

Other information

Getting here

Buses: 102, 184, 299, W3

Underground: Bounds Green

Overground: Alexandra Palace/ Bowes Park

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.

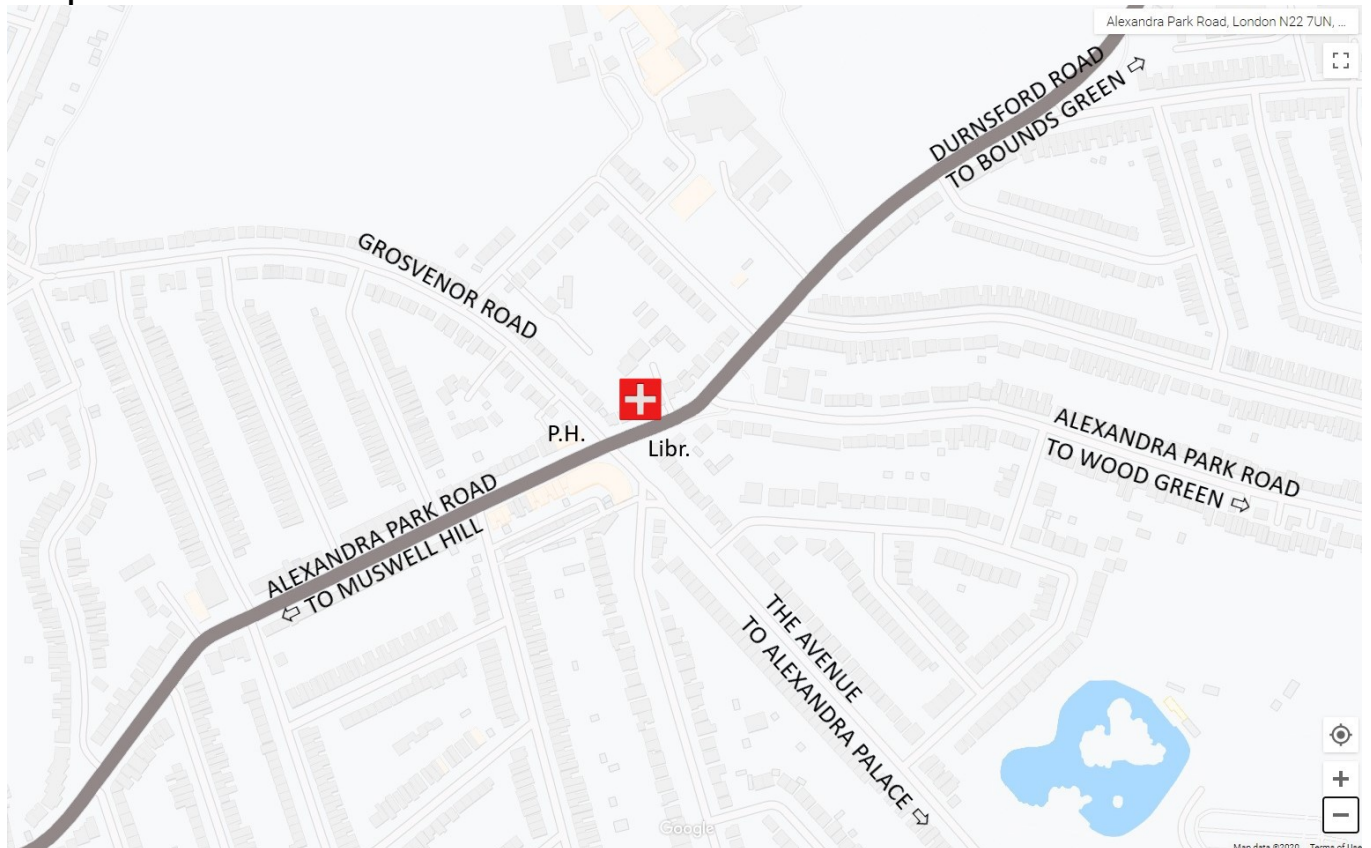
Parking

We wish our forecourt to be used by patients with a disability or bringing small children. There is additional on-street parking in the neighborhood, with no control zone. Please beware that the library car park is for their staff only.

Violence

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

Map





125 Alexandra Park Road, London N22 7UN

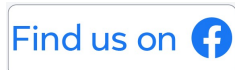
INFORMATION LEAFLET

"Where all roads to health meet"



| | |
|----------------------|---|
| Telephone | 020 8888 2518 / 8889 0492 |
| When closed | 111 (for emergencies) |
| Fax | 020 8888 3815 |
| Email | alexandrasurgery@nhs.net |
| Website | www.alexandrasurgery.com |
| eConsult | https://alexandrasurgery.webgp.com/ |
| Online access | https://patient.emisaccess.co.uk/ |

This leaflet is available in **larger print A4** in English.



www.facebook.com/alexandrasurgery.co.uk



About Alexandra Surgery (North Central London CCG -Haringey)

CQC inspection ratings (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 the bordering areas.

