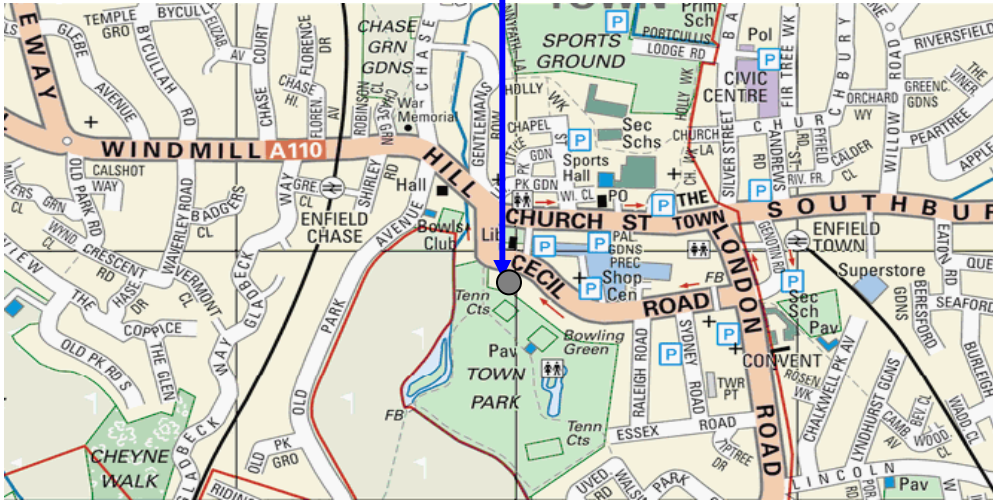


THE TOWN SURGERY



Enfield Town

How to Find Us The Surgery is located on the Enfield one-way system near to the Town Library and Park. There is parking opposite the Surgery in a Multi-Storey Car Park and in a Car Park in Cecil Road approx 200yds before the Surgery on the edge of the Town Park.

Access for Disabled patients: (Disability Discrimination Act (DDA)). There is a disabled access ramp and disabled toilet facilities. We have a hearing loop installed for use with hearing aids.

Disabled Parking Blue Badge Holders can park on the road outside the Surgery (Yellow Line) provided the Blue Badge and Clock are displayed.

Please do not park outside the Surgery unless Disabled.

The Practice strictly adheres to the policy of **ZERO TOLERANCE** towards violent, aggressive or abusive patients. The Doctor has the right to request that the Primary Care Trust removes such patients from the Practice list. Closed circuit television (CCTV) is installed at the Practice premises for the security of the staff, patients and premises. Cameras are located at various places on the premises, and images from the cameras are recorded.

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The Town Surgery

37 Cecil Road, Enfield, Middlesex, EN2 6TJ

Tel: 020 3002 6002

Fax: 0844 477 3717



Dr M Theivendra - (Male)
MBBS (CEY) LRCP LRCS

Dr A Dharman - (Male)
MBBS BSc MRCGP

Dr F.J Yurrita - (Male)
MBBS (Spain)

Practice Nurse - Mrs Judy Fazal
RGN (Female)

Practice Manager - Miss Vinthiya
Sritharan MSc

New Patients Welcome

To register come to the Surgery bring your current Medical Card, (or Passport if you do not have a Medical Card), proof of address (utility bill or bank/credit card statement) and collect Registration Forms for you (and for any other members of your family) from the Reception. Fill in your details on the form including your NHS number, details of previous address and Doctor and book an appointment with the Nurse for a New Patient Health Check. When you have seen the Nurse you will then be able to book an appointment with the Doctor of your choice

Appointments: *PLEASE NOTE* that all consultations with the Doctors or Nurse are by **appointment ONLY**.

Appointment Bookings: Telephone **020 3002 6002** or come into the Surgery during normal surgery hours (8.00am – 6.30pm). You can normally see a Doctor of your choice within 2 days upon request or a future date of your convenience. Monday evening Doctor appointments are available for patients who work and cannot attend during the day. When booking, please tell the receptionist if the appointment is with a Doctor or Nurse and if it is routine, or for a special test, clinic, or immunisation. Consultations are normally for 10 minutes and for ONE patient ONLY. If more than one member of your family need to see the Doctor please book a separate appointment for each person. Please arrive on time for your appointment if you arrive late you may be asked to re-schedule the appointment.

If you are unable to keep an appointment please let the receptionist know as soon as possible so that the appointment can be allocated to another patient.

Urgent appointments: If you need to be seen urgently phone the surgery for an 'on the day' urgent appointment.

Surgery Opening Hours:

Monday 8.00am – 8.00pm
Tuesday- Friday 8.00am – 6.30pm
Saturday- Sunday CLOSED

Consultation times

Doctor 9.00am– 11.30am Mon to Fri
4.00pm – 6.30pm Mon to Fri
6.30pm – 8.00pm Mon Evening ONLY
Nurse 9.30am – 12.30pm Tues, Weds & Thurs
Telephone Advice} Telephone 020 3002 6002
Doctor or Nurse} [11.30 – 12.00 noon]

Further Information:

Repeat prescriptions:

Please make a request of your repeat prescriptions in writing. Your prescriptions have a perforated page, which will have the medication you take listed on it, please keep this and bring or post it to the surgery when you require your regular medications. The Practice needs 48 hours notice to process repeat prescriptions. You may also enclose a stamped addressed envelope with your request and the prescription will be posted to you or sent to your pharmacist.

