

# PARKVIEW SURGERY



MAIN SURGERY  
36 Cressingham Road  
Edgware  
Middlesex  
HA8 0RW  
Tel: 020 8906 7980  
Fax: 020 8906 8713

BRANCH SURGERY  
Grahame Park Health Centre  
The Concourse  
London NW9 5XT  
Tel: 020 8205 3649

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



## **Welcome To Our Practice**

This leaflet is designed to provide patients with a useful guide to the services available at the practice.

## **The Doctors**

Dr S Shanmugaratnam (Female Partner) (MBBS)

Dr N Manivannan (Female Partner) (LMSSA, LRCP, LRCS, DRCOG, DCH, DFSRH)

## **The Nursing Team**

**Practice Nurses**                      Lai Leong-Smith (RN)

## **The Practice Team**

**Practice Manager:**                      Thirumagal Vijenthra (BSc, PGCert, AMSPAR, ILM)

**Lead Receptionist:**                      Sue Isaacson

**Receptionists:**                      Alison Dickinson  
Jackie Chenery  
Kay Mistry  
Rasmiya Sultan

**Practice Administrator:**                      Florentina Martinov

**Secretary:**                      Ann Johnson

## Opening Times

<b>Cressingham Road</b>		<b>Grahame Park</b>
Monday	8:00 am - 6:30 pm	9:00 am – 1:00 pm After 1pm services are provided at main site
Tuesday	8:00 am – 6:30 pm	9:00 am – 1:00 pm After 1pm services are provided at main site
Wednesday	8:00 am – 6:30 pm	9:00 am – 1:00 pm 3:00 pm – 6:00 pm
Thursday	7:15 am - 8:00 am (extended hours surgery no telephone access) 8:00 am – 6:30 pm	9:00 am – 1:00 pm After 1pm services are provided at main site
Friday	7:30 am -8:00 am (extended hours surgery no telephone access) 8:00 am - 6:30 pm	9:00 am – 1:00 pm After 1pm services are provided at main site
Weekend	Closed	Closed

## Appointment Times

<b>Cressingham Road</b>		<b>Grahame Park</b>
Monday	9:00 am – 12:30 pm 3:30 pm – 6:00 pm	9:00 am – 12:30 pm Services are provided at main site after this time.
Tuesday	9:00 am - 12:30 pm 4:00 pm - 6:00 pm	9:00 am – 12:00 pm Services are provided at main site after this time.
Wednesday	9:00 am – 12:30 pm 4:00 pm – 6:00 pm	2.30 pm – 5:30 pm
Thursday	7:15 am - 12:30 pm 3:30 pm – 5:30 pm	9:00 am – 12:30 pm Services are provided at main site after this time.
Friday	7:30 am – 12:30 pm 3:30 pm – 6:00 pm	9:00 am – 12:30 pm Services are provided at main site after this time.
Weekend	Closed	Closed

Appointments can be made in advance by contacting a member of our reception team during our normal opening times or using the online service. Please ask for a separate appointment for each member of the family who needs to see the doctor or the nurse.

If you need an appointment for an urgent medical problem, please ring on the day, the phone lines open at 8:00am at Cressingham Road and 9:00 am at Grahame Park for morning appointments and 3.00pm at both sites for evening appointments.

**Extra appointments** are available at neighbouring practices on Mondays to Fridays 6:30pm to 8:00pm and at weekends and bank holidays 8:00 am to 8:00 pm. The service can be contacted direct during these times on 020 3948 6809. Alternatively appointment enquires can be made through our reception team.

### **Telephone Calls to the Doctor**

If you wish to speak with the doctor, please speak to our receptionist who will note your details and pass the message onto the doctor who will call you back.

### **Disabled Access**

There is designated disabled parking at Cressingham Road and Grahame Park. Disabled toilet facilities are available at both sites and all rooms are fully accessible.

### **Home Visits**

Please come to the surgery whenever possible as the facilities here are far better for examination. If you are housebound or are too ill to come to the surgery, please try to telephone the surgery before 10am to help the doctors plan their day.

Please be ready to give your name, address, telephone number and brief details of the problem. The doctor will call you back.

### **Out of hours**

If you are in need of urgent medical attention outside surgery hours e.g. night, weekends or public holidays, please ring 111 for the NHS out of hours service.

### **Test Results**

Please ring the surgery to check that your results have been received. Please note that receptionists are not clinically qualified to interpret results and can only pass on the doctors' recommendations if instructed to do so.

It is always better to discuss your results with the doctor if you have any concerns. It is not always necessary to book an appointment to see the doctor. A telephone consultation can be useful for discussing results.

## **Repeat Prescriptions**

If you are taking regular medication the doctor may decide to authorise repeat prescriptions. You will usually be given a repeat request slip during consultation.

We require at least **2 working days** for your prescription to be processed. This excludes weekends and bank holidays, when the practice is closed. Prescriptions brought in on a Friday will be ready for collection the following Tuesday.

