

# Addington Medical Centre



46 Station Road  
New Barnet  
Herts  
EN5 1QH

tel: 020 8441 4425  
fax: 020 8441 4957

[www.addingtonmedicalcentre.co.uk](http://www.addingtonmedicalcentre.co.uk)

## Patient Information

### Useful Telephone Numbers

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Out of Hours.....	111
Barnet General Hospital .....	0845 111 4000
Finchley Memorial Hospital .....	020 8349 7500
Barnet Clinical Commissioning Group (CCG) .....	020 3688 2299
Barnet Social Services .....	020 8359 2000
Barnet Drug & Alcohol Service.....	020 8200 9525
Clare Simpson Clinic (Sexual Health) .....	020 8216 4110
District Nurse - leave a message .....	020 8440 1251
Health Visitor - leave a message.....	020 8447 3558
MIND in Barnet .....	020 8446 6470
Royal Free Hospital.....	020 7794 0500
BMI Kings Oak Private Hospital .....	020 8370 9500
BMI Cavell Hospital.....	020 8366 2122
Age Concern .....	020 8346 8736
ChildLine .....	0800 1111
Samaritans.....	020 8889 6888

## Welcome to the Practice

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Our aim is to provide a high standard of care in all areas of family medicine and to provide time in consultations for patients to talk and discuss any aspect of their treatment or care. We are a fully computerised practice and all consultations, medical histories and test results are recorded on each person's computer record. In an attempt to make your visit as comfortable as possible, we respectfully ask that patients refrain from the use of both mobile phones and smoking in the practice.

## The General Practitioners

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Dr Andrew Painter (male) MBBS (1984) London

Dr Minoti Patel (female) MBBS (1981) Baroda, India DFRS (DFFP)

Dr Gareth Dee (male) MBBS (1992) DRCOG MRCGP London MFHom

Dr Ayodele Awe (female) MBBS (1987) Ibadan, Nigeria DRCOG DCH DFFP

## The Practice Staff

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### Practice Manager - Annie Jones

The practice manager is responsible for the organisation and general administration of the practice and she is also available to discuss any suggestions or comments.

### Administration Team

We have a very helpful team of receptionists, administrators and secretaries to help us deliver a good service to you. We expect the staff to respect patients and we expect patients to respect the staff. It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all staff. Their job can be very demanding - please help them to help you.

### Practice Nurses

We have three nursing sisters who staff our busy treatment room. The nurses deal with holiday, baby and regular immunisations, new patient checks, dressings, removal of stitches, ear syringing and smears. If you are not certain whether the service you require can be performed by our nurses, please check with the reception staff. The nurses operate an appointment only system. Please be prepared to give staff details of the reason for your visit as the time taken for different tasks can vary. Without such information, we cannot operate an efficient system, one which keeps waiting times to a minimum.

### Health Care Assistant

We have a health care assistant, whose duties include new patient health checks, smoking cessation advice and blood pressure checks.

## The Practice Area

To view our Practice Area please visit our web-site or go to:

<https://www.primarycare.nhs.uk/publicfn/catchment.aspx?oc=E83044&h=728&w=960&if=0>

## **Surgery Opening Hours**

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Monday to Friday 8.30am - 6.30pm

## **Appointments**

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Consultations are by appointment only.

Monday and Tuesday from 7.00 - 8.00am. (Reception closed)

Monday to Friday between 8.30 - 11.00am and 4.00 - 6.00pm.

Appointments can be made by telephoning 020 8441 4425 or by calling in at the surgery. Routine 10 minute afternoon appointments may be made up to one month in advance; routine 10 minute morning appointments with doctors can be booked for the following day only.

We also offer 5 minute same day urgent appointments.

If you cannot keep an appointment, please inform us as soon as possible so that the appointment time can be made available to another patient.

## **Emergencies**

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In the event of patient collapse or suspected real emergency, it may be advisable to dial 999 for the ambulance service.

## **Home Visits**

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Home visits are for the bedridden or housebound. These should be requested BEFORE 10.30am.

Urgent visits only will be arranged after that time. Please note lack of transport is not a sufficient reason for a home visit.

## **Out-Of-Hours**

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**Telephone:** Phone 111 for the 24 hour urgent care service NHS111.

This service is for urgent problems only: ie the illness has occurred or deteriorated rapidly or the patient cannot wait until 8.30am the next working day.

## **Walk-in Centres:**

Edgware Community Hospital, Burnt Oak Broadway, Edgware HA8 0AD

Finchley Memorial Hospital, Granville Road, Finchley, N12.

## **Repeat Prescriptions**

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Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. A maximum of eight weeks' (56 days) supply can be requested. Requests for prescriptions can be made using the Repeat Prescriptions Form or on-line through your Patient Access account (for further information please contact the surgery). Please allow two complete working days before collection and make additional allowances for weekends and public holidays.

Prescription requests cannot be taken over the telephone.

Repeat medication should be reviewed with a doctor at least once a year.

## Clinics

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### **ANTENATAL CLINIC**

Tuesday 1.30 - 4.00pm

Patients are seen by the midwife or Dr Patel at the clinics by appointment and also by the doctors during surgery hours.

### **BABY CLINIC**

Thursday 1.30 - 3.00pm

The baby clinics are run by Dr Awe and the practice nurse for child developmental checks and immunisations and allow an opportunity to discuss other problems eg sleeping, feeding and child health worries, with a doctor or health visitor.

### **HEART DISEASE CLINIC**

This is run by the practice nurse by appointment only.

