

## Staff

GPs  
Advanced Nurse Practitioners  
Practice Nurses  
Health Care Assistants  
Pharmacists  
Paramedic  
Social Link Prescriber  
Business Manager  
Finance/Practice Manager  
Practice Manager  
Centre Manager  
IT Manager  
Receptionists/Administrators

*JS Medical Practice is becoming a teaching practice and medical students may be present with your consent at consultations as part of their medical training in the future.*

## Services Provided

- Maternity medical services
- Six-week baby checks
- Child immunisations
- Over-65 annual health checks
- Family planning and contraceptive advice
- Adult vaccinations
- Travel advice and vaccinations (give at least 4/6 weeks notice).
- Cervical smears
- New patient registration health checks
- Diabetic Chiropody (by referral)
- Dietitian (by referral)
- Physiotherapy (by referral)
- Smoking Cessation (by referral/self-referral)

## Minor Ailments Scheme

The practice participates in the Haringey minor ailments scheme. The scheme offers patients the choice to consult or a local pharmacist for minor ailments.

## NHS e-Referral Service

The Practice participates in the NHS e-Referral Service (e-RS) electronic service for hospital referrals.

## CONSULTATION TIMES

	AM	PM
<b>Monday</b>	09:00 12:00	15:00 20:00
<b>Tuesday</b>	09:00 12:00	15:00 20:00
<b>Wednesday</b>	09:00 12:00	15:00 18:00
<b>Thursday</b>	07:15 12:00	15:00 18:00
<b>Friday</b>	09:00 12:00	15:00 18:00

## Chronic Disease Management

Chronic disease management, including follow-up and annual reviews, is provided for the following conditions:

- Asthma/COPD
- Cancer
- Coronary Heart Disease
- Diabetes
- Epilepsy
- Hypertension
- Mental Health
- Stroke/CVA
- Thyroid Disorders
- Obesity

## Patient Participation Groups

Patient Participation Groups are held regularly. Please ask Reception for details.

**ALL CONSULTATIONS BY APPOINTMENT ONLY**  
**If you are late by 10 minutes or more, you may have to re-book your appointment.**  
**Patients can make appointments on-line. Please ask Reception for details.**

**[www.jsmedicalpractice.com](http://www.jsmedicalpractice.com)**



# JS Medical Practice

107 Philip Lane, Tottenham  
London N15 4JR

**Dr J Pandya MBE** MBBS FRCGP DPD  
**Dr Sejal Pandya** MBBS MRCP DRCOG  
**Dr Naomi Oliver**  
**Dr Ferduche Miah**

**Surgery Telephone: 020 8808 7968**  
**Out of Hours Telephone: 111**  
**OPENING HOURS**

## Reception

**Monday:** 08.00 – 20.00  
**Tuesday:** 08.00 – 20.00  
**Wednesday:** 08.00 - 18:30  
**Thursday:** 08.00 – 18.30  
**Friday:** 08.00 – 18:30

*Saturday and Sunday CLOSED*

*The Surgery has disabled access for wheelchair users*

## Repeat Prescriptions

Please give 48 hours' notice. Requests should be written using the slip attached to your prescription. They may be brought in person. Letters of

request should enclose a S.A.E. No prescriptions are taken over the phone. Repeat prescriptions can also be ordered online. Please ask Reception for details.

## Results

Patients are advised to make an appointment or call for all/any of their investigation results after 11:00am

## Telephone access to clinicians

Telephone access to clinicians is available Monday to Friday. Treatment is prioritised and a same-day appointment made if necessary.

## Home Visits

A visit may be arranged at the Doctor's discretion. If you require a visit, please telephone the surgery before 10:30am in the morning.

## Out of Hours Service

In case of emergencies, or if your condition requires immediate treatment, the following NHS services are available.

- NHS 111 – call 111
- The North Middlesex Hospital has a Primary care Walk-in Centre, at the front of the A&E Department which is open between 08:30 – 22:00 on weekdays and 09:00 – 22:00 at weekends.
- Hospital Accident & Emergency Departments are open 24 hours a day. In the event of an acute emergency you can go to your nearest A&E Department or call 999. *If you do not have an acute emergency, please try the other out of hours healthcare options first.*

## Patients' Rights and Responsibilities

You have the right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible with the resources available

In order to assist us in this, we ask you to take full responsibility to ensure that you keep medical appointments and follow the medical advice given. **It is very important** that you let us know if you are unable to keep your appointment, as missed appointments are a waste of valuable NHS resources.

Very occasionally, a practice/patient relationship breaks down completely. In this situation, the patient may choose to register with a different practice. The practice also has the right to remove a patient from its list. This would generally only follow a warning that had failed to remedy the situation.

**Please tell us** if you change your name, address or telephone number, as this is important in the event of an emergency. If you move outside our area it is in your best interest to register with a GP in your new area as soon as possible. The doctors do not make house calls outside the practice area.

## Suggestions and Complaints

We are interested to receive suggestions and complaints about the services that we provide. Our aim is to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Please contact the Practice Manager who will be more than pleased to assist you.

*January 2021*

## **Data Protection**

Please note that your health records are kept confidential by all NHS workers and may be shared.

## **Zero Tolerance Policy**

*We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.*

**THANK YOU** in advance for your cooperation in following the practice's policies. Please do not hesitate to ask if you need any assistance.

### ***Useful telephone numbers:***

<i>North Middlesex Hospital</i>	<i>020 8887 2000</i>
<i>St Ann's Hospital</i>	<i>020 8442 6000</i>
<i>Whittington Hospital</i>	<i>020 7272 3070</i>

**Please note that in the interest of patient safety and service quality monitoring, all calls to the Surgery are recorded.**