

Highbury Grange Medical Practice

PRACTICE LEAFLET

2013-2014

Patient rights and responsibilities

All patients should be treated with respect and are entitled to complain if they feel that any staff member has been discourteous. Please see reception for a complaints form.

Please inform us of any change of details, including any changes to your contact number, address, name. We may need to use your telephone number and other contact details to inform you of test results, hospital communications etc.

If you are unable to attend an appointment it is important that you cancel the appointment with as much notice as possible so the appointment can be made available to someone else.

Confidentiality and information about you

All our staff are under a legal duty to keep personal information about you confidential. Under certain limited circumstances we do share your personal information with other health organisations. For example if your GP refers you to a specialist, we will send relevant information about you to the specialist in the referral letter.

Under the Data Protection Act, patients are entitled to apply for access to their records. Please contact the management team for more information.

GP services when the surgery is closed

If you telephone outside opening hours you will receive an automated message providing you with a telephone number to contact if you need urgent medical attention.

Between 18.30 and 08.00 on a weekday, or all weekend and bank holidays your problem will be dealt with by a doctor from NHS 111. This service provides out of hour care services for our patients. NHS 111 can be contacted on: 111 free from mobiles and landlines.

Alternatively, you can access a GP for treatment at either of the following:

Ritchie Street Neighbourhood Health Centre, 34 Ritchie Street, London, N1 0DG. Tel: 020 7837 1663 Mon-Fri 08.00-20.00 and weekend and bank holidays 09.00-18.00

Urgent Care Centre, Whittington Hospital, Magdala Avenue, London N19 5NF
Tel: 020 7288 5216 (8am to 10pm every day). Note - this is in the same location as Whittington A&E but please make sure you attend the Urgent Care Centre not A&E




1-5 Highbury Grange

London N5 2QB

Tel: 020 7226 2462

Fax: 020 7226 3375

www.highburygrangemedicalpractice.co.uk



Highbury Grange Medical Practice

The purpose of this leaflet is to provide existing and prospective patients with essential information about the practice. This covers basic matters such as who we are, how to register, what services we provide and how to use these services.

Opening hours



The surgery is open at the following times:

	Morning	Afternoon
Monday	09.00-13.00	15.00-18.30
Tuesday	09.00-13.00	15.00-18.30
Wednesday	09.00-13.00	CLOSED
Thursday	09.00-13.00	15.00-18.30
Friday	09.00-13.00	15.00-18.30

We also have an extended surgery on Thursday evening's with a GP and a practice nurse from 18.30-20.30 and a Saturday morning clinic with the nurse from 9 am till 1 pm. These are appointment only.

Repeat Prescriptions

To obtain a prescription you will normally be seen by a doctor or nurse. However if you have any 'repeat medicines' (items prescribed on a regular basis) you may be able to obtain further prescriptions without seeing a clinician.

To obtain a repeat prescription you **MUST**:

- tick the appropriate box on the repeat side of prescription or fill in a prescription request form available at reception
- Hand in, post or fax the request. **Requests will not be accepted over the phone**
- Allow **48 hours** from time of receipt to collection of prescription

Test Results

Please contact the practice between 10:30am—12:30 for any test result when the phone lines are less busy.

Location, public transport and parking

The surgery is located at the ground floor of Woodstock house.

Parking in the area is limited as restrictions apply for non-residents.

Bus routes 4, 19 and 236 stop in Highbury park, a 3 minute walk from the practice.

The nearest tube stations are Arsenal (Piccadilly line) or Highbury and Islington (Victoria line)

The nearest British rail stations are Drayton park or Highbury and Islington

Access for disabled patients

There is a ramp leading to the entrance doors.

There are automatic sliding doors at the main entrance and no internal steps within the practice.

Disabled toilets are available.



Making an appointment continued

Advance Bookable Appointments

You will be able to make an appointment to see a doctor or a nurse up to 3 weeks in advance. You can make an appointment in person or via the telephone. If you wish to see a specific doctor please mention this when booking. Please note that doctors' appointments last 10 minutes. If your problem cannot be dealt within this time, we will offer you a further appointment. If you have more than one problem please mention this at the start of your consultation so that you and the doctor can decide which is the most important and start there. Again, a follow-up appointment may be necessary. In exceptional circumstances, we may be able to arrange a double appointment.

