Deborah, Reception Administrator
Khadija, Reception Administrator
Charlayne, Reception Administrator
Yasmina, Reception Administrator
Paramjit, Reception Administrator
Kirandeep, Reception Administrator



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?

No, you are registered with the practice.

Do you have female clinicians?

We have female and male clinicians.

How can I access my medical records?

Face to face, online, via SMS or 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?

In person at the practice, online via our website, through your pharmacy, or by SMS.

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, telephone, and online consultations. Please call us to arrange home visits.

The surgery is fully accessible for patients with disabilities.

Our diverse team is made of GPs, Advanced Nurse Practitioners, Practice Nurses, Healthcare Assistants, Administrative staff, First Contact Physiotherapists, Social Prescriber, Citizens Advice Bureau, Drug and Alcohol Adviser, and Mental Health Occupational Therapist.

Easy patient registration; no ID or proof of address required.

Urgent same-day appointment slots are offered.

Chaperone and interpreter services are available upon request.

Our Comprehensive Clinics

- Long-term condition management for respiratory, cardiac issues, and high blood pressure.
- NHS health checks (ages 40-74) every 5 years and new patient health check.
- Blood tests.
- Contraception and family planning follow up.
- Routine immunisations.
- NHS travel vaccinations.
- Cervical smears.
- Spirometry.
- Wound dressing.
- Mental health and learning disabilities support.
- Outreach clinics.
- Advice for drug and alcohol misuse.
- Pharmacy and medication reviews.
- Weight management.
- Ear care.
- ECG (electrocardiogram) test.
- Monthly Disciplinary Team (MDT) meetings.

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.

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.

THE GP PATIENT SURVEY



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

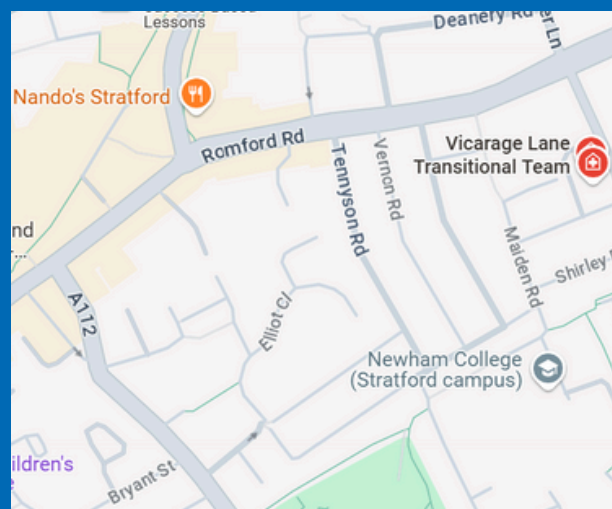
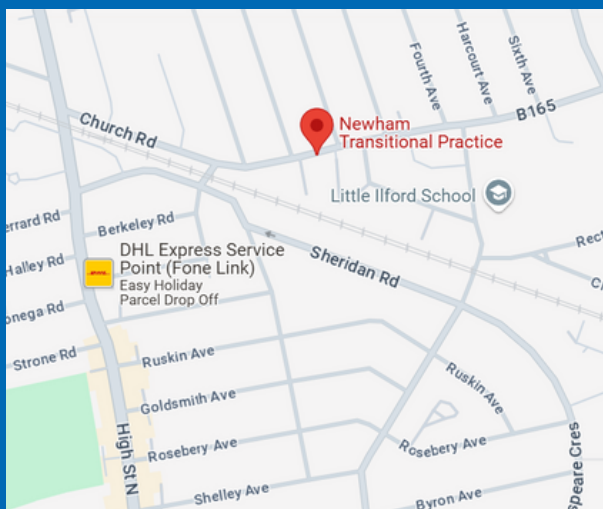
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Website: newhamtransitionalpractice.co.uk

Follow us on X: @NTP_ELFT



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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