We cannot accept telephone requests for repeat prescriptions.

Blood / Urine test Results:

The above results are received by the surgery 3 to 5 days after they are sent for analysis. Please contact the Surgery by phone between 12.00 noon to 13.00am for the results or if you need to speak to the Doctor telephone between 12.00 noon – 13.00pm

Home visits: The Doctor will visit patients at home if they are too ill or infirm to be able to come to the surgery.

If you require a home visit during the week, please try to telephone the surgery before 10.00am. For other times please see the 'In an Emergency' section of this leaflet.



ENFIELD REGISTRATION QUERIES 020 7685 6650

Practice Charter:

It is our intention to give you the best possible level of care. Please help us to help you. Your co-operation will be appreciated.

Full information will be given to you about the services we offer and every effort will be made to ensure that you receive all information that affects your health and the care being offered. It is important that you benefit from these amenities.

The Doctor or Nurse will discuss and explain the treatment with you and ensure that qualified staff will carry the treatment plan through. No treatment will be given without your informed consent.

Everyone will be treated as an individual with courtesy and respect at all times, irrespective of ethnic origin or religious belief. In return we ask that you treat the staff in the same manner.

Confidentiality is maintained at all times. (Medical Records Confidentiality Act of 1995) You have the right to see your records, subject to any limitations in the law, please apply in writing and give at least 48hrs notice.

Please inform the surgery of any changes to your name, address or home/mobile telephone number.

Complaints or Suggestions

Our Doctors, Nurse and practice staff aim to give the best possible service at all times. However if you feel at all unhappy about the service you receive and want to complain please write to the Practice Manager who will respond to your complaint within two working days.

Any suggestions you have to improve the practice are also welcome. Please put these in writing and address to the Practice Manager.

IN AN EMERGENCY

(For Example – Severe chest pain, severe breathing difficulties, patient unconscious, heavy bleeding or suspected broken bones)

TEL 999

OR if you need advice **TEL 111**

Urgent Appointments- Monday to Friday: If you need to be seen by a Doctor urgently, phone the surgery for an ‘on the day’ urgent appointment.

NHS Barndoc Out-of-hours service

❖ *If you need to speak to a Doctor or need to be seen by a Doctor when the surgery is closed: -*

TEL 111

NHS Urgent Care Centre

Use your local urgent care centre or walk-in centre if you need medical treatment or advice which does not need a visit to A&E or when you can't wait for an appointment with your GP

Chase Farm Hospital urgent care centre

The Ridgeway,
Enfield EN2 8JL.
Open daily 9am to 9pm.
Tel: 020 8 375 1010

North Middlesex Hospital urgent care centre

Sterling Way,
Edmonton, N18 1QX.
Open daily 8am to 10pm.

Tel: 020 8887 2000

**Please do not go to A&E during Surgery hours' phone
for an Urgent appointment - 020 3002 6002**

Antenatal Care:

The Midwife is available for an antenatal care clinic on Tuesday mornings 9.30am – 11.30am. Please telephone for an appointment

Hospital Referrals – Patients' Choice:

If the Doctor refers you to hospital you will be able to choose which Hospital you would prefer to attend. The Doctor will advise you on this. If the Doctor recommends an urgent referral to hospital please make sure you accept the appointment offered.

Clinics

Diabetic Clinic:

This clinic is run on a shared care basis in conjunction with the Diabetic Service at Forest Primary Care Centre. The Practice Nurse will review a diabetic patient on an annual basis. An optometry review will take place annually at selected local Opticians

Cervical Screening (Smear Tests):

Cervical screening can detect any problems at an early stage and may prevent serious illnesses, such as cervical cancer. The tests are available for women between the ages of 25–64 years and should be

repeated every three years. Please book an appointment with the Practice Nurse.

Contraception:

Our Practice Nurse offers a comprehensive range of contraceptive services during normal consultation hours. These include the pill, diaphragm and other forms of family planning advice. The Doctors are available for patients to discuss sterilisation or vasectomy.

Travel Vaccinations:

Travel vaccinations are available for patients who travel abroad. Please book an appointment with the Practice Nurse at least two weeks before travelling and inform the receptionist which vaccines you require or which countries you intend to visit.

Medical Certificates:

Self-certification forms are available at reception for the first week of absence from work due to illness.

The Doctor, will issue NHS certificates for further weeks of absence as appropriate. Private certificates are also available from the Doctor, for which a fee is payable.

Special Clinics

Our Practice firmly believes in the concept of preventative medicine. We offer a wide range of services that aim to promote health in the community.

Well Person Clinic: The Doctor or Nurse will carry out a general health check; and give advice on healthy eating, exercise and weight reduction.

Cardiac Disease and Stroke Prevention clinic

Patients who have high blood pressure or a family history of heart disease are welcome to attend.