

Welcome to

ARCADIAN GARDENS NHS MEDICAL CENTRE

Telephone:

Enquires: 0208 888 4142

Appointments: 0208 888 2929

Fax: 0208 829 9337

Surgery open between 7.30am – 1.00pm Monday & Tuesday, 8.00am – 1.00pm Wednesday, Thursday & Friday + 3.00pm – 6.30pm on Monday & 3.30pm – 6.30pm Tuesday, Wednesday & Friday

Telephone access between 7.30am – 6.30pm Monday, Tuesday & 8.00am – 6.30pm Wednesday, Friday

& 8.00am – 1.00pm Thurs

1 Arcadian Gardens, Wood Green, London, N22 5AB

Website - <http://www.arcadiangardens.co.uk>

Email address: arcadian.gardens@nhs.net

This is a two- partner practice one male one female.
We sincerely hope that your stay with us is a pleasant one.

The Doctors

Dr.D.T.Rajpopat MBBS MS FCPS (Orth) M Ch (Orth) (male)

Dr.Sheena Patel MBBS(Lon) MRCGP DFFP DRCOG (female)

The Practice Team

Practice Nurse: Mary Thomas

Practice Manager: Lisa Woods

Assistant Practice Manager: Catherine Hunt

Doctors appointments are: by appointment only

Monday	7.30am – 10.30am	3.00pm – 6.00pm
Tuesday	7.30am – 10.30 am	4.00pm – 6.00pm
Wednesday	8.00am – 11.30am	4.00pm – 6.00pm
Thursday	8.00am – 11.00am	CLOSED
Friday	8.00am– 11.30am	4.00pm – 6.00pm
Saturday	CLOSED	CLOSED
Sunday	CLOSED	CLOSED

Emergencies In an emergency telephone **0208 888 4142.**

If the surgery is closed you will be referred to the appropriate number.

Baby Clinic

All children are recommended to have a full course of immunisations. Vaccinations are given by the nurse Tuesday's 10.30am – 12.00pm.

Flu Injections

Every autumn the practice nurse runs a clinic to vaccinate all patients at risk from influenza. Over 65 years of age or anyone under 65 years with chronic illness, heart disease, blood pressure, diabetes, lung or kidney disease. The doctor or nurse can advise you if this injection is appropriate.

Medical Examinations

The doctors conduct insurance, HGV, PSV, and pre-employment medical examinations for which a fee is payable. A special double appointment is required for these services. Please ask at reception.

Family Planning

Doctors and our nurse are available for family planning advice and treatment during normal surgery hours. Please make an appointment in the normal way.

Cervical Smears

It is important for all ladies between the age of 25 and 64 to have a smear test, those aged between 25 & 49 will be invited every 3 years, those older every 5 years. The practice nurse will carry out the test.

Home Visits

Please telephone before 10.30am if possible.

Yellow Fever Centre & Travel Vaccine

We are registered as a Yellow Fever Centre and can offer you the Yellow Fever vaccination. The NHS does not cover this service and a charge is applicable. If you are travelling abroad please get in touch with the surgery 4-6 weeks before you travel, in order for there to be time, for you to have all relevant travel vaccine.

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 require that you take full responsibility to ensure that you keep medical appointments and follow the medical advice given.

We do not discriminate against anyone due to religion, creed or disability, of any kind.

You have the right to a chaperon, if you would like one please let the doctor know.

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 their list. This would generally only follow a warning that has failed to remedy the situation.

Disabled Access

We have suitable access for the disabled, including a disabled toilet. If a patient is unable to get upstairs to see a doctor, they will come down to see you.

Parking

We have a car park attached to the surgery, but this is limited.

Nurse

We have a nurse every day who takes bloods, blood pressure, diabetic checks, asthma checks, vaccinations, dressings, and new patient checks, please book an appointment.

She is also available for minor ailment advice.

Friends and Family is a form, that asks if you would recommend us to your friends and family and is anonymous, please feel free to fill one in and put it in the box provided on the wall.

Home Treatment

Chest Pain – If you experience central chest pain for more than 10 – 15 minutes, which may be accompanied by nausea and sweating: Call an ambulance by dialling 999. **Take an aspirin.**

Cuts – If the cut has bled any germs will normally have been washed away by the blood. Bleeding can usually be stopped by pressing firmly over the cut for 3 – 4 minutes. Apply a plaster to bring the edges together and keep dry for 1 – 2 days. A tetanus may be needed if you are not up to date on your immunisations. If the cut is deep and the edges cannot be pulled together you should visit the local casualty department.

Colds – *There is still no cure for the common cold. Take plenty of non-alcoholic drinks. If you have a headache or are feverish take a paracetamol.*

Coughs – A cough can be eased by steam inhalations, but this is not recommended for children. Cough mixture can be bought from the pharmacy.

Make an appointment – if breathing is accompanied with chest pain, shortness of breath or wheezing, coughing produces blood, coughing for more than 1 – 2 weeks after a cold.

