

## GENERAL

The Receptionists work to rules agreed by the Doctors. We take very seriously any abusive behaviour towards any of our staff. The Partners will consider removing from the practice list any patient that is abusive or violent to any member of staff or Doctor.

Please inform the Surgery of any change of name, address or telephone number as soon as possible. Please register for on line access so you can order prescriptions, book and cancel appointments and view your records.

If you move out of our designated area you will be asked to find an alternative Doctor.

The Practice Managers welcome comments on the provision of services and suggestions and will deal with any complaints.

All patients are expected to keep to their appointment times or cancel in advance if they do not intend keeping the appointment.

All patient information is confidential and will only be given to medical personnel on a need-to-know basis and other third parties with the written permission of the patient.

We issue a Newsletter two to three times a year. Please ask at Reception for your copy.

All complaints should be directed to the Practice Manager. A copy of our complaints procedure is available in the Practice. If you are unhappy with our response to your complaint and wish the matter to be taken further, you can write to NHS England, P.O. Box 16738, Redditch, B97 9PT (telephone 0300 311 2253).

This Practice operates under NHS England and they can be contacted by email at [england.contactus@nhs.net](mailto:england.contactus@nhs.net) or telephone 0300 311 2233.

Further details of Primary Care Services in the area can be obtained from Enfield Clinical Commissioning Group (CCG) on 0203 688 2880 or visit [www.enfieldccg.nhs.uk](http://www.enfieldccg.nhs.uk).

Comprehensive up-to-date health information can be found at [www.patient.co.uk](http://www.patient.co.uk).

We extend to you a warm welcome to our Practice. To assist you, we have set out in this leaflet the services that we provide at the surgery

**Winchmore Hill Practice & Park Lodge Medical Centre**  
**GREEN LANES SURGERY**  
**808 GREEN LANES**  
**WINCHMORE HILL**  
**LONDON N21 2SA**

Tel: 020 8350 5000

WEBSITE:

[www.winchmorehillpractice.nhs.uk](http://www.winchmorehillpractice.nhs.uk)  
[www.parklodgemedicalcentre.co.uk](http://www.parklodgemedicalcentre.co.uk)

The practices are located in a purpose built building which is fully compliant with CQC (Care Quality Commission) requirements. The building has good access for patients and meets the needs for disabled, elderly and all other patient groups. We have a stable workforce with 5 GP partners, 5 salaried doctors and currently 4 trainee doctors. The doctors offer full medical services and in addition offer joint injections and full contraceptive services including coils and implants. It has a full nursing team with nurse practitioners, practice nurses, trainee nurse and 2 health care assistants. The practice has a full administrative team with receptionists, secretaries and a practice manager.

### GP PARTNERS

**DR R NOOR (female)**  
MB ChB (1986) MRCGP

**DR C SANKARAN (female)**  
MB BS (1991) MRCGP

**DR V THIAGARASAH (male)**  
MB BS B.Sc MRCGP

**DR R PARBHOO (male)**  
MB BS MRCP MRCGP DCH

**DR T TAKLA (female)**  
MB BS 2000 MRCGP

### SALARIED GPs

**Dr S GRAYEFF (female)** **Dr S EVANS (female),**  
**Dr H TAYLOR (female)** **Dr L GALUSZKA (female)**  
**Dr R OSIJO (female)**

**SURGERY OPENING HOURS:**

**Weekdays 8.00am - 6.30pm**

**Late nights: Mondays & Wednesdays until 8.00pm (pre-booked appointments only)**

**FOR URGENT MEDICAL ATTENTION AT ALL OTHER TIMES,  
PLEASE TELEPHONE NHS 111. CALLS TO 111 ARE FREE FROM  
LANDLINES AND MOBILES.**

To **REGISTER** as a patient please check with Reception to see if you live within the Practice area. The Receptionist will then guide you through the formalities.

