

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.

New patients living in the practice area are welcome regardless of age, gender, race, social class, disability, health, religion, appearance or sexual orientation.

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 and 271 pass by the surgery.

If you do not fall 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 you can go online to www.nhs.uk to search the nearest GP to you.

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

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 and GDPR regulations.

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.

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 us manage your care more efficiently. We do try to offer continuity of care at all times however sometimes we do experience longer waiting times for certain GP's and encourage you to take the earliest available appointment to avoid any delay to your care.

The Northern Medical Centre

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Practice Opening Times

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

Out of Hours
Please call 111

Welcome to the Practice

Appointments

To make appointments, please telephone 0203 817 3975, come to the practice or log in via patient access to book on-line. (Please contact practice first to obtain login and password)

We offer morning, evening and Saturday surgeries. We will do our best to offer you the most convenience time and the earliest available appointment. If you cannot keep an appointment, please ring as this frees up the time for someone else.

If you require an urgent on the day appointment you will be added to the daily triage service and a clinician will call you back the same day and book accordingly.

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 as early as possible giving full details to the receptionist so the doctor can decide how best to treat you.

Emergency out-of-hours

For out-of-hours advice, please call 111

I-HUB

There are various practices around Islington that offer evening and weekend appointments, please ask at reception to book into one of these to be seen outside of core hours.

Prescription Services

Prescription requests must be made by email or in person. We do not take prescription requests on the telephone. They are processed in 48 hours.

Sometimes you may be asked to come in for a review. We currently have an onsite pharmacist throughout the week who is expertly trained and can manage your prescription request efficiently.

Practice Nurse

- Health Check – including Blood Pressure checks and monitoring
- Immunisations – including **travel immunisations**
- Cervical smears
- Wound dressing
- Family Planning
- Chronic Disease management – including Diabetes, Asthma and High Blood pressure
- High Risk diseases

Other Services Available

- Private practice for non-registered patients
- Some Minor Surgery
- Baby Clinic
- Smoking Cessation
- Travel Clinic

Phlebotomy

We offer a walk- in blood taking service on a Tuesday, Thursday and Friday between 8.30am and 12.30pm

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 or address, so that our records on you are accurate and up-to-date.

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

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