

HOW TO REGISTER WITH US

Registration forms are available from the reception desk in the practice. All new patients must return the completed forms to the surgery between 9 am and 12.30 pm with all the proof of residency documents we require. Once registered, we can request your medical records from your previous GP via the Health Authority. Please remember to notify the practice if you change your name, address or telephone number. Please put any amendments in writing by email, post or you can come to the surgery to complete a form.

PRACTICE AREA

We accept patients from all areas.

APPOINTMENTS

Stockwell Lodge Medical Centre operates a booked appointments system for registered patients. Ring our patient line on **01992 624 408** between practice opening hours for an appointment which can be face to face or over the telephone.

You can also book an appointment by visiting the surgery or by using our online request service.

Appointments are pre-bookable up to four weeks in advance for face to face appointments only, online bookings are also available, please speak to your reception team for more information.

If you wish to see a particular GP or nurse you can do so if you book your appointment in advance (subject to availability). We will accommodate this request whenever possible.

How You Can Help Us

- Pre-book appointments for non urgent matters.
- Be on time to for your appointment. Patients who are more than 10 minutes late will not be seen.
- Let us know if you need to cancel so we can offer the appointment to someone else. Patients who frequently miss appointments may be removed from our list.

WHAT TO DO IF THE SURGERY IS CLOSED

Patients can obtain confidential medical advice and health information 24 hours per day, 7 days per week by calling

NHS Direct **0845 4647** or

Online at www.nhsdirect.nhs.uk

For urgent medical advice out of surgery hours that cannot wait until the following day contact the emergency

Out-of-Hours service on **111**

(6.30pm — 8.00am weekdays, weekends & bank holidays)

ACCIDENTS AND EMERGENCIES

Whatever the time of day, if you experience severe chest pain, loss of blood or suspected broken bone, go to your nearest accident & emergency department or call 999. They are open 24 hours a day and can assess serious injuries and provide emergency treatment. **NHS 111** is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. **NHS 111** is a fast and easy way to get the right help, whatever the time

SPECIALIST CLINICS AND SERVICES

We provide an additional range of services including:-

Clinics for Asthma, COPD Care, Spirometry, Diabetes, Blood Pressure Checks, Cervical Screening, Chlamydia Screening, Cholesterol Checks, Childhood Immunisations, Maternity Services (Antenatal Care, Post Natal Care, Baby Checks, etc), Gynaecology Services, Minor Surgery, Travel Advice and Immunisations, Adult immunisations, Weight Reduction Advice, Family Planning, Stopping Smoking Clinic, Palliative Care, NHS Health Check.

Please speak to reception if you would like more information regarding our services or clinics.

Practice Leaflet



Stockwell Lodge Medical Centre

Rosedale Way, Cheshunt, Herts, EN7 6HL

Telephone: 01992 624 408 **Fax:** 01992 789 619

Website: www.stockwelllodge.org.uk

OPENING HOURS

Monday: 8.00am to 6.30pm

Tuesday: 8.00am to 6.30pm

Wednesday: 8.00am to 6.30pm

Thursday: 8.00am to 6.30pm

Friday: 8.00am to 6.30pm

EXTENDED HOURS

Monday: 6:30pm to 8:00pm

Tuesday: 6:30pm to 8:00pm

Every 4th Wednesday 6.30pm to 8pm (contact the practice for next available date)

Every 4th Saturday 9.00am to 5.00pm (contact practice for next available date)

THE DOCTORS

Dr Navina Sullivan (Female)

Dr Marek Dobrowolski (Male)

Dr Pearl Onykuru (Female)

Dr Shubha Kutty (Female)

Dr Vanessa Sandhu (Female)

ONLINE REQUESTS

This service is available 24/7 a response is normally within 48 hours excluding requests made Friday afternoon and Saturday. Please visit the website.

