

APPOINTMENTS

The surgery operates an appointment system. You will need to telephone or come to the practice during opening hours to make an appointment with the doctor or nurse. You can also register for online access to book appointments on the web.

<https://patient.emisaccess.co.uk>

PLEASE NOTE THAT IF YOU ARRIVE MORE THAN FIVE MINUTES LATE FOR YOUR APPOINTMENT, YOU WILL NEED TO RE-BOOK.

Patients can speak to a doctor or nurse over the telephone during surgery hours. The receptionist will ask for your details and will pass these to the doctor or nurse on call. Depending on the urgency, the doctor or nurse will either speak to you straight away or will call you back at the end of the surgery session.

PRACTICE DUTY DOCTOR

The Practice Duty Doctor is on call from 8am to 6:30 pm - Monday to Friday to deal with queries from Patients and Health Care Professionals.

URGENT APPOINTMENTS

If you need to see the Doctor for a **Medical Urgent Problem** please Telephone the surgery the surgery between 08:30 and 09:30am & 15.00 and 16.00pm. You may be given a telephone consultation to assess the problem.

HOME VISITS

These are available for those whose illness prevents them from attending the surgery. Please ring before **10:00 a.m.** Home visits are time consuming and put considerable pressure on the doctor. Please use this service responsibly.

YOUR ALLOCATED DOCTOR

You will be allocated to a specific doctor at the practice and you will normally be seen by your allocated doctor each time you come. If your doctor is away, you will be seen by another of the doctors in the practice. If you attend as an emergency, you will be seen by the doctor on duty. See overleaf for attendance times.

TEST RESULTS

If you telephone in person, between **2 & 3 pm** we will give you the results of your tests once they have been seen by the doctor. **Please do not ask anyone to phone for you as we will not give your results to anyone else.**

OUT OF HOURS

When the surgery is closed, please telephone the surgery number overleaf. IN CASE OF AN EMERGENCY, a recorded message will inform you how to contact the duty doctor.

REPEAT PRESCRIBING

48 hours notice in writing (2 working days) is required for repeat prescriptions. Please do not leave your medication until you have run out. Remember that your medication is your responsibility.

EMERGENCY CONTRACEPTION

Emergency contraception is available from the doctor or local pharmacist.

PRACTICE NURSE

Available for chronic disease management and review, routine blood tests, dressings, smears, immunisations, removal of stitches, ear syringing, etc. Please make an appointment at reception

ADDITIONAL SERVICES

Please ask for details at reception

- Diabetic Clinic
- Asthma Clinic
- Travel Clinic

- Preventative Health & Well Person Screening
- Medical examinations not covered by the NHS
- Smoking Cessation Clinic
- Weight Management Advice
- Pre-Conceptual Advice

EXTENDED HOURS SERVICE

We now offer an extended hour's service for working people who find it difficult to get to surgery in normal hours. You can make an appointment with the doctor during the following times

Monday 18:30 to 19:15 (Whiston Road)

Monday 18:30 to 19:15 (Southgate Road). - (Nurse/HCA -18:30-19:00)

PRIMARY HEALTH CARE TEAM

Doctors	Dr. R. P. Tahalani Dr. K. P .S. Sabharwal Dr. R. Kumar Dr. M. Rai (locum) Dr. S. Heap (locum) Dr. J. Greene (Salaried)
Practice Nurse	Norah Hodge Shabana Begum Khawar Sohail
H.C.A	Magdi Ibrahim
Practice Manager	Margaret Oram
Secretary	Carol Watkinson
Administrator	Natascha Tuyau
(Reception Supervisor)	Joanne Smith
Reception Staff	Shirin Kemp Laura Gayle Chaquela Taylor Promy Begum Janet Webb Lisa smith

DATA PROTECTION ACT

We are required under the Data Protection Act (1999) to inform you that some of the information you have supplied will be held on computer or in paper-based files and will become part of your personal confidential patient record and may need to be shared with other health professionals.

