

### ANTENATAL/POSTNATAL

Expectant mothers can self-refer themselves to antenatal care with any local hospital. Mothers will be offered a six week post-natal check with their baby at the practice.

### CHILD IMMUNISATIONS

Please book these important vaccinations with the Practice Nurse. To see the schedule see <https://www.nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/>

### CONTRACEPTION & SEXUAL HEALTH

We have doctors who offer appointments for Long Active Reversible Contraception, e.g. IUD, IUS (Mirena coil) and implants.

We also offer advice, sexual health screening (eg HIV testing, chlamydia screening) smears, emergency contraception and provision of free condoms. Please see the Clinical Pharmacist or Nurse for pill checks and Depo injections.

### YOUNG PEOPLE

Confidential advice and treatment about contraception and sexual health for young people (under 18) – please ask to see a GP.

### DIABETES / ASTHMA / COPD CARE

We offer full care for the majority of our diabetic patients and regular review of all patients with asthma and COPD.

### CLINICAL PSYCHOLOGY SERVICES

You can make a self-referral to Let's Talk IAPT (Improving Access to Psychological Therapies) <http://www.lets-talk-iapt.nhs.uk/haringey/>

### ALCOHOL & SUBSTANCE ADVISOR

We work with HAGA <https://www.haga.co.uk/haringey-services/>  
Please see the GP for a referral.

### COMMENTS/COMPLAINTS

We will do whatever we can to ensure that you receive quick, fair and appropriate treatment. However, sometimes things can go wrong and you might not be happy with the treatment you, or a family member, have received.

If you are not happy with any aspect of the service you receive you can raise a concern or make a complaint either within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem. You can either speak with or write to the practice manager.

If you prefer to speak to someone not directly involved with your care, you can contact:  
North Central London Integrated Care Board  
020 3198 9743  
[Nclib.complaints@nhs.net](mailto:Nclib.complaints@nhs.net)

### CONFIDENTIALITY

All your personal data that we hold is recorded digitally or on paper records and, as we are registered under the Data Protection Act, we will ensure that patient confidentiality is maintained at all times by all members of the practice team. For the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between members of the team. If you wish to see your medical records please ask the office on 0208 365 3303 option 3.

Medical records are written to assist clinicians who are involved in your ongoing medical care. Although the records are about you, they are not owned by you. Doctors are bound by medico-legal guidelines to make appropriate entries in the medical record.

### HELP US TO HELP YOU

We are committed to providing a high quality service and aim to be courteous and polite at all times. We ask that patients treat all members of the Practice with the same level of respect and courtesy.

- Please arrive on time for your appointment.
- Please provide a mobile number and email address, if possible and keep all your data and contact details up to date.
- Please cancel your appointment if you are not able attend.

### **The Muswell Hill Practice**

54 Muswell Hill, N10 3ST 020 8365 3303

[www.themuswellhillpractice.co.uk](http://www.themuswellhillpractice.co.uk)

### **Welcome to our Practice**

This leaflet will help you make the best use of the services provided by the Practice. You will be allocated a named accountable GP who will have overall responsibility for your care but you are free to see any of the GPs in the practice. Please ask at reception if you wish to know who this is. Please be advised however that if you require urgent medical attention, you must be prepared to see any GP. If you do move outside of our catchment area you will have to register at another surgery within one month of moving.

### GP PARTNERS

**Dr Amanda Sutton** - MBChB (Bristol 1986)  
DRCOG DipFSRH MRCGP

**Dr Neil Manttan** - BSc MBBS DRCOG MRCGP  
(London 1999)

**Dr Natasha Smeaton** - MBBS (London 1995),  
MRCGP, DFFP, DRCOG, DipMedAcupuncture,  
PostGradCertMedEd

### OUR STAFF

Our team is also composed of salaried doctors, nurses, pharmacists, health care assistants, and admin and reception staff. Please visit our website for the latest updates on our staff. We are also a training practice, so we will have GP registrars working with us.