REPEAT PRESCRIPTIONS

Please bring your repeat prescription request to the surgery before you run out of medication. Allow **TWO** working days (48 hours) before collection for prescription on repeats, if your request is not on repeats please allow a further 24 hours before collection. If you wish the prescription to be posted, please provide a stamped self-addressed envelope. The surgery also offers a repeat prescription collection service. Prescriptions can be collected by a local chemist please ask at reception for a list of chemists who offers this service. For patient safety we cannot accept repeat prescriptions by phone (except for house bound patients). The surgery also offers an on-line repeat prescription service ask at reception for your personal username and password.

HOME VISITS

Home visits are made where there is a medical need and the patient is housebound. We will not accept home visit requests for children as they can be better assessed in the practice.

SICK NOTES

If you are off work for less than a week, you can collect form Self-Certificate from reception. You do not need any other certification to return to work. If your employer insists on a sick note for periods of less than a week, a private certificate may be issued at the discretion of the doctor and a charge will be made. If you are off work for more than a week, you will need to see a doctor to obtain a "fit to work note".

LATE ARRIVALS

Patients arriving more than 10 minutes late for an appointment may be seen at the end of the surgery at the doctors discretion. Patient arriving more than 15 minutes late need to re-book. If you have a genuine reason they may be seen at the discretion of the doctor.

NAMED ACCOUNTABLE GP

From 1st April 2015, practices are required to allocate a named accountable GP to all patients, including children. All patients registered before the 1st April 2015 have been allocated a GP. All new patients registering after the 1st April 2015 will be allocated a GP at time of registration. Please ask reception if you wish to know who your named accountable GP is. Should you express a wish for this to be changed to an-other GP we will do our best to accommodate your wishes.

PATIENT CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure in accordance with the Data Protection Act 1998. You have a right to access your medical records in accordance with the Access to Records Act 1990. Any request for a report or copies of notes requires a signed patient consent form and will incur a charge. Further information is available from reception.

CHAPERONE

If you would like a chaperone when you see the doctor or nurse, please feel free to bring someone with you, or ask at reception when making your appointment.

ZERO TOLERANCE POLICY

Stockwell Lodge Medical Centre aims 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. 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.

COMMENTS & COMPLAINTS

Comments, suggestions and complaints about the service we provide can be made in person at the surgery, by telephone call, put in writing and posted or sent by email to slmc.rec@nhs.net, or via our website. Our aim is to give you the highest possible standard of service.

INTERPRETER

Please speak to reception if you would like more information regarding this service.

MINOR INJURIES UNIT

Cheshunt Community Hospital

King Arthur Court, Cheshunt, EN8 8XN

Tel: 01992 622 157

Opening Hours: 08:00 to 20:00

WALK –IN CENTRE (GP LED)

Spring House Medical Centre

Ascot Lane, Welwyn Garden City, Herts, AL7 4HL

Tel: 01707 294 354

Opening Hours: 08:00 to 20:00

Edgware NHS Walk –In Centre

Edgware Community Hospital, Burnt Oak Broadway,

Edgware, Middlesex, HA8 0AD

Tel: 020 8732 6459

Opening Hours: 07:00 to 21:00

URGENT CARE CENTRES

(Urgent Care is for less serious illnesses and injuries which need urgent but not emergency care).

North Middlesex Hospital Urgent Care Centre

Sterling Way, Edmonton, N18 1QX

Opening Hours: 08:00 to 22:00

Chase Farm Hospital Urgent Care Centre

The Ridgeway, Enfield, EN2 8JL

Tel: 020 8375 1010

Opening Hours: 08:00 to 22:00

QE2 Urgent Care Centre

Howlands, Welwyn Garden City, Hertfordshire, AL7 4HQ

Tel: 01707 328 111

Opening Hours: 24 hours a day, 7 days a week

YOUR LOCAL PRIMARY CARE TRUST

Hertfordshire PCT

Charter House, Parkway

Welwyn Garden City, AL6 6JL

Tel: 01707 309 855