You may download registration forms from our website. You can send these back to us by email, then we shall upload the data via the NHS connection. Please ensure you fill in all details, otherwise the NHS will reject it. A copy of ID, NHS number and proof of address will be helpful. A Medical Card will be issued directly by the NHS.

GP practices have the discretion to register people living outside their practice area. The practice will consider each request individually, whether it is clinically appropriate and in the best interests. For patients living far away from the area, GP may not be able to visit them at home.

The registration forms include a questionnaire, so we know about your medical history and any medication you take regularly. We offer new patients a health check with our Nurse or Health Care Assistant.

We also encourage you to agree to receiving mobile text messages and email from us. On behalf of the NHS we ask whether you consent to Summary Care Records being shared within 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 discussions of our PPG and the outcomes are published annually on our website:

www.alexandrasurgery.com

(Look for the link Patient Group on the right side of the home page)

Please telephone, write or email to Abhi, our Practice Manager, if you are interested in contributing to the group.

Comments and Complaints

We are always looking for ways to improve our services. If you experience any problems or have suggestions, kindly put these to our Practice Manager, Ms Abhi Sivananthan, by

- telephone (you may leave a brief message with receptionists)
- letter or fax
- e-mail to alexandrasurgery@nhs.net

She will acknowledge your comments and respond to them as soon as possible.

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

Repeat Prescriptions

If you are on regular medication, your doctor may authorise 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.

Please allow 48hours for a repeat prescription to be processed

Repeat prescriptions can be requested in several ways:

1. By eConsult

You may request repeat prescriptions, consultations and certificates.

2. Via your NHS App or Emis Online account

This is the most efficient method. Please register for electronic access to repeat prescriptions. If you need help to set up, ask reception.

3. Handled by your preferred pharmacy

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

4. Return the list attached to your last prescription

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

5. Write clearly or preferably type a list

You may email, post, fax or drop this to the surgery letterbox.

We do not accept prescriptions requests by telephone, to reduce the risk of error. We make an exception for some housebound or disabled people.

Practice Team

Doctors

Patients are free to consult with any doctor

Dr SIVANANTHAN, Athee (female)

Dr AHMED, Imad (male)

Dr SHANTI KUMAR, Muttu (male)

Dr BYRAN, Johan (male)

Dr SULTANA, Ayesha (female)

Dr PATEL, Jason (male)

Dr ZUMBADZE, George (male)

More doctors may join us from time to time. Please see our website.

Practice Nurse

Ms Dhurata Halili

Clinical Pharmacists

Mr Eidin Moshksar, Ms Sehrish Niaz, Ms Anu Patel

Social Prescriber / Link Worker

Ms Clarissa Spence

Practice Manager

Ms Abhirami Sivananthan

Administrative Supervisor

Mrs Yoges Sivananthan

Receptionists/ Healthcare Assistants/ Ethnic Health Officers

Ms Tahmina Atiq

Ms Sandra Budginaite

Ms Imane El Azhari

Mr Ishtiaq (Russell) Khondaker

Ms Katerina Kontopyrghou

Ms Maia Korashvili

Ms Dorina Radanovics

Ms Yasemin Tosunlar Huseyin

Ms Mathi Vettivelu

Referrals Co-ordinator

Ms Allison Mole

Clinic attaché

Dr Steve Hiew

Dr Umapathee Chenthuran

Dr Anonna Das

For non-English speaking patients, we have **Language Line** service.

Surgery Opening Times

MONDAY 8.00am – 6.30pm

TUESDAY 8.00am – 6.30pm

WEDNESDAY 8.00am – 6.30pm

THURSDAY 8.00am – 6.30pm

FRIDAY 8.00am – 6.30pm

Extended hours: in the evenings / on weekends by arrangement

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.

Due to the pandemic, we follow a **Telephone First** system. We offer patients a telephone or video consultation initially. Nonetheless, face to face appointments can also be arranged, in a Covid-19 secure manner.

To request an appointment, please use eConsult, email or telephone our reception.

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 log into your NHS App/ Online Access account, or call reception to find out your test results. If they require urgent treatment the doctor may telephone you or send a text message.

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>

Special Services

We support you to prevent ill health or help optimise your treatment if you have existing problems.

- Minor surgery
- Long term conditions management (for example asthma, diabetes)
- Family planning (including intra-uterine device fitting)
- Child development check and Children's immunizations
- Routine health checks
- Bowel, cervical, and prostate cancer test
- Weight management

Confidentiality – NHS Code of Practice (2003)

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 in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We disclose details only if 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 best care everywhere you go (for example, A&E department). If you wish to opt out of this, please contact the practice.