Please make your request in writing, giving your full name address and details of the medication required. Most prescriptions are printed by computer and a tear off request slip is attached to each prescription. Requests can also be made online, please enquire at reception for details on how to register.

We do not ordinarily accept telephone requests for prescriptions unless you are housebound. This is to avoid the possibility of inaccuracies and blocking the busy telephone lines.

If you have difficulty getting to the surgery to collect your prescription, please provide us with a stamped addressed envelope and we will be happy to post your prescription to you. Alternatively you may wish to make arrangements with a local pharmacy for collection.

## **How to Register**

We accept all patients living within our catchment area. When registering, we would prefer all new patients to supply their NHS number. This can be found on your NHS medical card, or can be obtained from your previous GP.

We will also need details of your previous address, previous doctor and proof of residency within the practice catchment area such as a utility bill, rent book etc. The documentation should be current (dated within the last three months) and display your name and the address you wish to register at the practice with.

Patients will be registered with Parkview Surgery and may consult with any available doctor. Patients have the right to express a preferred GP that they wish to see and manage their care. Patients may have to wait longer to see their preferred GP.

At registration you will be given a health questionnaire to complete and will be offered an appointment for a health check with our practice nurse.

## **Services Provided**

- Child Health Surveillance  
6 week baby development checks by appointment with one of the doctors.

### **Childhood immunisation for children 0-5 years, by appointment with the practice nurse.**

- Family Planning/Contraception – by appointment  
We offer a comprehensive service including oral contraception, contraceptive injections, contraceptive patches and emergency contraceptive advice.
- Maternity Services- pre-natal, antenatal and postnatal advice by appointment with the doctor.
- Cervical Smear Tests -by appointment with the Practice Nurse.
- Well woman services and menopausal advice
- Diabetic Clinic – by appointment the practice nurse/pharmacist
- Asthma Clinic – by appointment the practice nurse/pharmacist.
- Heart Disease & Blood Pressure Clinic –by appointment the practice nurse/pharmacist.
- Travel Advice and Immunisation – by appointment the practice nurse/pharmacist.
- Weight Management
- Well Man services
- Over 75s Health Check – annual via appointment.
- Flu Immunisations- offered to all at risk groups annually.
- NHS Health Checks

## **Online Patient Services**

We are able to offer the following online services:

- Online Appointments
- Online Repeat Prescriptions
- Online Access to Summary Record

If you would like to apply for these services, please enquire at reception.

## **Practice Charter:**

### **Help Us To Help You**

Your Doctor and Staff will endeavour to do their best for you. But they need your help to provide the best care for all patients. Please support us by following these simple guidelines:

- ✓ Please treat your doctor and staff with politeness and respect.
- ✓ Please cancel appointments you cannot attend or no longer need – somebody else can use this appointment.
- ✓ Please think twice before requesting a home visit- is a visit really necessary?
- ✓ Please try to telephone before 10am if you require a home visit.
- ✓ Please request your repeat prescription in good time – this will help avoid delays.
- ✓ Please be patient if you are kept waiting for an appointment – the doctor may have had to deal with an emergency.
- ✓ Please let us know if you change your address or telephone number so that we can keep your records up to date.

### **What you can expect from us**

- ✓ Make an appointment with the doctor of your choice.
- ✓ The right of privacy and respect for cultural and religious beliefs.
- ✓ Referral to a hospital consultant of your choice where the doctor agrees it is necessary. Referral to the community services as necessary, i.e. district nurse, health visitor, midwife, dietician, psychiatric nurse.
- ✓ An explanation of any proposed treatment.
- ✓ Access to your health records (subject to any limitations in the law).
- ✓ Access to emergency care.
- ✓ To know the name of the member of staff you are dealing with.



## **Keeping Your Records Confidential**

Everyone working in the NHS has a duty to keep information about you confidential.

Sometimes you may receive care from other people as well as the NHS (for example, social services or private healthcare). We may need to share some information about you with them; this is so that we can work together to provide the best possible care for you.

If someone who is not caring for you asks us for information about you or your health, we will ask for your written permission before we tell them anything. We will not pass the information on if you do not want us to.

We will keep your records securely and only share details when there is a genuine need to know.

## **Zero Tolerance Policy**

Please remember we are here to help you and will not tolerate any form of abusive/threatening behaviour towards any member of staff at any time. Behaviour of this kind may result in your name being removed from our practice list. Serious incidents will be reported to the police.

## **Comments and Compliments – Friends and Family Test**

We value your feedback on the service we provide, the friends and family test is one way for patients to give feedback, please tell us what we are doing well as well as what we are not doing so well, any suggestions for improvements are welcome. Please complete a feedback form and pass to our receptionist or if you prefer you can complete the short survey via our website [www.parkviewsurgeryedgware.co.uk](http://www.parkviewsurgeryedgware.co.uk)

## **Formal Complaints**

The practice operates a complaints procedure in line with the NHS regulations called local resolution. A copy of the procedure can be obtained at reception. If you feel a complaint is necessary please contact the Practice Manager either by phone or in writing.

