

## Violence

We treat every patient with respect and we ask patients to respect the surgery. We have a **Zero Tolerance** policy towards violence.

## Private patients

Please enquire with a member of staff if you require private consultation with a doctor.

## Local information

### Nearby late night pharmacies

*This is provided as a courtesy. We do not endorse any pharmacy.*

**Tesco Colney Hatch** (open until 9pm) 0208 210 7000

**Boots Whetstone** (open till midnight) 0208 343 8596

**Warman Freed Golders Green** (open till midnight) 0208 455 7776

### Blood test sample facility

Hornsey Neighbourhood Health Centre

151 Park Road N8 8JD

Mon-Fri 8.30am-1.00pm: first come, first served. Under 16-year-olds are not suitable for this clinic

### Haringey Citizen Advice Line

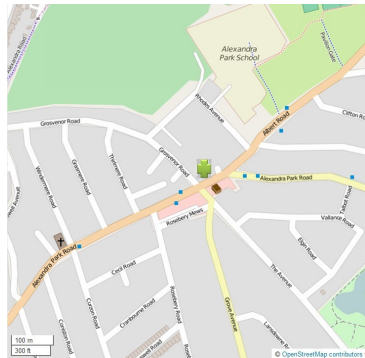
0844 8269715

### Getting here

Buses: 102, 184, 299

Underground: Bounds Green

Train: Alexandra Palace/ Bowes Park



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### Access For Disabled

The surgery has disabled access and toilet facilities. Consulting rooms are on two levels – please inform staff if you have difficulty with stairs.

### Parking

There are free parking spaces on neighboring streets. Please beware that the library car park is for their staff only. We wish our forecourt to be used by patients with a disability or bringing small children.



125 Alexandra Park Road, London N22 7UN

## INFORMATION LEAFLET



**Telephone**

020 8888 2518

**When closed**

**111 (for emergencies)**

**Fax**

020 8888 3815

**Website**

[www.alexandrasurgery.com](http://www.alexandrasurgery.com)

**Online access:**

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

You may also make appointments, request repeat prescriptions, and view your test results online. Please contact us to activate your Online Access account.

This leaflet is available in **larger print** in English.



## About Alexandra Surgery (Haringey CCG -PMS)

CQC inspection ratings (Latest report published on 6 April 2017)

Safe: Good ●  
Effective: Good ●  
Caring: Good ●  
Responsive: Good ●  
Well-led: Good ●

Older people: Good ●  
People with long term conditions: Good ●  
Families, children and young people: Good ●  
Working age people: Good ●  
People who may be vulnerable: Good ●  
People experiencing poor mental health: Good ●

### How to register

Our practice area – N10, N11, N22. We also cover some parts of N8, N12, N15, N17, N18, N19.

Please bring photographic ID and NHS number to our reception. You may download registration forms from the internet, but cannot submit them online. Proof of address will be helpful.

From 5 January 2015, GP practices have the discretion to register people living outside their practice area. However, this is voluntary and the practice is not bound to accept any patient. The practice will consider each request individually, whether it is clinically appropriate and in the best interests. For new patients living outside the practice area, the GP practice will have no obligation to visit them at home.

New patients will be offered a consultation check with our Nurse or Health Care Assistant by appointment.

They will also be asked if they agree to receiving mobile text messages and email, and whether they consent to Summary Care Records being shared within the NHS.

A Medical Card will be issued directly by the NHS.

## Patient Participation Group (PPG)

Our PPG, set up in 2011, consists of volunteer patients, our practice managers and the GPs. We get in touch on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.

We engage patient representatives in face-to-face group meetings, by email for personal discussion, and via social media.

The PPG members profile reflect a range of age, gender and ethnicity. We are continuously seeking to broaden representation of specific groups among our patients.

The contribution of our PPG and the outcomes are published annually on our website:

[www.alexandrasurgery.com](http://www.alexandrasurgery.com)

Please contact our Practice Manager, Abhi Sivananthan, if you are interested in joining the group:

Tel 020 8888 2518 or E-mail [alexandrasurgery@nhs.net](mailto:alexandrasurgery@nhs.net)

### Comments and Complaints

We are always looking for ways to improve our services. If you experience any problems or have suggestions, kindly put these forward to our Practice Manager. She will acknowledge your comments and respond to them as soon as possible.

You may:

- write to Abhi Sivananthan, Practice Manager, at our address
- fax to us on 020 8888 3815
- e-mail us at [alexandrasurgery@nhs.net](mailto:alexandrasurgery@nhs.net)

When making a complaint, you may request support from the **NHS Advocacy Service**. Their advice is free, independent and confidential.

Helpline: 0300 330 5454

Textphone: 0786 002 2939

Fax: 0330 088 3762

Email: [nhscomplaints@voiceability.org](mailto:nhscomplaints@voiceability.org)

## **Repeat Prescriptions**

If you are on regular medication, your doctor may have authorized repeats on your computer record. You may request periodic supply without seeing your doctor, for a maximum of 6 months.

