



The North London Health Centre
Palmers Green
Broomfield Avenue
London N13 4JJ
Tel: 020 8886 3631
Fax: 020 8882 8345

www.thenorthlondonhealthcentre.co.uk

INTRODUCTION

We aim to provide a high standard of medical care in a friendly and professional manner.

You can help us achieve our aim by reading this guide and following the suggestions made to ensure that appropriate services can be provided when you most need them.

This guide contains useful information about how to get the most from a visit to your surgery.

OUR PRIMARY CARE TRUST

We are part of Enfield CCG which you can contact for any details of primary medical services in the area.

Their address is: Holbrook House, Cockfosters Road, Barnet, Herts, EN4 0DR. Their telephone number is: 020 3688 2800

PRACTICE AREA

We register patients living in Palmers Green, Southgate, Winchmore Hill and surrounding areas.

NEW PATIENTS

If you wish to register with our practice, please visit the surgery during opening hours and preferably between 11.00am and 4.00pm any weekday, bringing two proof of address and a photographic identity card. On registration you will be asked to complete a registration form (or to hand over your medical card), health questionnaires and an ethnicity form.

All newly registered patients are requested to attend for a health check with our Health Care Assistant: you will be offered an appointment on registration.

ACCESS FOR PATIENTS WITH SPECIAL NEEDS

The Practice premises have access routes suitable for patients using wheelchairs or walking aids. Three doctor's consulting rooms and the Practice Nurse's room are on the ground floor. One of the patients' toilets, all of which are located on the ground floor, is fully equipped for wheelchair users.

We also provide some

PRIVATE SERVICES

Osteopathy: Self-referral: ask your doctor or reception for details.

Acupuncture

Self referral. Ask your doctor or reception for details

Counselling & Psychotherapy

We provide a comprehensive range of talking therapies both private and on the NHS.

Please Enquire at reception.

COMMENTS AND COMPLAINTS

We care about what you think and are happy to receive your views on the service we provide.

The practice operates an 'in-house' complaints procedure as part of the NHS system for dealing with complaints and welcomes the opportunity to deal with any concerns or complaints you may have. In the first instance, please contact the practice manager by letter, telephone or in person so your complaint can be investigated and dealt with promptly.

AGGRESSIVE OR ABUSIVE BEHAVIOUR

We have a '**zero tolerance**' policy towards aggressive or abusive behaviour against staff or other patients in the surgery. Any person who behaves in this manner will be removed from our patients' list with immediate effect. In some cases the Police might be called.

MEDICAL RECORDS & CONFIDENTIAL INFORMATION

This practice follows current legislation with regard to patient access to records, GDPR and other confidentiality matters.

Your medical records are held manually and on a secure computer system. Information we collect about you is only shared with other health professions when this is necessary for your care.

Information to other parties will only be passed on with your knowledge and consent. Occasionally we might be required by law to pass on information for which we may not have your consent, for example in public health issues or emergencies.

We may also need to share information with the Primary Care Trust. Much of this data would be anonymous but the PCT have similar requirements to hold data securely.

Within the practice, information is accessed on a need to know basis.

OUR CLINICAL TEAM

Four doctors and three Practice Nurses are based at the surgery and care for the practice population of approximately 8800 patients. A Dietician and Counsellors are also involved in regular clinics at the surgery. Other health professionals such as District Nurses, Community Matrons and McMillan Nurses are attached to the surgery and work closely with the doctors to provide patients with a comprehensive, high quality service.

Registrars And FY2 Doctors The Surgery is a teaching practice: normally there is a GP registrar and an FY2 doctor attached to the practice and available for consultation. Registrars are experienced hospital doctors who undergo a year at a teaching surgery in order to practice as GPs.

Our Doctors

Dr Howard Daitz – Male MBChB 1990, DCP RCP 1995, MRCP 1997, DFFP 1997

Dr Finula Farrelly- Female MBBS MRCP

Dr Pang Ng- Male MBChB BSc(Hons) DRCOG MRCP

Dr David Mass – Male MRCP BMedSci DFFP DipAllergy

Practice Nurses – Ms Cherry Francis, Ms Jane Verdicchio, Ms Hannah Dodge

You can see our Practice Nurse for:

Minor Injuries	Stitches Removal	Wound Dressings
Ear Syringing	Smears	Family Planning
Flu vaccination	Boosters	Travel vaccination & advice
Childhood Vaccinations		General Health Advice
Injections	ECG	Annual checks
Chronic Disease Management: Asthma, COPD, Diabetes etc		

CARERS

If you are a carer or have a carer please ensure you inform the surgery of this. Forms are available in reception and further details.

PATIENT PARTICIPATION GROUP (PPG)

If you are interested in getting involved please give your details to one of our receptionist's

HOME VISITS

Any requests for home visits should be made by ringing the surgery before 10.00am. Please give the patient's name, address and telephone number. You will also be asked to state the nature of the problem as this helps the doctors to decide on the degree of urgency and to plan their visits.

Please note: home visits are reserved for the elderly and the housebound and those deemed by the doctor to be too ill to attend the surgery. **Each home visit takes 5 times as long as a surgery consultation, therefore home visits will be at the discretion of the doctors – this is only for patient who live in our practice catchment area**

PATIENT ACCESS/PROXY ACCESS (ONLINE SERVICES)

Forms available at reception. Please provide photo ID.

REPEAT PRESCRIPTIONS

If a doctor has agreed that you should have repeat prescriptions, please hand in the computer slip with the items you need clearly marked.

Please allow 48 hours for the prescription to be ready and signed. Prescriptions can be collected from the surgery or can be posted to you if you provide a stamped self-addressed addressed envelope. You will be asked to make an appointment to have your medication reviewed at regular intervals, generally every 6 months.