### REGISTRATIONS

We welcome new registrations. Each of our new and existing registered patients are assigned an Accountable GP. All new patients are asked to complete a questionnaire about their past medical history.

### SURGERY OPENING TIMES

Mon	8:00 – 19:00	Thu	8:00 – 20:00
Tue	8:00 – 19:00	Fri	8:00 – 19:00
Wed	8:00 – 19:00		

We offer extended hours pre-booked appointments with doctors and nurses from 7:30am each day and until 20:00 on Thursday. The phones are open from 8:00am – 18:30 each day.

#### INTERPRETERS

Please ask at reception if you need an interpreter.

#### CHAPERONES

If you require a physical examination and would like a chaperone, please alert reception or the person you are seeing and this can be arranged. We also reserve the right to have a chaperone present during examinations. All staff who act as chaperones have been trained for this purpose.

#### BREASTFEEDING

Mothers are welcome to feed their babies. Please ask at reception if you would like a private space.

#### OUR CLINICAL TEAM

Our team of Doctors, Nurses, Clinical Pharmacists and Health Care Assistants offer a wide range of services, including:

- Anti-coagulation
- Cervical Smears
- Contraception
- Childhood Immunisation
- Diabetic , COPD, hypertension & asthma checks
- Dressings & Wound Care
- Injections : Flu, pneumococcal, shingles, pertussis, B12, neuroleptics
- Lifestyle Advice
- Minor surgery – joint injections
- Medication reviews
- Travel Vaccinations & Advice

#### STOP SMOKING

Smoking cessation advice and treatment is available by phoning 0800 093 9030  
Our Health Care Assistant Carrie can also support you in this.

#### EMERGENCIES, OUT OF HOURS CARE AND EXTENDED HOURS

To book an appointment with a GP or Nurse at at the Haringey GP Federation Hub (our extended access provider) please call 020 7923 1999. Appointments are between 6.30-8.00pm on weekdays and 8.00am to 8.00pm on Saturday & Sunday.

If you need medical help or advice between 8pm and 8am (but it's not a 999 emergency) please telephone **111**. There is no charge for this call. **This is only for urgent medical problems that cannot wait until the surgery is next open.**

#### REPEAT PRESCRIPTIONS

Requests must be in writing or preferably on line. Please allow 2 working days before collecting during surgery opening hours.

We do not accept repeat prescriptions over the phone unless we know you are housebound.

#### TEST RESULTS

These are available in person or by telephone after 10.30am. All results are assessed by your doctor before they are given to you. We will contact you about urgent results. NHS England notify the results of smear tests by post. Please make sure you let us know if you have changed address when you attend.

#### MINOR AILMENTS

Please speak directly with your local pharmacist for advice on a range of common illnesses such as hayfever, diarrhoea, coughs and colds.

#### DISABLED ACCESS

Our building is fully accessible, including toilets.

#### APPOINTMENTS

Appointments can be booked online or by telephone. We offer face to face and telephone appointments, which can save you travelling to the Practice if you have a medical matter that can be dealt with over the phone by a doctor. Around half of our appointments are released in advance and about half on the day.

#### ONLINE CONSULTATIONS

Visit the practice website to submit a request for advice from your GP, or admin requests such as a sick note or test results

Please keep us to date with your contact details, e.g. mobile and email, change of address.

#### HOME VISITS

Routine home visits are available for those who are too ill or infirm to come into the surgery. If you feel you do need a home visit, please telephone before 10.00am so that the doctors can arrange their day's schedule.

Please bear in mind that the doctor can see at least three patients in the surgery in the time it takes to make a home visit and it is for the doctors to decide whether a home visit is necessary.

#### NHS APP

We highly recommend and encourage our patients to use the NHS App. Owned and run by the NHS, the App is a simple and secure way to access a range of NHS services on your smartphone or tablet.