

Tower Hamlets, Newham and Waltham Forest Community Ear Nose and Throat Service (ENT) Service

Providing a consultant led specialist ENT service closer to your home

Communitas Clinics provides a specialist Community Ear Nose and Throat (ENT) service for NHS patients across Tower Hamlets, Newham and Waltham Forest for North East London Clinical Commissioning Groups (NELCCGs). Now providing a service for Barts Health to reduce the waiting list and provide services closer to home.

This leaflet briefly explains:

- What happens to your referral once we receive it from your GP
- How to contact the service, including how you can leave feedback
- Brief service overview
- Information about local clinics
- Who are our clinicians

Reducing waiting times for ENT care

As part of this contract, NELCCGs have been commissioned by Barts Health NHS Trust to reduce waiting lists and support patients to be seen sooner for ENT care. If clinically appropriate your care may be transferred from Barts Health NHS Trust and you will be offered an appointment within the community service.

Please be assured that you will still receive the same high-quality service as you would have received at Barts Health.

Managing referrals

About Your Appointment:

Once your referral is received from your GP, our friendly administration team will contact you by telephone in the first instance to offer you a suitable appointment at a location of your choice at one of the clinic locations listed overleaf.

- This service will ensure that you are seen in the right place, by the right clinician at the right time.
- You will be referred by your GP or Barts Health NHS Trust
- Your referral will be reviewed by an ENT Consultant who will decide where it is most appropriate for you to be seen
- In some cases, we will provide your GP with a treatment plan so that they can treat your condition in your practice
- If you require hospital treatment, our team will organise an appointment for you at your preferred choice of hospital
- If it is most appropriate for you to be seen within the Enhanced Community ENT Service, a member of the administration team will call you to arrange an appointment

Communitas Vision:

*Our patients are at the heart of everything we do, with our clinical services delivered by an efficient and highly motivated team.
We provide a highly supportive environment where team members have ownership of the services they provide.*

Enhanced Community Ear Nose Throat (ENT) Service

Service Overview:

The Enhanced Community ENT service provides specialist advice and treatment for a range of ENT conditions. Our specialist ENT doctors and their multi-disciplinary team aim to diagnose your condition, arrange any investigations necessary and provide treatment as needed.

Clinics:

Locality	Clinic	Address
Tower Hamlets	The Spitalfields Practice	20 Old Montague Street London E1 5PB
Newham	E16 Health - Pontoon Dock	Royal Wharf, N Woolwich Rd, London E16 2HP – start date to be confirmed
Waltham Forest	Forest Road Medical Practice	354-357 Forest Road London E17 5JL

You can contact Communitas Clinics:

By telephone on 020 8683 6734 Lines are open Monday to Friday, 9am to 5pm.

By email: intermediate.services@nhs.net

- If you call outside of these hours, you can leave a message on the answer phone and a member of the team will return your call

The ENT Clinical Team:

Olakunle Ajayi – Consultant Clinical Lead
Sonna Ifeacho - Consultant Clinical Lead
Sen Purushotam – ENT Consultant
Konstantinos Ballas – ENT Consultant
Kifayat Ullah – ENT Specialist
Baseem Saleh – ENT Specialist
Gaurav Kansal – ENT Specialist
Esther Blenke – ENT GPwER
Costas Stamatoglou – ENT GPwER
Ali Ahmed Shuaib – ENT GPwER
Majid Sayani – Audiologist
Houman Motamedi – Audiologist

Comments, Feedback and Complaints:

Communitas Clinics strives to improve the services we deliver and we value your comments, feedback or complaint which you can leave with any member of our team via:

Email: swlccg.communitas.complaints@nhs.net

Telephone: 020 8683 6734

In writing: Complaints department, TNW Community ENT Service, 83 Brigstock Road, Thornton Heath, Surrey, CR7 7JH

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