## **Named GP for all Patients**

Every patient is allocated a named GP who will be responsible for their overall care. This does not prevent you from seeing any GP or Nurse in the practice of your choice,

Your named GP will not be available at all times and if your needs are urgent you may need to discuss them with an alternative doctor.

**Practice Website** ( [www.parkviewsurgeryedgware.co.uk](http://www.parkviewsurgeryedgware.co.uk))

The practice website provides further information about our practice as well as the latest news and updates.

### **Patient Participation Group**

We welcome any patients wishing to participate in the Patient Participation Group. Sign up forms are available at reception or via our website.

### **Carer Aware**

Are you a carer? Do you look after someone who is ill frail or disabled? Is that someone a member of your family, a friend or a neighbour? Please let us know so that we can update our records and provide support.

**Interpreting Services** – Please enquire at reception for availability.

### **Useful Contacts**

Royal Free NHS foundation Trust            020 3758 2000  
Barnet Hospital, Chase Farm Hospital, Royal Free Hospital

Northwick Park Hospital                    0208 864 3232

Edgware General Hospital                 0208 952 2381

Barnet Council                                0208 359 2000

Barnet Carers Support                      0208 343 9698

Age UK

0800 678 16 02

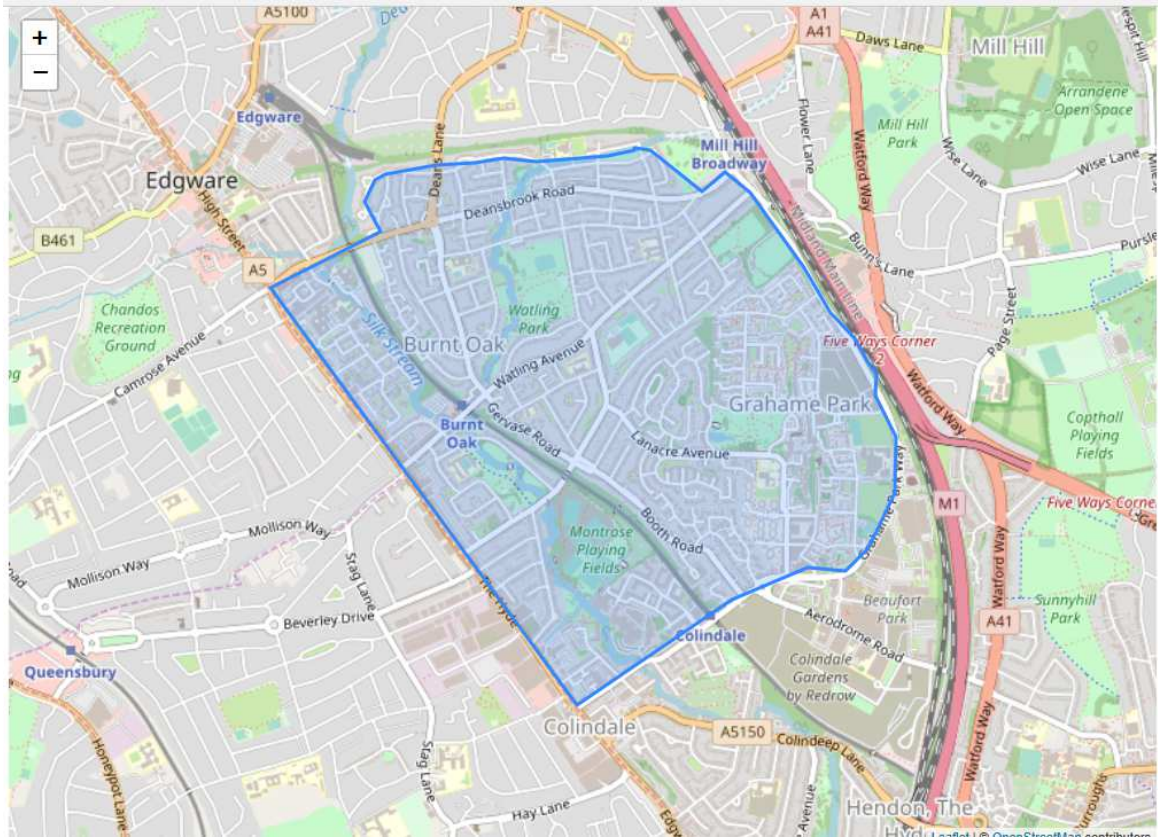
Samaritans

116 123

Barnet Federated GP Evening  
and Weekend Appointment Service

0203 948 6809

# PRACTICE BOUNDARY



Leaflet Reviewed: August v4 2019