Prescriptions can be sent safely and rapidly by **electronic** channel to a pharmacy of your choice. Please indicate your preferred pharmacy or whether you will collect a paper prescription from the surgery.

**Please allow 48hours for a repeat prescription to be processed**

Repeat prescriptions can be requested in several ways:

### **1. Via your online account**

Please register for electronic access to repeat prescriptions. You may apply for this facility at reception.



### **2. Return the list attached to your last prescription**

- If you no longer have the list, please ask reception to print out a replacement for you.
- Please select items you require and drop the list in the box at reception, or send by post to the practice.
- If you wish to receive your prescription by post, please enclose a stamped self-addressed envelope.

### **3. Write clearly or preferably type a list**

You may post, fax or hand in this to the surgery

### **4. Collection by your preferred pharmacy**

Some local pharmacies will request for and collect your prescription at the surgery on your behalf. Please provide signed consent at your preferred pharmacist. It may take extra time to process these requests.

**Prescriptions cannot be requested by telephone or email**

### **Summary care records**

These are intended for sharing within the NHS to ensure you receive full support everywhere. If you wish to opt out of this, please contact the practice.

## **Practice Team**

### **Doctors**

Patients are free to consult with any doctor

Dr N Sivananthan MBBS MRCOG (male)

Dr A Sivananthan MBBS MRCGP (female)

Dr G Haldar MBBS DCH (female)

Dr A Sultana MB BS (female)

Dr J Das MB BS (female)

### **Practice Nurse**

Dhurata Halili

### **Practice Manager**

Abhirami Sivananthan

### **Administrator**

Yoges Sivananthan

### **Receptionist/administrators**

Tahmina Atiq

Yasemin Deniz-Tosunlar

Ishtiaq (Russell) Khondaker

Katerina Kontopyrghou

Barbara Price

Mathi Vettivelu

### **Referrals Co-ordinator**

Allison Mole

### **Online Access**

We welcome you to register for Online Access which allows you to:

- make appointments [**these are reserved for online booking**]
- request repeat prescriptions [**this goes to the doctor directly**]
- view your test results and other health records

To obtain your log in details, please come to reception. You may be asked to show a form of ID.

### Surgery Opening Times

<b>MONDAY</b>	8.00am – 6.30pm
<b>TUESDAY</b>	8.00am – 6.30pm
<b>WEDNESDAY</b>	8.00am – 6.30pm
<b>THURSDAY</b>	8.00am – 6.30pm
<b>FRIDAY</b>	8.00am – 6.30pm
<b>SATURDAY</b>	10.00am – 1.00pm (by appointment only)

### Consultation Times

All the consultations are by **appointment only**. Appointments are scheduled at variable times throughout the week. Some appointments can be booked in advance, others become available on the day.

With Online Access, you may make **online booking** for appointments from anywhere, 24 hours a day.

Alternatively, please ring **0208 888 2518** or come to reception. **If you are unable to get an appointment you will be offered a telephone consultation.** We provide telephone consultations with a GP daily. Once this is booked, the GP will call you back as soon as possible.

### GP Hub

<http://gp.haringeyccg.nhs.uk/gp-news-items/gp-access-hubs/66428>

GP appointments are available during the hours of

**MON – FRI** 6.30pm – 8.30pm

**SAT – SUN** 8.00am – 8.00pm

**BANK HOLIDAYS** 8.00am – 8.00pm

To book, please telephone **0330 053 9499** during these hours.

### SMS text messages

Please register your mobile number with the practice to enable us to send you appointment reminders and messages about any urgent test results. If you do not wish to be disturbed in this way, do let us know and we can bar the computer.

### Blood test results

Please contact reception or log into your Online Access account to find out your test results. If they require urgent treatment the doctor may telephone you or send a text message (if you have given consent).

### Home visits & Emergencies

We ask patients to ring in as early as possible if a home visit is required. Giving as much time and details about the condition as possible helps the GP to assess the urgency of the visit.

### When the surgery is closed

**Call 111 for the Out Of Hours service if you need medical attention  
Call 999 or go to A&E department in an emergency only**

### Self Care – dealing with minor illness and injury

<http://www.haringeyccg.nhs.uk/Services/self-care.htm>

### Specialist Services

We provide special consultations to prevent ill health and also some which help maintain the health of patients with chronic diseases.

Diabetes

Asthma and Chronic obstructive airways disease

Coronary heart disease

Hypertension (High blood pressure)

Pre-conception advice

Cervical screening

Family planning (including Coil fitting or Implant)

Childhood immunizations

Child health surveillance / Baby check

Travel vaccination (including Yellow Fever)

Health check for over 75-year-old

Minor surgery

### Freedom of Information Act

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We only disclose details if it is necessary to arrange your care, for example referral to hospitals.