

Vision Statement

The Grove Road Surgery is fully committed to working in partnership with our patients in providing excellent services in a proactive and supportive environment. We promote and embed the ethos of "Everyone matters", within our Practice, by treating our patients equally to provide the best possible healthcare service.

Welcome to our Practice. We are a family-friendly practice and aim to provide a range of general medical services together with a selection of special clinics designed to promote better health care for our patients. This leaflet outlines the services we offer.

<u>CONSULTATION TIMES</u>		
MONDAY	9:00-12:00	2:30-6:30
TUESDAY	9:00-12:00	3:30-6:30
WEDNESDAY	9:00-1:00	1:30-6:30
THURSDAY	9:00-1:00	CLOSED
FRIDAY	9:00-1:00	1:30-6:30

PLEASE BOOK YOUR APPOINTMENTS IN ADVANCE!

URGENT MEDICAL APPOINTMENTS

If you are in need of urgent medical attention please call the surgery to book an 'urgent appointment'. Urgent appointments can be booked **only** between 8am and 9am Monday to Friday only on the same day.

A&E ATTENDANCES

Please remember that hospital A&E departments are designed to **treat accidents and emergencies only**. **An emergency is a critical or life threatening situation which may include loss of blood, trauma or loss of consciousness.**

HOME VISITS

Home visits are time consuming so please do not ask for one unless it is absolutely necessary and the patient is too ill to attend the surgery. Try to make your request before 10.00 am so that our visiting round for the day can be planned affectively. Doctor will not do Home visits if you live Out of Area.

LANGUAGE LINE

Please request for language line if you need a translator.

HEARING IMPAIRMENT

Interpreting services for deaf patients are available in British Sign Language.

MINOR AILMENT SCHEME: DOCTOR/ PHARMACIST PARTNERSHIP

Approved Pharmacists participating in this scheme can give you advice and treatment on any of the following conditions. You do not always need to see a doctor.

Athletes Foot	Headache/Fever
Back Pain	Insect Bites and Stings
Cold Sores	Minor Injuries
Constipation	Nappy Rash/Ringworm
Contact Dermatitis	Sprains and Strains
Cystitis	Teething
Dyspepsia/Indigestion	Threadworm
Earache	Vaginal Thrush
Haemorrhoids	Cough/Colds/Sore Throat
Hay Fever/Allergies	Warts/Verrucas
Head Lice	Conjunctivitis

The scheme encourages Doctors and Pharmacists to work in partnerships and gives patients the option to consult an approved Pharmacist, for advice and treatment of minor ailments. In order to access the service please speak to the Practice's Receptionist who will advise you further. The benefit of this scheme means that you will get help sooner.

REPEAT PRESCRIPTIONS

Regular prescriptions: You can order your prescriptions online. Ask the Reception staff for password details. Also please register with a pharmacy on the electronic prescription system (EPS) and the designated Pharmacist will take charge of ordering and possible delivery of your medications. All prescriptions must be done online, in writing or in person. When requesting please allow at least **48 hours** before collection.

ACCESS FOR DISABLED

The premises are fully accessible to wheelchair patients.

SPECIAL CLINICS

The following are presently available: please ask at the reception for further details or to make an appointment.

Maternity	Weight control	Cytology/Smear tests
Diabetic/DPP	Immunisations	Child Health Surveillance
Wellbeing	Stroke Prevention/TIA	Stop Smoking Cessation
Asthma	Family Planning	Medical/Private Reports
Travel Clinic	Chronic Heart Disease	Hypertension

CONFIDENTIALITY

Patient notes are always treated with the strictest confidentiality and we comply with the Data Protection Act 1998 and GDPR regulations.

Registering With Us

Come into the surgery to obtain a registration pack. Bring the completed forms into the surgery along with one proof of identification such as a passport or driving licence and one recent proof address. You will then be allocated a GP.

Practice Boundary – N15, N16, N17, N4

OTHER INFORMATION

If you have visitors staying and they need medical advice or treatment, we can provide our services to them as temporary residents during their stay. However foreign visitors may not be eligible for N.H.S. treatment and may have to pay. Our receptionist will advise you.

Please inform us of change of address or surname as soon as possible.

COMMENTS

Helpful comments and constructive criticisms are welcome and should be made to the Doctor or Practice Manager in writing.

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THE PRACTICE CHARTER

This practice is committed to improving the services it provides within the National Health Service. This can be achieved by working together. Help us to help you.

You will be treated as an individual and treated with respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. In return we ask you to treat the staff in the same manner.

Following the discussions you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.

You have the full right to request to be seen by your preferred practitioner.

We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information, which directly affects your health and care being offered.

In the interest of your health it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

Subject to any limitations in the law, you have the right to see your health records, which will be kept confidential.

We want to improve the level of service we provide and therefore welcome any **comments, suggestions or complaints** you may have about the care we offer.

People involved in your care will give you their names and ensure that you know how to contact them. **Please inform us immediately of any changes in telephone, names/addresses. Please attend all appointments you are scheduled for. If you are unable to attend your appointment please inform the surgery as soon as possible.**

To help us to help you, please tell us details of your past illnesses, medication and hospital admissions and any other relevant details.

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

DO YOU LOOK AFTER SOMEONE WHO IS ILL, FRAIL, DISABLED OR MENTALLY ILL?

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often "hidden" looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24-hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of **access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.**

As a Carer, you are also entitled to have your needs assessed by Adult Care Services. A Carer's Assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

If you are a carer, please ask at Reception for a **CARERS IDENTIFICATION AND REFERRAL FORM** which you can complete to let us know about your caring responsibilities.

Clinicians At The Surgery

Dr Kaine Ikwueke	MBBS, MRCP, MRCGP
Dr Toby Ikwueke	MBBS, BSc(Hons), MRCGP
Dr Maureen Emeagi	MBBS, BSc Hons), DRCOG, DSFRH, MRCGP
Ms Janet Jumbo	Practice Nurse
Mrs Gisele Makaba	Health Care Assistant



1 GROVE ROAD
TOTTENHAM
LONDON
N15 5HJ

OPENING TIMES

Monday	8:00am – 6.30pm
Tuesday	8:00am – 6.30pm
Wednesday	8:00am – 6.30pm
Thursday	8:00am – 1.00pm
Friday	8:00am – 6.30pm

CONTACT US

Telephone:	020 8800 9781
Fax:	020 8800 3196
Email	Ikwueke.grovesurgery@nhs.net
Out of hours:	Call 111 (Free from Mobiles/Landlines) or the federated4health hub on 0330 053 9499 (Monday – Friday 6:30-8pm or Weekends 8am-8pm)

**FOR MORE INFORMATION
VISIT OUR WEBSITE**

www.ikwuekegrovesurgery.co.uk