

APPOINTMENTS

- PRE-BOOKABLE | These can be booked in advance by phone or on-line.
- ON THE DAY | These appointments are opened at 08:00 & 13:00HRS and can be booked by phone or in person. These are urgent appointments only.
- ONLINE | GP appointments can be booked online via patient access.
- TELEPHONE | If you are unable to come to surgery, we may be able to schedule a telephone consultation for you.
- HOME VISITS | If you are too ill to come to the surgery, please try to telephone before 11:00HRS so that we can manage the schedule and demand.

It may not always be possible to see the doctor of your choice. Please avoid making appointments to discuss results of hospital tests or letters unless you are sure the doctor has received the information.

PRESCRIPTIONS

- IN PERSON | Please allow 2 working days for processing electronic prescriptions EPS and up to 4 working days for paper & private prescription requests. If your medication is due for review please make an appointment to see a Doctor or Nurse before your next prescription.
- VIA PHARMACY | If you run out of your usual medication the pharmacist can supply one week's emergency drugs. For reasons of safety receptionists cannot accept requests for repeat prescriptions over the telephone.
- ONLINE
- FAX/POST IT
- ELECTRONIC PRESCRIBING | Our preferred method of processing your prescriptions is EPS; however we can cater for the above as secondary preference

COMMUNICATION

- SMS | We will send you reminders for appointments, test results, medication review and any other health updates if we have your consent.
- E-MAIL | We would prefer to send your results and reply to any of your Administrative queries via email.
- LETTERS | We will also write to you regarding any appointments or results if necessary.

If you wish to opt-out of any of these services, please speak to a member of staff.

COMPLAINTS PROCEDURE

- UNHAPPY? | If you are unhappy and wish to make a complaint please read our complaints procedure in reception area or it can also be downloaded from the practice website. Please speak or write to the Practice Manager initially if you are dissatisfied with our service.
- SUGGESTIONS | A Suggestion Box is also available in the Waiting Area.



Dr. Jonathan Lubin
MBBS, MRCP, MRCPGP, DOCC MED
Registered since 1981 UK

Dr. Katherine Boodle
MBBS, BSC, MRCPGP, DRCOG, DOCC MED
Registered since 1985 UK

Address: 20 Derwent Crescent, N20 0QQ

GENERAL INFORMATION

- TELEPHONE NO: 0208 446 0171 | FAX NO: 0208 446 0073
- WEB: www.derwentmedical.co.uk | EMAIL: derwentmedicalcentre@nhs.net
- OFFICE HOURS | Monday to Friday 08:00 – 18:30Hrs
- EXTENDED HOURS | Every Fourth Thursday 18:30Hrs to 19:30Hrs
Every Fourth Saturday 08:30Hrs to 11:00Hrs
- DISABLED ACCESS | Disabled access is good with a ramp to the front door.

▪ **Catchment Area:** Please see our website for details www.derwentmedical.co.uk

OUT OF HOURS & WALK-IN SERVICES

- BARNDOC | Outside our office hours and during weekends BARNDOC provides cover. To contact them, call the surgery number or phone direct on 111 / 03000 333 777.
- WALK-IN CLINIC | Finchley Walk-In Centre is located at Finchley Memorial Hospital, Granville Road, N12 0JE.
Opening Hours: 08:00 - 22:00HRS daily
Contact Number: 0208 349 7470

COMPLIANCE AND REGULATORY AUTHORITIES

- CQC
Care Quality Commission is a regulatory organisation that monitor, inspect and regulate GP Practices to ensure that they are safe, effective, caring, responsive and well-led for the people who uses the service.
- DATA PROTECTION
The practice is registered with the Information Commission Office which covers Agency & Commission for Freedom of information.
- INFORMATION GOVERNANCE
The information Governance leads for patient consent and security of patient information in the practice are the Practice Manager and Dr Katherine Boodle.
All staff have regular updates on these areas including the need to maintain patient confidentiality. The Practice manages the confidentiality of your medical records in accordance with the General Data Protection Regulation GDPR 2018, see our website.
- CONFIDENTIALITY
Please note that medical records are subject to inspection by NHS England or its equivalent for the purpose of financial audit and record validation. Should you wish your records to be excluded from such inspection or use, please ask reception for the Care-Data or SCR forms. Our policy for "Access to Patients Medical Records" is available to patients at the practice or on our website.

