

Private Charges

We charge only for services not covered by the NHS: Private Sick Notes, Insurance Claim Forms, Passport Applications and some Medical Examinations – a list is available at reception

Disabled Access

We have disabled access at all 3 sites, with a side entrance at Grovelands, and disabled toilet facilities.

Areas Covered

Our practice gives full coverage to the resident population of N11, N13, N14, N21 and partial coverage to N22.

Registration

Patients living in the practice area who wish to register must see the receptionist to complete the relevant forms.

Complaints Procedure

The practice offers an in house procedure to deal with complaints about the services that we provide. For more information please speak to the reception staff. We always welcome suggestions on how we can improve our medical services for you.

Other Useful Information

Parking

There is free street parking and metered parking nearby.

Local Chemist

The local chemist is always open until 7pm, but various larger supermarket stores provide an in-house chemist service until 10pm.

Patient's rights and responsibilities.

- You have the right to access the services we provide within a reasonable time depending on clinical necessity.
- You have the right to expect a standard of care which would reasonably be provided by any competent general practitioner or practice nurse.
- You have the responsibility to keep appointments punctually, to confirm appointments when requested to do so and to cancel appointments which you are unable to keep.
- Any incidence of verbal abuse to staff members will result in a warning letter and removal from our practice if the abuse is repeated.
- Any incidence of physical abuse or threats of violence will result in the police being called and immediate removal from our list of patients.

Details of primary medical services can be obtained from:

Enfield CCG
Holbrook House
Cockfosters Road
Barnet EN4 0DR
Tel 020 3688 2800

GROVELANDS & GRENOBLE MEDICAL CENTRE



Partners

Dr R Singh (M) - MBBS MRCP (M)
Dr V Singh (F) - MBBS DRCOG (F)
Dr C Patalay (F) - MBBS DRCOG (F)
Dr A Bhagat (M) - MBBS MRCGP (M)

Doctors

Dr Jawad Yahya (M) - RCGP MBChB iBSc
Dr Priya Amin (F) – MB ChB BMedSc DRCOG MRCGP
Dr C Chukwuma (F) – MBBS MRCGP DRCOG DPD

PRACTICE INFORMATION

Grovelands Road Site

1 Grovelands Road, Palmers Green. N13 4RJ
Tel: 020 8882 4556 Fax: 020 8882 8810

Natal Road Site

7 Natal Road, New Southgate. N11 2HU
Tel: 020 8881 6848 Fax 020 8881 6811

Grenoble Gardens Site

1 Grenoble Gardens, Palmers Green. N13 6JE
Tel: 020 8889 5423
Fax: 020 8881 4656

Website: www.gpdoctor.co.uk

Email: gpdoctor@nhs.net

Surgery Opening Times @ Grovelands Road

8.00am – 6.30pm, Monday- Friday
8.00am-12.30pm on PLT Thursdays'

Surgery Opening Times @ Natal Road

9.00am-1.00pm on Monday - Friday

Surgery Opening Times @ Grenoble Gardens

8:00am – 6.30 pm Monday – Friday
8.00am-12.30pm on PLT Thursdays'

Doctor's Consultation Times @ Grovelands

9.00am - 12.30pm on Monday - Friday
4.30pm – 6.30pm on Monday' - Friday
9.00am - 12.30noon on PLT Thursdays'

Doctor's Consultation Times @ Natal Road

9.00am - 12.30pm on Monday - Friday

Doctors Consultation Times @ Grenoble Gardens

9.00am - 12.30pm on Monday - Friday
4.30pm – 6.30pm on Monday' - Friday
9.00am - 12.30noon on PLT Thursdays'

Late Surgery Openings – across sites

Monday – Wednesday 6.30pm to 7.00pm @ Grovelands site
Monday, Tuesday and Friday 8.00 – 7.00 pm @ Grenoble Gardens site

We run an appointments system. Non-urgent appointments can be booked up to 8 weeks in advance. **Routine and same day appointments can be booked on-line (ask receptionist for details)** same day/urgent appointments and telephone consultations are also available. You may express a preference of practitioner at this time but we cannot guarantee that this person will be available.

When the surgery is closed, please call: NHS Service on 111

Local Hub Centres

- **Woodberry Practice** 1 Woodberry Avenue London. N21 3LE
- **Carlton House Surgery** 28 Tenniswood Road EN1 3LL

Local WalkIn Centre

- **Evergreen PCC** – 1 Smythe Close, London N9 0TW

Surgery Staff

Practice Manager:

Mrs Rosemary Maduike

Practice Nurses:

Mrs Mary Linnane
Mrs Sheila Vythelingum
Mrs Florence Adedoyin

Health Care Assistant:

Mrs Nidal Faour

Reception/Admin Team:

2 Senior Receptionists
2 Practice Secretaries
7 Reception Staffs

Additional Practice Staff

District Nurse & Community Matron

Other Useful Information

Home Visits

Please telephone between 8.00am – 10.30am for home visits, unless an emergency arises outside of these hours. All calls are logged and the doctor will assess for action.

Repeat Prescriptions

Patients on regular medication tick the items you require on the right hand side of your computer prescription and allow two full working days. Alternatively, post your request enclosing a stamped addressed envelope and your prescription will be returned to you but we cannot accept responsibility for the post.

You can arrange collection with your preferred pharmacy. You can also request your medication on-line. (Ask reception staff for details)

Online Access

You can register online to request for your **repeat prescription, change of address, view your medical record and contact details** on our website www.gpdoctor.co.uk. Speak to the reception staff for further information and registration detail.

Medical Education

The surgery has regular medical students. However, please advise reception should you wish to be seen without the present of the medical student.

Records

Most of our patient records are kept on computer. Other agencies are able to access anonymised information from which your identity cannot be ascertained. All patients have a right to 'disclosure of information'. Information is disclosed to various agencies (e.g. Solicitors) only on production of a consent form signed by the patient(s).

The Patient Participation Group (PPG)

The PPG was set up to provide a link between the surgery and its patients. It was formed to enable the practice to better understand its patients and provide better healthcare through communication and access to surgery facilities. The group has input into the way the practice runs and the services it provides.

Interested In Becoming Involved With The PPG?

A group of patients meet regularly with the doctors and Practice Managers to promote a clearer understanding of the way the practice works. Any patient or Carer of a patient registered with the Practice is welcome to attend. For more information, speak to the reception staff.

Additional information & services

- Family Planning
- Hospital-run phlebotomy services
- Cervical Smear
- Maternity Care
- Travel Abroad – Advice and Immunisations
- Childhood Health Checks
- Asthma and Diabetic Checks
- Obesity Monitoring
- Osteoporosis Clinic
- Heart Disease Protection
- NHS Health Check
- Flu & Pneumonia Protection
- Patients over 75 are offered Annual Health Assessment
- Smoking Cessation Clinic

Your responsibilities 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 an appointment. Tell us as soon as possible if you are unable to attend, so that the appointment(s) can be offered to another patient(s).
- We ask that you treat the Doctors and Staff with courtesy and respect.
- Please note that this is a Zero Tolerance Practice