

WELCOME TO OUR PRACTICE

THE PRACTICE TEAM:

DOCTORS:

Our practice consists of two male doctors.

(Whilst you will be registered with a particular partner you may see the doctor of your choice.)

Dr Howard Mulkis

(MBBS DRCOG Registered London 1982)

Dr David Foster

(MBChB DRCOG Reg. Birmingham 1990)

NURSES:

Our practice nurses **Sian Gilbert & Helen Shuck-Keane** are available by appointment only.

HEALTHCARE ASSISTANT:

Nuala Hearne deals with New Registration Checks on Monday & Tuesday afternoons and runs a blood clinic on a Tuesday morning.

ADMIN STAFF:

Our Practice Manager **Malvi Shah** is responsible for the smooth running of the practice. She is available to discuss any problems or suggestions which might help to improve our Services.
Lesley Packer & Margaret Morris
(Administrators)

RECEPTIONISTS:

Our reception Team includes;

**Una Anderson, Nuala Hearne,
Michelle Atkinson, Maxine Norman,
Margaret Morris, Patricia Gibson,
Gemma Dawson**

INFORMATION FOR PATIENTS

HOW TO REGISTER:

You will need to attend the surgery to complete the relevant forms.

You will need to bring;

proof of address (from the past 2-3months) and your **NHS number** (this can be found on your medical card), if you do not have a medical card you can get your NHS number from your previous GP.

Once you complete the necessary forms you will need to book a health check with the Healthcare Assistant (this is for all patients aged 16 and over.)

ATTENDING THE SURGERY:

If you need assistance when entering the surgery please call prior your appointment or ring the bell, a member of staff will be able to help.

SURGERY OPENING HOURS

**Monday – Friday 8:00am - 1:00pm
&
2:00pm - 6:30pm**

DOCTORS CONSULTING HOURS:

By Appointment Only

Dr Mulkis

A.M- Monday– Friday

P.M- Monday- Friday (Exc. Wed & Thus)

Dr Foster

A.M - Monday- Friday

P.M - Monday—Wednesday

Extended hours appointments are on Monday evenings from 6.30-7.30pm.

Telephone consultations: Please call the surgery between 10-11am to book a slot and the GP will call you back between 12:00—3:00pm

HOME VISITS:

Should a **home visit** be necessary please telephone the surgery before 10.00am.

Be ready to give your name, address, telephone number and a brief description of what is wrong.

EMERGENCY APPOINTMENTS:

For an **Emergency appointment please call the surgery at 8am**

(we are not a walk in surgery and will not be able to offer you an emergency appointment if you walk in at anytime)

ROUTINE APPOINTMENTS:

Please call after 8:30am for routine appointments/ results/ queries

For **urgent advice** and treatment when the practice is closed **please call 111.**

**Finchley Memorial Hospital
Walk-In-Centre**

is open seven days a week from
8.00am - 10.00pm.

For further information call:
020 8349 7470.

PATIENT CONFIDENTIALITY AND DATA PROTECTION:

We respect your right to privacy and keep all your health information confidential and secure in accordance with the Data Protection Act 1998.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so those treating you can give you the best possible care.

Please note that medical records are subject to inspection by NHS Barnet for the purpose of financial audit, record validation and research.

Should you wish your records to be excluded from such inspection or use please speak with a member of staff.

You have a right to know what information we hold about you.

If you would like access to your medical records please speak to our Practice Manager, Malvi Shah.

Barnet CCG are responsible for ensuring you get all the services you need. For details please call 020 3688 2299 or write to them at:

Barnet CCG
4, North London Business Park
Oakleigh Road South
London
N11 1NP

REPEAT PRESCRIPTIONS:

Patients on long-term treatment will have medication on repeat.

Requests can be made by ticking which items you require and handing the slip into the surgery.

Please allow 48 hours (two working days) **for the prescriptions to be processed before collecting at the surgery or the chemist of your choice. By post (please supply a stamped, addressed envelope).**

WE DO NOT TAKE PRESCRIPTION REQUESTS OVER THE TELEPHONE.

We recommend that you have a medication review at least once a year by the doctor.

Please do not ask the doctor for a repeat prescription during a consultation.

CHANGING ADDRESS:

Please let us know if you move address.

If you move outside the practice catchment area you will need to register with a new practice.

COMPLAINTS PROCEDURE:

The practice operates a complaints procedure as part of the NHS system for dealing with complaints.

Our system meets national criteria.

Our aim is to give you the highest possible standard of service. Our practice manager will deal swiftly with any problems that may occur.

ZERO TOLERANCE:

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GP's, staff or other patients verbally or physically will risk removal from the practice list.

RESPECT:

We respect patients of all ethnicity's/ religions and understand every patient has different needs.

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COLNEY HATCH LANE SURGERY

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Muswell Hill
London
N10 1ET**

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Fax: 020 8365 3938

www.drisaacsonandpartners.co.uk