PATIENTS RIGHTS AND RESPONSIBILITIES

- PATIENT ACCESS
Patients can access their medical records online including test results, documents, Immunisations as well as booking appointments and requesting repeat medication.
- TWO-WAY PROCESS
Please attend appointments on time, and give notice if unable to attend. Treat our staff with courtesy and respect. Keep us informed of changes of address, contact telephone numbers or Email.
- PPG
The practice has an active Patient Participation Group. Speak to reception if you wish to join the PPG and further information about this is available on the website.

RESULTS

- PHLEBOTOMY
Blood tests are carried out in the surgery or Hospitals (including Barnet General or Finchley Memorial) by appointment. A blood form must be completed by your GP before booking the appointment.
- LABORATORY
These are seen by the doctors and their decision is entered on the patient record. Please note that we are unable to give result details to a relative or friend for confidentiality reasons.

TRAVEL

- VACCINATIONS
If you are over 65 or in a high risk group, please check with reception or see our website, a flu vaccination is advisable. Pneumonia vaccine is also recommended for 65 year olds and at risk groups.
Whether for business or holiday, this facility is open to people who are not registered with the practice. Please fill in a travel form available from Reception or download from our website before booking your appointment via reception (completed form to be emailed or handed in by person). An appointment with the Practice Nurse should be made 4-5 weeks before the date of travel.
- TRAVEL ADVICE

HEALTH CLINICS

- WELL WOMAN
This is run by the practice nurses. They perform cervical smears and teach breast self-examination. They will give advice on all types of contraception, including caps and coils. They will also advise on menopausal and menstrual problems.
- WELL MAN
For routine examination and advice on general health matters and lifestyle. It will include advice on contraception and testicular self-examination.
- HEART DISEASE PREVENTION
All patients with heart disease or at risk of developing heart disease are invited to attend this clinic to help reduce the risk of heart attacks or strokes.
- FAMILY PLANNING
Advice can be given by nurses and doctors. Book an appointment via the receptionist. Coil fittings are not carried out at the practice. For this service contact Vale Drive Clinic on 020 8447 3503 or see website for other places which offer the service.
- BLOOD PRESSURE
All patients with raised blood pressure are asked to attend the HCAs clinic for regular blood pressure measurements and to attend the doctor or nurse once a year for an annual review, when a full check-up will be performed.
- ASTHMA/COPD
All patients with asthma should book to see the Nurse at least once a year for a routine check up to update their treatment and keep them as symptom free as possible.
- DIABETIC
All patients with diabetes should attend this clinic regularly when called for follow up by the Diabetic Nurse. The Diabetic Nurse will refer patients to the Dr as required.
- SMOKING
Our HCAs are smoking cessation advisors. Appointments can be made for those who wish to quit. They will provide support, up to date advice on treatment and nicotine replacement therapy.
- POST-NATAL CLINIC
Postnatal checks are carried out at the surgery for 6 weeks check by Doctors.
The Nurse gives routine immunisations by appointment on Monday and Wednesday afternoons. There are two Health Visitors covering our area who provide general advice and baby weighing clinics: Vale Drive - 020 8447 3500 & Torrington: 020 8492 6400.
- CHILDHOOD IMMUNISATION
Children have routine development checks performed at 6 weeks by a Doctor. The 8 months hearing check, 18 months and 3 years development check are carried out by the Health Visitor who makes her own appointments.
- MEDICAL STUDENTS
From time to time, we have medical students in the practice shadowing and observing the GPs for their education and training experience.