**Repeat Prescribing Policy**

Requests should be made using the repeat slip attached to your prescription, pharmacist or via online. We do not accept prescription request over the phone. Tick only those items required.

You will need to see or speak to a doctor for items not on that list.

**We do not accept telephone request for repeat medications.**

Please give 48hrs notice for repeat prescriptions. You can collect your prescriptions, or we can send to a pharmacy via EPS service. Prescriptions can also be ordered online via patient access. Please see reception to register for this service.

**Blood tests**

These are normally done at the Hornsey Central and Neighbourhood Health Centre and other centres provided by Whittington hospital. Appointments are booked through-referral service. You will be sent a text with instruction to book your appointment.

**Test results**

It is recommended that you get your results either by seeing a doctor or phoning the practice.

We undertake to try and inform you about test results that require action. We may do this in a follow-up appointment if we have agreed this with you. In the absence of such arrangements, notification may take the form of a standard text, and does not necessarily mean that a serious problem has been found. It is your responsibility to make sure that the practice has up to date contact details so that we can get in touch if we need to.

**Useful telephone numbers**

111 (if you need fast medical help)

Hornsey Central Neighbourhood Health Centre

020 3074 2400

Whittington hospital 020 7272 3070

Royal Free Hospital 020 7794 0500

University College Hospitals 0845 155 5000

North Middlesex Hospital 020 8887 2000

St Ann’s Hospital 020 8442 6000

Chase Farm Hospital 020 8375 2999

MIND in Haringey 020 8340 2474

National domestic Violence helpline 0800 2000 247

**Patients Participation group**

We aim to try and offer the services that our patients want, within the limits of our resources. We welcome input from patients so we can ensure that we understand patients’ views on the services we provide, and so we can make appropriate changes. If you would like to become a member of the group, please speak to the practice manager.

**Summary care record**

The NHS summary care Record (SCR) is an electronic summary of key clinical information (including medicines, allergies and adverse reactions) about a patient, sourced from the GP record. It is used by authorised healthcare professionals, with the patient’s consent, to support their care and treatment. If you wish to opt out from SCR please speak to a member of the reception team.

**Complaints and suggestions**

A Friends and Family form can be obtained from reception or via practice website for any comments you may wish to make, good or bad. We hope that you are satisfied with the service we provide, but if for any reason this is not the case, you may speak to the practice manager. Alternatively, you may prefer to write. All complaints will be recorded and acknowledge within 3 days.



50, Park Road, London N8 8SU

Tel 020 8347 3330

Email: vale.practice@nhs.net

www.valepractice.com

**GP Partner**

Dr Neemisha Tailor

MBBS, MRCGP, DFSRH

**Managing Partner**

Pamela Mathews

**Salaried GPs**

Dr Joanna Cowan

MbChB, DRCOG

Dr Laura Giles

MBBCh MRCGP DCH

Dr Jack Heward

MBBS

Dr Min Jung Kim

MBBChir, MRCGP

Dr Nigel Mendes

# MA (Cantab), MBBS, MRCGP,

# DRCOG, DCH, AFHEA

**Practice Nurse**

Nimfa Enriquez

Lillian Garcia

**Reception Manager**

Joyce Nabubuya

23/07/24

**TO SPEAK TO THE DOCTOR, PLEASE CALL BETWEEN 8:30AM AND 10:30 AM**

**Opening hours**

Monday: 08:30am-06:30pm

Tuesday: 08:30am-06:30pm

Wednesday: 07:30am-06:30pm

Thursday: 08:30am-06:30pm

Friday: 07:30am-06:30pm

Phone lines closed: 12:00pm-02:00pm

Surgery closed: 01:00pm-02:00pm

**Doctor appointments**

Appointments are for 15 minutes or 10 minutes and can be made by phoning the surgery. Please see reception to register for the online service. We offer appointments on the same day. Please see on the day appointment section below.

**Doctor On the day appointment**

We have a on the day telephone consultation appointment. If you ring for appointment, the reception staff will offer you either a telephone or a face-to-face appointment with one of the GPs. To book appointments with a doctor please call between 8:30am and 10:30am on 02083473330.

**Nurse Appointments**

Our nurse is trained to deal with minor injuries and illness, dressings and suture removal etc. She also provides contraceptive advice, cervical smears, travel immunisations and infant and child immunisations.

Please let us know 24 hours in advance if you cannot attend an appointment so that other patients may use it.

**Home visits**

These are offered to patients who are housebound, or too unwell to attend the surgery. Please call before 11:00am (if possible) as these will normally be done at lunchtime. Home visits during surgery hours are

disruptive to patients who have booked appointments and are reserved for true medical emergencies only. We will always try to speak to you before visiting.

**Emergencies**

If you need to see a doctor urgently, please let the receptionist know. He/she will arrange for you to speak to/see the doctor as soon as possible. When the surgery is closed, you should telephone 111 for medical help, or dial 999 for an ambulance if your medical condition is critical.

**Online service**

For your convenience, you can order repeat prescriptions and book appointments on-line. Please speak to our reception staff for further details.

**Dedicated services**

* **Postnatal checks**

Postnatal checks require 30 mins appointments for mother and baby with a GP and additional 15 minutes with the Nurse for baby immunisation. Postnatal checks are carried out at 8 weeks post-delivery with a GP and 8-week Baby immunisation will be administered on the same day by our Nurse.

* **Childhood immunisations**

These are administered by our nurse.

* **Contraception**

Our nurse is trained to provide contraceptive advice. Alternatively, you may see one of the GPs. We can also give you information about local family planning clinics.

* **Travel immunisations**

We offer nurse appointment slots for travel immunisations. Please allow 8 weeks to get these organised before your trip, as it may take time to complete the vaccination schedule.

* **Diabetes**

Please book a double appointment with our nurse for annual reviews. Otherwise, appointments are offered in normal surgeries.

* **Psychotherapy**

We currently have psychotherapists offering appointments. This enables some of our patients to gain prompt access to this form of treatment.

**Telephone access to doctors and the nurse**

We appreciate that some matters may be dealt with adequately and more appropriately by telephone. Messages from patients are logged, and the doctor/nurse will try and respond as quickly as possible. They will not be able to speak to you when they are consulting with patients unless it is an emergency.

**Out of hours**

If you need medical help fast but it’s not a 999 emergency, please call 111. You will be assessed, given advice and directed straightaway to a local service that can help you best. You can ring the 111 number 24 hours a day, 7 days a week, 365 days a year. Calls from landlines and mobiles are free.

**Please do not attend Accident and Emergency unless you really have had a significant accident or have a medical problem serious enough to need hospital input.**

**Doctors in training**

At times, we have doctors in training and/or medical students working at the practice. They will always be supervised by one of the GPs here. If you do not wish to be seen by a trainee or student, please inform the reception staff.