



GOODINGE GROUP PRACTICE

Goodinge Group Practice, 20 North Road,
London N7 9EW

General Enquiries and Appointments
0207 619 6670

24 Hour Appointment Cancellation Line (ansaphone)
0207 619 6677

Visit us at www.goodingegrouppractice.com
Email: thegoodinge@nhs.net

PARTNERS

Dr Gregory Battle MBBS (1986) DRCOG MSc

Dr Mary Davies MBBS (1989) MRCP MRCGP

Dr Meera Dohia MBBS (2002) MRCGP DCH, DRCOG,
DFFP

Dr Susan Hunt MB ChB (1978)

Dr Sabina Ilyas MBBS (1998) MRCP MRCGP

Dr Michael Sills MBBS (1984)

Dr Sarah Humphery MBBS (1992) DRCOG MRCGP

Dr Ray Ng MBBS (1997) MRCP MRCGP

PRACTICE MANAGER

Malcolm Steele

REGISTRATION

We welcome all new patients and our only criteria to register as a patient is you must live in our catchment area, a map of which is displayed at the Reception Desk. You will be registered with a 'usual' doctor who you will normally be able to see but are also free to see any of the doctors in the Practice. Please be advised however that if you require urgent medical attention, you must be prepared to see any Doctor.

WELCOME TO THE PRACTICE

This leaflet is to help you make the best use of the facilities provided by the Medical Practice. A wide

range of other services are offered at the Health Centre.

ACCESS

Please note that the premises have suitable access for disabled patients. We also have an induction loop on reception for the hard of hearing, and can make special arrangements for patients who are visually impaired or have other disabilities. There is a large print version of this leaflet available.

RECEPTION

The Reception Desk is the gateway to all the services we have to offer. The receptionists are here to help you. **Whatever you tell them will be treated as confidential.** The receptionists are available either at the desk or by telephone:
8.30am-6.30pm weekdays (closed between 1-2.00pm)

SURGERY TIMES

Monday	8.30-1.00pm	2.00-6.30pm
Tuesday	8.30-1.00pm	2.00-6.30pm
Wednesday	8.30-1.00pm	2.00-6.30pm
Thursday	8.30-1.00pm	2.00-6.30pm
Friday	8.30-1.00pm	2.00-6.30pm

We now have a Saturday morning surgery from 9am - 1pm and one early morning surgery a week from 7am - 8am. These are for pre-booked appointments only.

A Duty Doctor is in the practice until 6.30pm Monday to Friday. We close the surgery doors at 6.30 daily.

APPOINTMENTS

Patients are seen by appointment only during surgery hours. Appointments can be made in person although it is preferable if you telephone our reception.

We now offer telephone appointments with our doctors which saves you travelling to the Practice if you have a medical matter that can be dealt with over the phone. Please speak to our reception staff.

EMERGENCIES AND OUT OF HOURS CARE

If you need urgent medical attention during surgery hours please tell the receptionist who will arrange for you to speak to the duty doctor as soon as possible.

Out of surgery hours please call 0207 619 6670. A recorded message will give you the contact details of our out of hour's service.

HOME VISITS

If you are unable to attend the surgery and require a home visit, please try to phone between 9 and 11am on weekdays. The receptionist will ask you for relevant details to pass to the duty doctor. The duty doctor will call you back so please stay by the phone. Whenever possible come to the surgery as the facilities are better.

TEST RESULTS AND GENERAL ADVICE

If you have been asked to ring the surgery for test results, please call after 3.00pm on weekdays. Test results can take up to a week so please wait for this period of time before calling, unless your doctor advises you otherwise.

If you wish to speak to your doctor about any other matter, the receptionist may take details of your enquiry to pass to the doctor, who will then call you back out of surgery hours.

REPEAT PRESCRIPTIONS

If you are on regular medication your doctor may provide you with a computer printed repeat prescription slip on the reverse of your prescription, which lists the drugs you can obtain without seeing the doctor each time.

These slips should be completed and left in the special box at the Reception desk or posted with a self addressed stamped envelope. Please allow two working days for a repeat prescription.

TREATMENT ROOM

Routine treatment and investigations are carried out in the Treatment Room which is staffed by our nurse's nurse practitioners and health care assistant.

CLINICS

The Practice provides the following clinics. Please ask our reception staff for details of times and days on which they operate.

HELP TO STOP SMOKING

We have an advisor who holds weekly clinics. Please book at reception. Alternatively, speak to any of our GP's or Nurses who will be able to help you.

CHILD HEALTH CLINIC

This is held on Thursday afternoons. We have a walk in for mothers who wish to speak to a Health Visitor or who want their baby weighed but child immunisations (well babies only) are by appointment. Please see our reception staff.

SEXUAL HEALTH, FAMILY PLANNING AND EMERGENCY CONTRACEPTION

Your doctor will be able to advise you about any of the above. Please make an appointment. The Duty Doctor will be able to advise you regarding the morning after pill.

ANTE NATAL

Appointments can be booked with any of our Doctors.

