

WELCOME TO THE PRACTICE

About the Practice

The Northern Medical Centre opened in September 2001. We are situated on the ground floor of the former Royal Northern Hospital. The Practice provides general medical services from spacious refurbished premises. We are part of the Islington **Clinical Commissioning Group (CCG)**, 338-346 Goswell Road, EC1V 7LQ, Tel: 020 7527 1000, from which details of primary medical services in the area may be obtained.

New patients living in the Practice area are welcome regardless of age, gender, race, social class, disability, health, religion, appearance or sexual orientation. Please come to Reception to register.

The Practice area extends from Tufnell Park Road to Highgate Village along Archway & Holloway Road to before the Odeon Cinema at Seven Sisters Road. If your postcode is N19, N6, N4 or N7 you are most likely to fall within our Practice area. Bus routes 17, 43, 263 and 271 pass by the surgery.

If you do not live in the Practice area our receptionists will try to assist you by giving you the name of a GP that may be nearer to you or they will give you the telephone number of the Islington CCG who may be able to help.

Disabled Persons

Our premises have suitable access for disabled persons.

Students

From time to time we have a number of medical students in the practice joining as part of their training programme. We are keen that no patient feels awkward or embarrassed by their presence. Should you feel you would prefer not to have them sit in on your consultation, please feel free to advise either the receptionist or the doctor accordingly.

Records

Most of our patient records are now kept on computer. Although we sometimes share information with outside agencies, this information is always anonymous and used only to improve health care in the community.

Your rights are also protected by the Data Protection Act. If you leave the Practice, your electronic records will be sent to your new GP but will still be kept on our system.

Satisfaction

We hope you are happy with the care you receive at the practice.

If you are unhappy with any aspect of your care, please ask to see or write to our Practice Manager.

Comments, suggestions and advice on how we can improve our service are always welcome. A suggestion box is available in the waiting area.

The practice will not tolerate violent, abusive behaviour or repeated non-attendance for appointments. Such patients will be removed from our list.

The Northern Medical Centre

580 Holloway Road, London, N7 6LB

Partners

Dr L M Kinsella MICGP, DRCOG

Dr S Thakore MA (Cantab), MBBS, MRCCGP, DFRSH

Dr C Fardon BSc, MBBS, DRCOG, MRCCGP

Dr L Yuen MBChB, MRCCGP, DFRSH, DRCOG

GPs

Dr A Rehman MBChB, DIP, OBS

Dr A Banerjee MBChB, AMRCCGP

Nurses

Mrs M Cadien RGN – Practice Nurse

Mrs E Hlebarova RGN – Practice Nurse

Manager

Ms Catherine Bourel – Practice Manager
(DEUG Economics)

Telephone: 020 3316 1800

Fax: 020 7690 2869

Email: northern.medicalcentre@nhs.net

Website:

<http://www.northernmedicalcentre.co.uk/>

Practice Opening Times:

Day	AM	PM
Monday	8.30am	6.30pm
Tuesday	8.30am	6.30pm
Wednesday	8.30am	6.30pm
Thursday	8.30am	1.30pm
Friday	8.30am	6.30pm
Saturday	9.30am	1.00pm

Appointments

To make appointments, please telephone **020 3817 3975**, come to the Practice or log in to www.patient.co.uk to book on-line. Please contact the Practice first to obtain a login and password for the Access online service.

We offer morning, evening and Saturday surgeries. We will do our best to offer you the most convenient time and the earliest available appointment. Appointments are normally for 10 minutes but if you think you may need a double appointment, please inform Reception when you book.

If you need an emergency appointment please phone and ask for a telephone consultation with our duty doctor who can then arrange to see you at the surgery.

If you cannot keep an appointment, please call us to cancel as this frees up the time for someone else.

Home Visits

Home visits are generally reserved for housebound patients or the extremely frail. If you feel you are too ill to come to the surgery, please phone before 10am (if possible) giving full details to the receptionist so the doctor can decide how best to treat you.

Personal Doctoring

Patients should choose an individual doctor in the practice as their personal doctor. This allows us to get to know you better and helps up manage your care more efficiently.

Emergency out-of-hours

When the surgery is closed, from 08:00 to 08:30am only Monday to Friday, and from 13:30 to 18:30 on Thursday, please call Care UK on 020 7388 5800. Any other time, eg evenings, weekends and bank holidays, please call NHS 111 (dial 111).

Prescription Services

Prescription requests must be made by using the tear off slip and delivered to the surgery by hand, post, or fax. They can also be requested online via our website (you need to register for the service) They are usually processed within 48 hours. The maximum will be 72 hours.

We cannot accept telephone or e-mail requests for repeat prescriptions. Sometimes you may be asked to come to see your GP before a repeat prescription can be issued.

Walk-in-Centre

There is a "Walk-in" Centre at Ritchie Street Neighbourhood Health Centre, 34 Ritchie Street, London N1 0DG. Opening Hours: Mondays to Fridays: 8am to 8pm Saturdays, Sundays & Bank Holidays: 9am to 6pm.
Tel: 020 7837 1663

Practice Nurse

- Health Check – including Blood Pressure checks and monitoring
- Immunisations – including **travel and flu immunisations**
- Cervical smears
- Wound dressing

- Family Planning
- Smoking Cessation Advice
- Children Immunisations
- Chronic Disease management – including Diabetes, Asthma and High Blood pressure

Other Services Available

- Private practice for non-registered patients
- Counselling
- Some Minor Surgery
- Baby Clinic/Child Immunisations
- Smoking Cessation
- Sexual Health
- Contraceptive Services
- Psychology

Your Rights & Responsibilities

We expect you to treat all surgery staff with courtesy and respect.

Do not ask for information about anyone other than yourself.

Tell us of any change of name, address and/or telephone number, so that our records on you are accurate and up-to-date.

Only request an urgent appointment if appropriate.

Please try to be punctual, but be prepared to wait if your own consultation is delayed by unexpected staff shortage, medical emergencies, etc. You may be advised of the expected length of time you have to wait.

August 2015