Bruises – Bruises are very common and normally get better in 7 – 10 days. A cold compress may ease a bad bruise if applied at once. This can be done by soaking some material in cold water or wrapping ice cubes in a towel. Stiffness the next day is usual after bruising.

Nose Bleeds – Sit in a chair, lean forward and pinch your nose continuously just below the bone for at least 10 minutes. The bleeding should then stop. Avoid blowing your nose for 12 hours. If the symptoms persist attend your local casualty.

Sun Burn – Repeat over exposure to the sun can lead to skin cancer later in life. Sun rays reflect off concrete, water, snow and sand, you may even get sunburn in the shade. A high factor cream is advisable. Treat as for other burns with cold water to remove the heat. Calamine lotion can relieve the irritation and paracetamol will relieve the pain.

Prescriptions

If the doctor has agreed for you to have regular medication, you may be allowed repeat prescriptions. This will enable you to obtain a repeat without seeing the doctor each time. The doctor will review your medication and you will be invited to attend the surgery for a review of your medication at intervals.

Please allow 48 hours (excluding weekends) when requesting repeat prescriptions.

You may request in person, by email, by going onto the website, by getting your chemist to order and pick it up on your behalf, by fax or by sending a stamped addressed envelope. Telephone requests for repeat prescriptions are **Not** accepted as serious errors may occur.

You can now register a regular chemist for electronic prescriptions, EPS, please ask your chemist to arrange this, this will allow your prescriptions to go straight to that chemist electronically.

Data Protection

This surgery has Data Protection and robust systems in place to protect your confidentiality. Personnel health information is used to monitor the practice screen activities. Health information, from time to time, is sent to monitor quality standards and for payment verification.

Under the Data Protection Act, you have a right to access your medical records. There maybe a charge for this, and all requests must be in writing, there is a form at reception. You can now access part of your records online via the website, you will need to register to get your own unique ID.

Suggestions and Complaints

We are interested to hear suggestions and complaints about the services that we provide. Our aim is to provide you with a high standard of service. Please contact the Practice Manager who will be more than pleased to assist you.

If you have a complaint, please ask for a complaints procedure at reception.

Pathology Results

Please phone between 12.00 noon and 3.00pm, Mon, Tue, Wed and Fri, and between 11am and 12.30 pm Thurs, on 0208 888 4142.

Registering with the Practice

When you register with the practice, you will be offered a health check with the practice nurse. It is most important to bring a urine sample with you so that you may be tested for glucose and protein as a routine check, your height, weight and blood pressure will also be measured. Once you are registered you can see any of our doctors.

Saturday Surgery

There is now a Saturday surgery at Bounds Green, which covers all of Central Haringey, where you have access to doctors, nurses and health care assistance. If you are unable to get an appointment, or would like to book, please phone the surgery who will arrange this for you.

Appointments

You can phone between 7.30am – 6.00pm , Monday& Tuesday, between 8.00 am – 6.00pm, Wednesday and Friday, and 8.00 – 1.00pm Thursday. Please ring after 10.00am for routine appointments. If you book an appointment and cannot keep it, do please let the receptionist know as soon as possible so that another patient can benefit from the cancellation.

You can also now book your own appointment online, via **patient access** - <https://patient.emisaccess.co.uk/> you will need to register online first where you will be given your own unique ID, you will then be able to book your own appointment.

In addition :- Registered patients aged 16 –75 who have not been seen for 3 years may request a consultation.

Registered patients aged 75 years and over who have not been seen in the previous 12 months may request a consultation. (If you are unable to get to the surgery for these checks, due to a medical condition a home visit may be arranged).

Change of Address

If you move please advise us of your new address, and phone number. If you move outside our area it may be in your best interest to register with a GP in the area you are living as soon as possible. The doctors do not make house calls outside of the practice area.

In an Emergency

If the surgery is closed, and you need urgent medical assistance that can not wait, between the hours of 8am and 6.30pm, phone 0208 865 0350, if you are phoning outside these hours then phone 111 Calls to 111 are free.

Walk in Centre

Evergreen
1 Smythe Close
Edmonton
London
N9 0TW
0208 887 8355

Useful Telephone Numbers

North Middlesex Hospital.....0208 887 2000
Chase Farm Hospital.....0845 111 4000
Barnet Hospital.....0845 111 4000
Whittington Hospital.....0207 272 3070
Royal Free Hospital.....0207 794 0500
UCLH.....0845 155 5000
BMI Hospital.....0208 366 2122
Kings Oak Hospital.....0208 364 5520
Health Authority.....0207 685 6650

Chemists

Lloyds Chemist.....0208 888 1729
Boots – Palmers Green.....0208 882 3274
Boots – Wood Green.....0208 881 0101
Alpha.....0208 888 1584
Clockwork.....0208 888 3222
Crescent.....0208 889 0150

Health Centres

Bounds Green.....0208 888 1736
Stuart Crescent.....0208 889 1001

District Nurses Haringey.....0203 316 1600
Fax – 0203 300 7578