**APPOINTMENTS** may be arranged by telephoning the Surgery, or in person at the desk between the hours of 8.00am – 6.30pm Monday to Friday. Many appointments are now available for booking via our website, please ask at Reception for details.

We have an appointment system designed to offer quick access appointments within two working days to patients for all matters. To plan our work, and so minimise waiting, it is important that all quick access or urgent appointments are received in the morning whenever possible. Requests for quick access appointments for routine problems received late in the day may be asked to attend the next day. Any registered patient has the right to book an appointment with a clinical member of staff whenever they require an appointment.

We provide an extended hours service two evening a week currently every Monday and Wednesday between 6.30pm – 8.00pm. Please ask at Reception for details

**TEST RESULTS** may be obtained between 2.00pm-6.00pm by telephone.

**HOME VISITS** are provided only for totally housebound patients too ill to be brought to the Surgery. If a home visit is unavoidable, please make the request before 10.00am. Only emergency home visits can be requested after 12.00 noon.

If you wish to **speak to the Doctor** on the telephone, please telephone 020 8350 5000 and follow the instructions. If your call is **medically urgent**, please advise the Receptionist. If it is not medical or non-urgent, your call may be returned any time within 24 hours of receipt.

**REPEAT PRESCRIPTIONS must be requested in writing** (not faxed or over the telephone) and will be ready after two clear working days. Your request can be submitted either through the post or the internet, putting it in the box in the entrance lobby or via the chemist when the Surgery is closed. If you enclose a stamped addressed envelope, the prescription will be posted back to you. We can make special arrangements for housebound patients living alone. Please ask at Reception.

You will receive a counterfoil with each repeat prescription. Please tick the items you require. Please indicate on the counterfoil if there are any variations in prescription requests. Many local chemists will pick up your prescription and you can then pick the prescription up direct from them. You can also order on-line. Please ask in Reception for details. We issue 1 months' supply of medication at a time although arrangements can be made for extra supplies to cover holidays. We do not prescribe medications that are easily available over the counter as per the advice of the local Clinical Commissioning Group.

## **SICKNESS CERTIFICATES & OTHER FORMS/EXAMINATIONS**

Sickness Certificates are issued after 7 days of self-certification. Private certificates can be issued for this period for which a fee is payable.

Completion of medical insurance claim forms, and other non-NHS work, all attract a fee. Fees chargeable will be displayed at the reception desk. Forms that need completing by a Doctor may take up to 2 weeks to complete.

## **SERVICES**

### **Doctors:**

The Doctor will see all patients requiring NHS treatment for any medical condition. He/She will also see patients for private medical reports and insurance claims but this work attracts a fee as stated above. He will also see, on a private basis, patients not entitled to free NHS treatment.

### **Nurse Practitioners:**

We have 2 nurse practitioners who see minor ailments and appointments are offered on the day.

### **Practice Nurses:**

Daily clinics by appointment are provided by our team of Practice Nurses for family planning, cervical smears, injections, childhood immunisation and travel vaccinations, travel advice, dressings, well-person checks, weight, blood pressure, asthma and diabetic checks.

### **Practice Nurses / Health Care Assistants**

Julie Crouch	RGN, BSc
Lynzie Pochetty	RGN, Diploma in Nursing
Sasha Eghbers	RGN
Susan Fuller	Diploma in Health and Social Care Level 3
Jane Gough	HCA NVQ Level 1

**Midwives** are employed by the Enfield Primary Care Trust and work here for two set surgeries a week.

### **Enfield Community Phlebotomy Service.**

A Phlebotomy service is available at the Surgery every morning. This is run by North Middlesex Hospital. If the doctor has asked for a blood test, the details of the call centre will be on the form.

### **Other services:**

For people with disabilities we have a lift to the first floor consulting rooms and disabled toilet facilities are available on both the ground and first floor.

We have a Surgery Pod next to the Reception area. This checks your blood pressure and also allows you to check your weight and work out your body mass index. Please ask at Reception for details.