Please Note: We have Online repeat Prescription service through our website and EPS service. If you have a preferred pharmacy please let reception staff know

TESTS RESULTS

OPENING HOURS

We are open Monday to Friday:

07.30 am – 8:00 pm on Mondays (6.30-8.00pm extended hours)

8.00 am – 6.30 pm Tuesday

07.30am – 6.30pm Wednesday and Friday

07.30 am – 8.00 pm Thursday (6.30pm to 8.00pm extended hours)

OTHER MEMBERS OF OUR HEALTHCARE TEAM

District Nurses

Employed by the Community Health Trust to provide nursing services to the house-bound and patients recently discharged from hospital. We will put them in touch with you where necessary.

Health Visitors

Employed by the Community Health Trust. They visit all families with children under five and provide advice and support for all age groups. Each Health Visitor is responsible for families in different areas. Our Health Visitor Link is Donna Heath, based at Ridge House, Church Street.

Macmillan Nurse

The Macmillan Nurse provides support and nursing for patients with terminal illness.

PATIENTS RESPONSIBILITIES...

To obtain your results ring our reception any afternoon between 2.00pm and 4.00pm

Please Note: To protect patients' confidentiality, results will only be given to the patient concerned.

Reception Staff

Our team of 8 receptionists will book your appointments, organise your repeat prescriptions and generally deal with your enquiries. It is our aim to offer a friendly and helpful service and all our Receptionists will endeavour to assist you wherever possible. Please remember that the Receptionists have a responsible job and often work under a great deal of pressure, they also have to follow practice policies and doctors' instructions, so please allow for this and be patient.

Practice Manager's – Ms Havva Yalchin, Ms Liz Ricciardi

Our Practice Manager's ensures the smooth running of our surgery and welcomes any suggestions you may have about improving our services and will be happy to deal with any problems you may have.

Practice Secretary – Mrs Lynda Michael

Our secretary offers secretarial support to the whole team and is responsible for your referral letters.

CONSULTING TIMES

Doctors: 07.30am – 12.00noon and 3.30pm to 6.30pm

Extended hours evening surgery 6.30pm – 8.00pm on Monday (pre bookable appointments only)

Practice Nurse:

Monday	8.30am-6:30 pm
Tuesday	8.30am-5.00 pm
Wednesday	8.30am-5:00 pm
Thursday	3:30pm-8:00 pm
Friday	8.30am-5.00 pm

- Keep your appointment. If you are unable to attend, please let us know as soon as possible.
- Do make more than one appointment if more than one patient needs to be seen when you come in to the surgery.
- Please request out of hours services only for EMERGENCIES.
- Please request home visit only for those that are TOO ILL to come to the surgery.
- Read the notices posted in the surgery.
- Make sure you know the opening times of the surgery.
- Find out how to arrange home visits and repeat prescriptions.
- You may not always need to see a doctor; find out what services the nurse can provide.
- Please remember we are here to do our best for you, however we all have to work to surgery policies so be patient.
- Please update us with telephone number and change of address
- Please ensure you allow adequate time for prescription requests (48 hours)
- If you wish to opt out of receiving text messages please inform reception

Patients have the right to see a doctor of their choice, within

APPOINTMENTS

In order to facilitate access to our medical services we now offer different types of appointments: pre-bookable appointments which can be booked in advance, 'on the day appointments' that can only be booked on the same day. Appointments are of 10 minutes each and can be booked either in person at reception or over the phone.

Pre-bookable appointment can be requested through our website.

Dietician

Our Dietician runs clinics at the surgery twice a month and will see patients referred by the doctor for dietary advice.

SERVICES PROVIDED

- Essential Medical Services
- Child Health Surveillance
- Childhood Immunisations
- Cervical Cytology Screening (smear test)
- Contraception
- Minor Surgery
- Maternity Medical Services
- Vaccinations and Immunisations, including flu vaccinations and travel immunisations.

OTHER SERVICES/CLINICS

Counselling: by doctor's referral

Dietician's clinics: by doctor's referral

Travel Clinic: make an appointment with the nurse for vaccinations and general travel advice.

Please Note: some vaccinations are not covered by NHS and will be charged.

Family Planning: make an appointment with any of the doctors in normal surgery time.

Antenatal & Postnatal Care Alternating between GP & Midwife

Asthma and Diabetes: our Practice Nurse holds regular clinics and aims to review all patients suffering from the above conditions at least once a year. If you would like to book an appointment please let the Nurse know. If you receive an invitation letter for a clinic, please ensure you confirm or cancel your appointment.

availability. If you would like to see a particular doctor, please let the receptionist know at the time of booking.

TELEPHONE CONSULTATIONS

We now also offer telephone consultations; if you are unable to see a doctor on the same day or if you feel that your 'problem' does not require a 'face-to-face' consultation but could successfully be dealt with over the phone, please let the receptionist know and you will be given a time when a doctor will ring you back. The receptionist might ask you details of your symptoms to facilitate the doctors.

URGENT APPOINTMENTS

Emergencies will always be dealt with, either by our clinicians or if this is not possible by referring the patient to the local walk-in centre based at the North Middlesex Hospital/Chase Farm Hospital.

KEEPING AND CANCELLING APPOINTMENTS

Please arrive promptly and remember to cancel your appointment as soon as possible if you can no longer keep it: this will enable other patients to benefit from it.

OUT OF HOURS EMERGENCIES (evenings, weekends, bank holidays)

If you need to contact a doctor in an emergency when the surgery is closed, you can ring – NHS services on 111 (details also on our website for out of hours appointments at Woodberry and Carlton House surgery)

Alternatively you can visit the Walk-in Centre situated at North Middlesex Hospital and Chase Farm Hospital (please always check our website for changes and updates)