### **DIABETIC CLINIC**

Alternate Wednesdays 1.30 - 3.00pm

This is run by the practice nurse in conjunction with Dr Painter by appointment.

### **FAMILY PLANNING**

Contraceptive care is provided by all the doctors during surgery hours. IUCD fitting is by appointment with Dr Patel and Dr Awe.

### **MINOR SURGERY**

Dr Dee carries out minor surgical procedures at the surgery by appointment and the doctors will be happy to advise you on this.

### **SEXUAL HEALTH CLINIC**

Dr Awe runs a sexual health clinic by appointment for registered and non-registered patients; please phone reception for an appointment.

### **NON-NHS EXAMINATIONS**

The doctors are happy to carry out medicals eg insurance and driving licence, by appointment outside surgery hours. Please telephone the surgery for an appointment. Do ask at reception for the charges for these services.

### **TRAVEL IMMUNISATIONS/VACCINATIONS**

Please make an appointment at least six weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

The surgery is an authorised Yellow Fever Vaccination Centre.

### **FLU VACCINATION**

An influenza vaccination is particularly recommended for anyone over 65 and for patients with heart, lung or kidney disease, diabetes and residents of nursing homes. Please contact the reception staff in October for details and to make an appointment. If you are housebound a home visit can be arranged to undertake this facility.

## Certificates for absence from work

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1-3 days	No certificate required. A private certificate can be signed by the doctor (fee payable)
4-6 days	SCI (Self Certificate - available from employer) completed by patient (inc weekends) or private certificate signed by doctor (fee payable)
7 days or more	Med3 signed by a doctor (no fee).

## **How To Register**

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If you would like to register as a patient please visit the practice to fill out a registration form. This is also available to download from our website. Once this form has been completed, an appointment will be made for you to attend a new patient health check. This appointment will last approximately 10 minutes and enables us to discuss your medical history with you and assess any needs you may have in the future.

## **On-line Patient Access** (see web-site for details)

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Patient Access is a new facility to enable patients to contact the surgery on-line to request repeat prescriptions, book appointments, and also provide change of address details. If you wish to register for Patient Access please visit the surgery reception with some proof of identity to obtain your registration details.

## **Suggestions and Complaints**

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The aim of the practice team is to provide expert and friendly healthcare for your family. We welcome your constructive comments about our service. We are always happy to look at suggestions for improvements. If you are unhappy with any aspect of our service or your treatment, please contact the practice manager.

## **Confidentiality and use of Personal Health Information**

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The practice manages the confidentiality of your medical records in accordance with the Data Protection Act 1998. Please note that medical records are subject to inspection by the Primary Care Trust or its equivalent, for the purpose of financial audit, record validation and research. Should you wish your records to be excluded from such inspection or use, please leave your name with the reception staff. We will maintain confidentiality within the practice team at all times. Identifiable patient information will only be shared within the practice team and, in cases of referral, to the clinician to whom the patient is referred. Disclosure of identifiable patient information to any other outside agencies will only be done after receiving written permission from the patient.

## **Disabled Access**

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At the surgery reserved car parking spaces for the disabled are at the front of the building. Wheelchair access to the building is via a ramp at the front entrance. Patient services are provided at ground floor level and a disabled patients' WC is provided near the front entrance.

If you are disabled or are unable to climb the stairs to our upstairs consulting rooms, please mention this to the receptionist when booking an appointment. Every effort will then be made to book you into an appointment in our downstairs consulting rooms.

## Practice Charter Standards

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It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

We are always striving to improve the quality of care we give our patients. Part of this work includes taking part in a scheme called the Quality and Outcomes Framework (QOF).

### **Our Responsibility To You**

We are committed to giving you the best possible service.

**Names:** People involved in your care will give you their names and ensure that you know how to contact them.

**Waiting Time:** We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 30 minutes in the waiting room without receiving an explanation for the delay.

**Access:** You can see a doctor on the same day for urgent problems; and the next working day or up to a month in advance for routine appointments. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

**Telephone:** We will try to answer the phone promptly and to ensure that there are sufficient staff available to do this. You should be able to speak to a doctor by telephone, at a pre-arranged time.

**Test Results:** If you have undergone tests or x-rays ordered by the practice, we will advise you when and how to obtain the results.

**Respect:** Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

**Information:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

**Health Promotion:** The practice will offer patients advice and information on:

- Steps they can take to promote good health and avoid illness.
- Self-help which can be undertaken without reference to a doctor in the case of minor ailments.

**Health Records:** You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

### **Your Responsibility To Us**

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, otherwise other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.



## **Freedom of Information – Publication Scheme**

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The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## **Zero Tolerance**

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We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

## **Access to medical records & copies of medical records**

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The Data Protection Act (DPA) 1998 gives individuals the right of access, subject to certain exceptions, to health information recorded about themselves.

If you would like access to your health records then please contact the surgery. Alternatively, if you would like copies of your medical records then this can also be arranged by writing in to the surgery. Please note that a photocopying fee will be charged.

A summary of your records is also available on-line via Patient Access.

## **Change of Personal Details**

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If you change your name, address or telephone number, please let our receptionists know by calling or writing to us or through your Patient Access account (ask Reception for further details). Failure to do so may result in you being removed from our list by Barnet CCG.

If you move outside the practice area you will need to register with another doctor in your new area.

## **Primary Medical Services**

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Barnet Clinical Commissioning Group provides and commissions health services for all residents of the Borough of Barnet. Telephone: 020 3688 2299.

## **Parking**

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Please note that parking is available on the premises **for disabled patients only** at the front of our premises. There is parking nearby in the main road outside and the side streets.