SUGGESTIONS AND COMPLAINTS

We welcome any suggestions for improving our service. If you have a complaint, please feel free to speak or write to our Practice Manager or the doctor.

REGISTERING WITH OUR PRACTICE

Our practice covers parts of the following post code areas.

E2 - E8 - N1

For full details please speak to one of our reception team or visit our website

USEFUL NUMBERS

Hospitals

Homerton	020 8510 5555
St. Bartholomew's	020 7377 7000
St. Leonard's	020 7301 3000
Whittington	020 7272 3070
Royal London	020 7377 7000
University College	020 7387 9300

Other numbers

Dial-a-ride	020 8829 1217
Help the Aged	020 7253 0253
Citizens Advice Bureau	020 7608 1395
Local Chemist	020 7704 2987
	020 7739 7482
	020 7254 6910

For general health advice and information go to:

- www.nhsdirect.nhs.uk
- NHS Direct Interactive on digital satellite TV by pressing the interactive button on your remote control
- NHS Direct 111

HOURS OF OPENING

The reception is open for routine enquiries, booking appointments, delivery and collection of prescriptions during the following times:

MONDAY, TUESDAY, WEDNESDAY, THURSDAY AND FRIDAY	0800 - 1830
THURSDAY - WHISTON ROAD SITE	0800 - 1300
THURSDAY - WHISTON ROAD SITE <u>ONLY</u> TELEPHONE DIVERTED TO SOUTHGATE ROAD	1300 - 1830

IN ADDITION TO THE ABOVE TIMES, WE OPERATE AN EXTENDED HOURS SERVICE FOR WORKING PEOPLE WHO HAVE DIFFICULTY ACCESSING SERVICES. YOU CAN BOOK AN APPOINTMENT WITH your DOCTOR

Monday 18:30 to 19:15 (Whiston Road)

Monday 18:30 to 19:15 (Southgate Road)

Monday 18:30-19:00 Whiston Road or Southgate Road (Nurse/Health Care Assistant)

Did you know GPs are no longer required to countersign your passport or driving licence application form? Opticians, dentists, civil servants, religious ministers, bank and building society officers and many other professionals can also do this for you.

Did you know you don't need a sick note if you are off work for less than seven days? You can self-certify. Contact your personnel officer at work for details.

Don't forget you don't always need to see your GP for advice on coughs and other minor health problems. You can see the practice nurse or local pharmacy instead.

Did you know you can now book your appointments on-line & order your repeat prescriptions. <https://patient.emisaccess.co.uk>

DISABLED ACCESS / TOILETS ARE AVAILABLE IN THE SURGERY

WELCOME TO OUR PRACTICE!

www.southgateandwhistonpractice.nhs.uk

CAHCCG.Southgate-WhistonRoadPractice@nhs.net

Southgate Road Medical
Centre
101-103 Southgate Road
London N1 3JS

Whiston Road Practice
Ground floor, St Leonards
Hospital
219 Kingsland Road
London E2 8AN

Tel: 020 7704 2233

Fax: 020 7704 2299

Tel: 020 7739 8625

Fax: 020 7739 9162

Out of Hours Telephone Number 111

This leaflet is to give you some information about our practice. We are **one practice team based at 2 sites**, and our patients are welcome to be seen at **either site**. We have been based in the area for over 30 years and we take pride in offering ease of access and continuity of care for our patients.

Dr. R. P. Tahalani	(M)	MBBS 1973 FPA Cert (London)
Dr. K. P. S. Sabharwal	(M)	MBBS 1975 DCH, LRCP, LRCS, LRCPS
Dr. R. Kumar	(M)	MBBS 1973

How to get to Southgate Road Medical Centre

Buses: 21, 76, 141

How to get to Whiston Road Practice

Buses: 67, 149, 242, 243, 394

Tube: Old Street - 15 minutes