



125 Alexandra Park Road, London N22 7UN

## INFORMATION LEAFLET



<b>Enquires</b>	020 8888 2518
<b>Appointments</b>	020 8889 0492 or via online booking *
<b>When closed</b>	<b>111 (for emergencies)</b>
<b>Fax</b>	020 8888 3815
<b>E-mail</b>	<a href="mailto:alexandrasurgery@nhs.net">alexandrasurgery@nhs.net</a>
<b>Website</b>	<a href="http://www.alexandrasurgery.com">www.alexandrasurgery.com</a>

This leaflet is in **larger print** in English. A booklet format is also available.

\* From 1 April 2015 you may register for electronic access to book appointments. Please apply for this facility at reception.

## **About Alexandra Surgery (Haringey CCG -PMS)**

The surgery has existed on this site for 50 years. Dr Sivananthan took over responsibility in 1989, and developed it into a modern medical practice with a full primary health care team.

From 1 July 2015, Grosvenor Road Surgery has joined up with us. The patients of the former Grosvenor Road Surgery, as well as those registered with Alexandra Surgery, will be cared for on the expanded premises of Alexandra Surgery.

All administrative and clinical staff at Alexandra Surgery work together as a team. We are here to provide effective, efficient and holistic care to the population, reflecting each individual's needs.

The clinical staff include health visitors, midwives, dietitians, as well as nurses and doctors. Most of us are based at the surgery; some are based in the community.

### **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.

## **Practice Team**

### **Doctors**

Patients are free to consult with any doctor

Dr N Sivananthan MBBS MRCOG (GP Partner, male)

Dr A Sivananthan MBBS MRCGP (GP Partner, female)

Dr G Haldar MBBS DCH (GP, female)

Dr A Sultana MB BS (GP, female)

### **Practice Nurse**

Mrs Kate Poh

### **Practice Manager**

Mrs Patricia Creed

### **Finance and IT Manager**

Ms Abhirami Sivananthan

### **Administrator**

Mrs Yoges Sivananthan

### **Health Care Assistant**

Ms Annette Murfin

### **Receptionist/administrators**

Mrs Tahmina Atiq

Mrs Yasemin Deniz-Tosunlar

Mr Ishtiaq (Russell) Khondaker

Ms Sahayla Parry-Carayol

Mrs Barbara Price

Ms Mathi Vettivelu

### **Referrals Co-ordinator**

Ms Allison Mole

## **Surgery Opening Times**

<b>MONDAY</b>	8.00am – 7.30pm
<b>TUESDAY</b>	8.00am – 7.00pm
<b>WEDNESDAY</b>	8.00am – 7.00pm
<b>THURSDAY</b>	8.00am – 7.00pm
<b>FRIDAY</b>	8.00am – 7.00pm
<b>SATURDAY</b>	closed

## **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.

To book, please ring **0208 889 0492** 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 to deal with your request.

If you are registered for Online Access, you may make **online booking** for some of the appointments.

## **Online Access**

Patients may register for Online Access which allows them to:

- book appointments online
- request repeat prescriptions online
- view certain information related to their health care

To request a user profile and password, please **contact Abhi** at the surgery. You may be asked to show a form of ID.

## **SMS text messages**

We regret to have to advise patients that as of this year, the facility to send text messages has been suspended. We are currently unable to send reminders of your appointments or send your test

## **Out of hours service**

**Call 111 for medical attention when the surgery is closed**

## **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.

## **EMERGENCY ONLY**

**CALL 999 FOR AN AMBULANCE**

## **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

## **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.

## **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.

## **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.

Repeat prescriptions can be requested in several ways:

### **1. 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 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.

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

You may fax to 0208 888 3815

Or email to alexandrasurgery@nhs.net

### **3. Via your online account**

From 1 April 2015 you may register for electronic access to repeat prescriptions. Please apply for this facility at reception.

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

Some local pharmacies will request for and collect your prescription at the surgery on your behalf. Please enquire with your preferred pharmacist.

## **Prescriptions cannot be requested by telephone**

**Please allow 48hours for a repeat prescription to be processed, and indicate where you wish to direct it to, i.e. at a named pharmacy or collect from the surgery.**

## **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, Patricia Creed, if you are interested in joining the group:

Tel 020 8888 2518 or E-mail [patricia.creed@nhs.net](mailto:patricia.creed@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 Patricia Creed, Practice Manager, at our practice 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)

## **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.

## **Useful Addresses/ Numbers**

### **Local late night pharmacies**

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

**Govinda** (open until 10pm) 0208 888 3222

**Warman Freed** (open to 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

Buses: 102, 184, 299

Underground: Bounds Green

Train: Alexandra Palace



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### **Access For Disabled**

The surgery is at ground level and has disabled access and toilet facilities.

### **Parking**

We do not have parking facility for every patient, and we wish for the forecourt to be kept free for patients with a disability or bringing small children.