Home Visits—A home visit will only be made to a patient who is housebound or is too ill to attend the surgery. If you request a home visit the doctor may

Online Services

Patients are able to access on-line service to book appointments, request repeat prescriptions and view aspects of one's medical record via the practice website or by logging onto <https://patient.emisaccess.co.uk/Account/Login>

Patients will require log on details to access these services. Patients must present to the practice with photographic identification to obtain this.

Baby Clinic

If your child is due for his/her next immunisations, please book an appointment in one of the following baby clinics:

MONDAY 13.30-15.30

FRIDAY 09.30-11.30

PLEASE attend with your child's immunisation record

Blood Test Clinics

There is a community Walk-in blood test clinic which operates at the Health Centre on Mondays & Thursdays from 09:00—12:30.

Please note the phlebotomist will see the first 40 patients. Alternatively you can attend the walk-in blood test clinic at the Whittington Hospital; Mondays—Fridays 09:00—16:00

Clinical Team

Highbury Grange Medical Practice is a partnership practice consisting of three doctors. Our clinical team also includes two practice nurses and a health care assistant.

- Dr Trosser, BSc, MMBS, MRCP (Partner)
- Dr Holthausen, State Examination Medicine (Berlin) (Partner)
- Dr McCullagh, MBBS (Partner)
- Mille Borup, RGN (Nurse Practitioner)
- Diana Sarpong (Practice Nurse)
- Beatriz Palacio (Health Care Assistant)

When necessary our permanent medical team is supported by additional doctors or nurses. It is our practice policy to use the same support doctor or nurses whenever possible.

Practice Team

Practice Management

Ms Fateha Khatun (Practice Manager)

Mrs Carol Mackney (Finance manager)

Mrs Jaimie Mounsmie (Reception Manager)

Reception Team

Shanika Wallace

Somaia Sultana

Patrice Henry

Pooja Bahadoor

Patient Participation Group (PPG)

The Practice has its own patient participation Group and is interested in the view and perspective of patients to help improve services. If you would like to join the PPG, please ask reception for more details.



Our Services

Services that are provided free under the NHS are:

- Routine/emergency appointments with the doctor/nurse
- New patient health checks
- Smoking cessation advice
- Immunisations, including childhood
- Cervical Screening
- Chronic conditions annual check ups
- Dressings/removal of sutures
- Ante/post natal care
- Contraception

Services that may require a fee:

- Travel Immunisations
- Passport Applications
- Private sick notes
- Pregnancy Testing
- Medical examinations for insurance companies etc
- Anti-malarial
- Naturalisation forms
- Private Prescriptions
- Private Letters

PLEASE ASK RECEPTION FOR DETAILS OF FEES

Minor Ailments Scheme

The practice operates a minor ailments scheme. This is to help treat any minor conditions with the help of a pharmacist. You can obtain a minor ailment voucher from the reception desk and obtain advice from pharmacist and free medication if you are exempt from prescription charges.

Named GP

As from July 2015 all practices are required to provide all patients with a named GP who will be responsible for the overall care provided by the practice. A member of the practice team will be able to let you know who your GP is. Should you have a preference for your named GP, please contact the Reception Manager who will endeavour to accommodate your request. This does not prevent you from seeing any GP in the practice as you currently do.

How to register as a patient

We welcome new patients who live within our catchment area.

If you live within the practice area (includes all N5 and a number of N4 postcodes) and fulfil the registration criteria you are able to register as a regular patient.

PLEASE NOTE, ALL NEW PATIENTS MUST ATTEND A NEW PATIENT HEALTH CHECK WITH A HEALTH CARE ASSISTANT BEFORE THEIR REGISTRATION IS COMPLETE.

Registration Criteria:

The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability, or medical condition.

New patients must meet the following requirements:

1. Current address in practice area
2. Must attend for a New Patient Health Check
3. We require your NHS number (not National Insurance number) for registration, except where this is the first NHS registration.
4. Have separate proof of identity and residence

Making an appointment

Same day request for appointments

When a patient contacts the surgery and requests to be seen on an urgent basis the reception team will ask for brief information about the nature of your medical problem. This process will apply to urgent requests whether the patient has attended in person at the surgery or telephoned the practice.

You can contact the practice from 9 am till 10.30 or 3 pm till 4 pm to request a same day appointment however please note the practice is closed half day from 1 pm on a Wednesday.