GENERAL PRACTITIONERS

Female: Dr K. Jeyarajah

 Dr T. Som

Male: Dr K.R. Jeyarajah

 Dr. C. Shan

STAFF

Practice Nurse Ms Anna Machala

 Mrs Beata Iza Guss

Practice Manager Ms. Abhi Sivananthan

Assistant Practice

Manager Ms. Yesim Ozcan

Health Care Assistant Mrs K. Jachowicz

 Ms. S. Saskara

Receptionists Ms. D. Daukszewicz

Medical Assistant Mr. N. Gobalan

## CLINICS

Asthma/COPD

Child Immunisations;

* Travel Vaccinations& Advice
* Cervical Smear
* Well Woman Check Up
* Family Planning Advice, Contraceptive pills, oils, Implanon /IUCD insertion/Removal, Advice/HRT checks
* Diabetes & Hypertension Clinics
* Coronary Heart Disease Assessment
* Blood Pressure Checks
* Dietetic Advice
* Smoking Cessation
* Counselling
* Antenatal/Postnatal Clinic
* Antenatal discussion Forum
* Diabetic
* Phlebotomy Service in-house to patients aged 65 and over on Tuesday and Thursday 9.30-10AM

CLINIC TIMES

Diabetic

Monday - Friday

Smear Test

Tuesday and Thursday AM

Monday and Wednesday all day

Family Planning

Tuesday AM

Hypertension CHD

Thursday PM

Asthma

Monday- Friday

Travel injection

Tuesday PM

Smoking

Wednesdays AM

Child Immunisation

Monday- Friday

 REPEAT PRESCRIPTIONS

Please give 48 hours of notice

We have new way of requesting prescription online through Patient Access Link on our website

 www.tottenhamhealthcentre

Requests must be made in writing using the slip attached to your prescription.

If you do not know the name of your medication or **if you loose the** repeat **prescription slip**, please write **a letter** of request or request form with your full name, DOB, telephone number and **what this medication is for.**

You can also **attend in person** in reception **or** send request **by post.**

Please **do not send fax request** as we do not get details correctly – Medication errors are serious.

Please **do not ring** **Surgery** to request it over the telephone.

Prescription Collection times:

Monday to Friday anytime

# HOME VISITS

If a visit is requested it may be arranged at the Doctors discretion.

# ACCESS

Premises have disabled access for wheelchair users.

# EMERGENCY

## Accident and Emergency Dept is for real emergencies as outlined in the poster and our website. We have emergency appointments available daily.

## PRACTICE CHARTER

**From July 2012 we are a accredited as a Research Practice by the Royal College of General Practitioners.**

We are committed to give you the best possible service. Doctors, staff and patients can achieve this by working together.

You will be treated as an equal partner in the care and attention you receive, whatever your race, sex, religion or cultural beliefs.

We answer the telephone as quickly as possible. However, there are times when the practice is very busy, so please be patient.

We try to keep waiting times to a minimum, but delays are sometimes unavoidable when treating sick people.

Please inform in reception us if you **change** your name or surname, address or telephone number. (Bring the proof)

**IF YOU NEED** urgently doctor’s advice you need to call between 8.30 and 9.00 am or come to the surgery and explain at the reception, so you may be given an emergency appointment or Minor Ailments Referral.

# TELEPHONE CONSULTATION

If you feel you can discuss your medical problem over the phone with a doctor, please ring between 11.30 and 12.00 or 5.30 and 6 pm Monday to Friday, except Wednesday PM

## NHS DIRECT

If you have any healthcare issues you can call NHS Direct 24hrs a day, 7 days a week on 0845 46 47

## COMPLAINTS & SUGGESTIONS

The Practice has a formal complaint procedure, please ask at the reception.

Please use our suggestion box if you have any comments to make about the practice.

**ACCESS TO MEDICAL RECORDS**

In writing ask at reception for access to medical records filling the form. There is a fee (£10.00) for that service. If a copy is required an additional fee will be charged. There is no facility for immediate access.

CONFIDENTIALITY

The doctors and staff have a legal duty to keep your records safe and confidential. Please ask for a leaflet.

**PATIENT RESPONSIBILITIES**

Your responsibility is to notify the surgery at least 24 hour in advance in case you need to cancel or re-arrange your appointment to allow re-booking of other patients.

If you **DNA** your appointment more than 3 times you will be removed from our list.

**VIOLENCE AND AGGRESSION**

This practice has a zero tolerance approach to any incidence that causes hurt, alarm, damage or distress. Action taken by practice may involve removal from the practice list and/or involvement of the police

**OUT OF HOURS SERVICE**

If the surgery is closed and you have an emergency please contact

**111**

**Tottenham Health Centre**

**759 High Road Tottenham**

**London, N17 8AH**

www.tottenhamhealthcentre.co.uk

**Surgery Telephone:** 0208 493 1630

N**HS Direct:** 0845 4647

**Walk in Centre:** 0208 887 2680

**111**  (Out of Surgery hours)

# TELEPHONE OPENING HOURS

 **AM PM**

Monday 8.00am till 18.30pm

Tuesday 8.00am till 18.30pm

Extended hours 7.00am till 8.00am

 6.30pm till 7.30pm

# Wednesday 8.00am till 13.30pm

Thursday 8.00am till 18.30pm

Extended hours 6.30pm till 7.15pm

Friday 8.00am till 18.30pm

**Telephone lines are open to access receptionist between the above times. Clinical times start at 9.00 am**

Extended hours on Tuesday and Thursday

Please see above

PRESCRIPTION WEBSITE

We have an additional service for prescription requests through our website.

Just visit www.tottenhamhealthcentre.co.uk

ALL CONSULTATIONS BY APPOINTMENTS ONLY