DIABETES

If you are diabetic your doctor will invite you to our clinic unless you are already under regular hospital care.

CERVICAL SMEARS

It is recommended that women have this test every 3-5 years dependent upon your age. Please book an appointment with the Practice Nurses

TRAINING AND TEACHING

This is a training Practice and we regularly have medical students on placement with us. If you do not wish the student to be present during your consultation please let us know.

MINOR AILMENTS SCHEME

Minor ailments are conditions that can be self-treated with medicine available over the counter from your pharmacy. This scheme allows you to access the same advice, treatment and medicines from your pharmacist as you would from your GP, **without having to wait for a GP appointment**. Ask at reception for a leaflet.

SUGGESTIONS AND COMPLAINTS

If you have any advice or ideas to offer, please speak to our reception staff or leave a comment in our comments box. Alternatively please make an appointment to see our Practice Manager. The Practice Manager is also the person to talk to if you experience any problems with the services we provide. A copy of our Complaints Policy is displayed in the Reception area and a copy can be obtained from the Reception desk.

FEES AND CHARGES

As an NHS practice we do not undertake private work. There are however, some forms we are required to sign which are not covered by the NHS. For these services we do have to make a charge. These charges are displayed on the notice board at reception.

PARKING

Please note there is limited pay and display parking close to the practice.

USE OF CHAPERONES

It is the policy of this practice to make available a chaperone should this be necessary. If a chaperone is unavailable you may be asked to return to the surgery at a time when a chaperone will be available.

OUR RESPONSIBILITY TO YOU

- We will treat you with courtesy and respect at all times
- We will endeavour to maintain the highest standards of medical practice at all times
- We will keep the consultation and your computer and written records confidential
- We will provide you with emergency care promptly when you need it
- We will endeavour to offer all patients access to a doctor within two working days for medical problems of any kind, though it will not always be possible to offer an appointment with the doctor of your choice.

YOUR RESPONSIBILITY TO US

- We ask that you treat Doctors and Staff with courtesy and respect at all times.
- If you cannot keep an appointment we expect you to please let us know as soon as possible, Either call our reception or our 24 Hour Appointment Cancellation Line (ansaphone) on 0207 619 6677 so your appointment may be given to someone else.
- If you are more than 10 minutes late for an appointment you will be asked to rebook; in exceptional circumstances you may be seen at the end of surgery.
- The practice has a NO SMOKING policy within the building.
- Visitors must not bring drugs, alcohol or any offensive weapon into the premises.
- We ask you to PLEASE SWITCH OFF YOUR MOBILE PHONE in the waiting and consulting rooms.

HOW YOU CAN HELP US TO HELP YOU

Please let us know if you have a change of address, telephone number or personal details. This will help to ensure we can contact you when needed.

We can only register patients in our practice area. If you move out of the area you will be required to register with another practice in your new area. This enables us to register new patients who move near to the health centre. Our reception staff can offer advice on registering with a new GP.

If you are a carer please let us know as we may have useful information for you.

ZERO TOLERANCE POLICY

A zero tolerance policy towards violent, threatening and abusive behaviour is now in place throughout the National Health Service. Our staff have the right to do their work in an environment free from violent, threatening and abusive behaviour and everything will be done to protect that right.

Anyone who is verbally abusive, physically threatening or actually violent will be asked to leave or will be removed from the premises by the police.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients and we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

CONFIDENTIALITY

The handling and sharing of personal information is controlled by law and guidance and the Practice is registered under and complies with the Data Protection Act 1988 and the Freedom of Information Act 2000. There are times when we have to pass on information about you to other people such as hospitals, social

services, health agencies for example. This is always done confidentially and we will remove your identifying details when they are not essential. Everyone working for the NHS has a legal responsibility to maintain the highest levels of patient confidentiality. We will not release any information about you to other third parties unless we have your consent to do so. For more information ask to see a copy of our Confidentiality Policy.

You have a right to know what information we hold about you and how it is used. You can apply to see this information including your medical records and can do so by written request. (The law allows us to charge a fee to cover administration costs)

OUR PRIMARY CARE TRUST IS

NHS Islington
338-346 Goswell Road
London EC1V 7LQ
0207 527 1000

WALK IN CENTRE

Please note NHS Islington also provide the following primary care walk in centre which is open from 8am - 8pm Monday to Friday, and 9am - 6pm all other days, 365 days a year.

Angel Medical Practice
Ritchie Street Health Centre
34 Ritchie Street
London N1 0DG
020 7837 1663

USEFUL CONTACTS

NHS Direct 0845 4647 (Available 24 Hours) or visit their website at: www.nhsdirect.nhs.uk

HARMONI Out of Hour's service 0207 388 5800

Whittington Hospital 0207 272 3070

University College Hospital 0845 1555 000

Islington Patient Advice and Liaison Service (PALS)
0207 527 1000

The Samaritans 0345 90 90 90

National Smoking Quit line 0800 002 200

Drink line 0800 917 8282

National Drugs Helpline 0800 776600

Islington Carers Forum 0207 263 9080