

HOW TO JOIN OUR PRACTICE

Anyone living in our practice area can join us regardless of age, personal circumstances or medical problems. Please contact reception to find out the best time to register.

You will need to bring current proof of address and your medical card with you when you come. Your NHS number will be needed. All new patients will be required to make an appointment with the practice nurse or healthcare assistant for a 'new patient healthcheck', this is part of the registration process.

PRACTICE AREA

The boundaries of our practice area are:

NORTH - Balls Pond Road

SOUTH - Old Street and City Road

EAST - Kingsland Road

WEST - Southgate Road, Wharf Road and the Grand Union Canal

Please ask at reception for further details

CONFIDENTIALITY

All our patients records, including those held on computer are treated as strictly confidential. To ensure complete confidentiality, we are unable to give information regarding our patients, even to friends and family.

EQUAL OPPORTUNITIES

We are an equal opportunities practice. All individuals will be treated equally irrespective of race, gender, disability, sexual orientation or age. We expect patients and staff to treat each other with mutual respect. We will not tolerate aggressive or abusive behaviour to staff and other patients. Anyone who acts in this manner, risks removal from our list

ACCESS

The surgery is on ground level and has good disabled access.

PATIENT ACCESS

Comments on any aspect of the Practice will be received with interest. Please pass any such comments on to Annette Galvin.

Annette also deals with complaints. These should be written and addressed to her at the surgery. Please ask at reception if you would like a written copy of our complaints procedure.

All complaints are acknowledged in writing, the same day if possible. If you are not satisfied with the result of the complaint procedure you can then complain to the following:

NHS Commissioning Board

NHS England

PO Box 16738

Redditch

B97 9PT

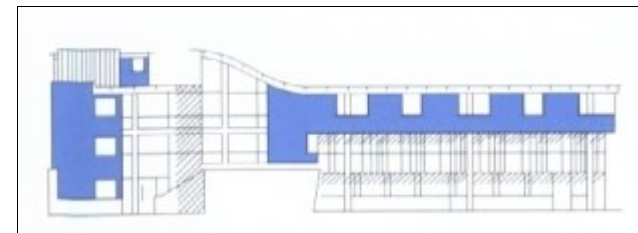
Tel:- 0300 311 22 33

Email:- nhscommissioningboard@hscic.gov.uk

OUT OF HOURS EMERGENCY COVER

Whenever possible please see a doctor during surgery hours. If the surgery is closed and you need urgent medical attention, a doctor is always available.

In an emergency call 0207 739 8525



SHOREDITCH PARK SURGERY

10 RUSHTON STREET LONDON N1 5DR

PHONE 020 7739 8525

FAX 020 7739 5352

WEB www.shoreditchparksurgery.com

Doctor Jim Boddinton MRCGP (2001)

Doctor Paul Kelland MRCGP (1999)

Doctor Lucy O'Rourke MRCGP (1997)

Doctor Kate Adams MRCGP (2004)

Doctor Lawrie Frere NMRCGP (2010)

Practice Manager Annette Galvin

Nurse Practitioner Shiney Koshy
(postgrad in Advanced Nurse Practitioner)

Practice Nurse Ruth Symmons
(BSC (hons) Nursing)

Healthcare Assistant Florence Brantuo

Health Visitor Jane Mbaa

**WE ARE A FRIENDLY PRACTICE WHICH
AIMS TO DELIVER HIGH QUALITY CARE TO
ALL OUR PATIENTS**

OPENING TIMES

The surgery is open from 8:30am to 6pm Mondays, Tuesdays, Wednesdays and Fridays. On Thursdays we open at 08:15am and close for lunch from 1pm to 2pm daily.

Patients may make appointments via the receptionist during these times either by telephone or in person at the reception desk. Members of the reception team will also be happy to assist with enquiries regarding the services provided by the practice

APPOINTMENTS

An appointments system is in operation in our surgery. Patients may make an appointment by telephoning or calling in at reception. Surgery times are:

MON	8:40-11:20	15:50-17:50
TUES	8:40-11:20	15:50-17:50
WEDS	8:40-11:20	16:00-17:50
THURS	8:30-11:20	15:50-17:50
FRI	9:00-11:20	16:00-17:50

Please note, only one patient per appointment. If you are unable to attend your appointment, please contact reception to cancel it. If you feel your problem is urgent and cannot wait until the next appointment, please inform the receptionist who will take advice from the doctor.

HOME VISITS

If you are housebound or too ill to travel to the surgery, you may need a home visit. Please phone to request a visit before 10am. A receptionist will take your details and a doctor will contact you after morning surgery to assess the need for a visit. If at all possible we would encourage you to attend the surgery so that you can be examined appropriately and any treatment can be started as soon as possible.

TELEPHONE ADVICE

The doctors and the nurses are available to give telephone advice. Please phone the surgery before midday and a doctor will phone you back after morning surgery.

REPEAT PRESCRIPTIONS

We require 48 hours notice for repeat medication. Requests can be made in writing (post or fax), online or in person. Periodically you will be asked to attend the surgery for a review of your medicines.

ANTE NATAL CLINIC

This is provided by the doctors during normal surgery hours as part of shared care between us and the hospital. Please book an appointment with your usual doctor and inform the receptionist it is for antenatal care.

BABY CLINIC THURSDAY 2PM-3:30PM

This is held on Thursday afternoons and is for well babies only. It is attended by a health visitor who can be seen on a drop in basis for weighing and general advice. Appointments with the doctors for development checks, or the nurse for immunisations are always available.

HEALTH ADVOCATES

The health advocates work at the surgery twice a week. They act as advocates for patients whose preferred language is Turkish. They are available to help explain any matters concerning the practice as well as facilitating consultations with the doctor or nurse.

NAMED GP

All patients have a named GP. This does not prevent you from seeing the GP of your choice. If you are unaware who your named GP is, please ask at reception.

PRACTICE NURSES

The nurse work by appointment. They are available for:

- Travel Advice and immunisations
- Childhood immunisations
- Contraception
- Smear test
- Healthy living advice for adults and children

TEACHING PRACTICE

We are a teaching practice. We have 2 GP Registrars working at the surgery. One for 6 months and one for a year. They are supervised by the GPs and will go on to work as a GP when they complete their training.

LOCUMS

It is not always possible for the doctors to cover all the surgeries when one of them is away. From time to time we may employ a locum GP to cover any absences.

OTHER SERVICES

On a flexible basis, other services may be available including:

- Benefits advice (Turkish only)
- Alcohol advice
- Counselling
- Family welfare advice
- Phlebotomy