

Practice Team

GP Partners: Dr Diane Twena
Dr Sanchita Sen
Dr Sharon Lawrence

Practice Nurse: Madeleine Cole
Gina Lennard (Locum)

Healthcare Assistant: Terri Thompson

Practice Manager: Katherine Herzmark

Reception / Administration Team:

Bernadette Farrell (Senior Receptionist)
Caroline Quinn Janice Marshall
Macgowan Hunt Natalie Soliven
Marcia Silliton (Locum)

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. ALL patient information is handled confidentially according to NHS guidelines.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff. To maintain confidentiality, you will be asked certain personal details when contacting the practice.

No information will be released without the patient consent unless we are legally obliged to do so.

Access to Records

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made in writing to the practice manager and may be subject to an administration charge. Should your doctor decide that you seeing your records might put your health at risk, you may only be shown part of the records.

Change of Details

Please notify the surgery of any change of address or telephone number or name so that our records can be kept up to date.

We are now offering an **appointment reminder service by text message** so please ensure that we have your latest mobile telephone number.

Other Services / Contacts

NHS Barnet Clinical Commissioning Group

Our practice is part of the Barnet Clinical Commissioning Group (CCG)
Ground Floor, Building 2
North London Business Park
Oakleigh Road South
New Southgate
N11 1NP
Telephone: 020 3688 2299

When we are closed...

When the surgery is closed - in the evening, at night, in the early morning, during the weekend and on bank holidays please call **NHS111** for out-of-hours assistance.

On Wednesday afternoons from 12:30pm please call **Barndoc on 0208 865 0350**.

Finchley Walk-in Centre

Finchley Memorial Hospital,
Granville Road, Finchley, London N2 0JE
Open from 08:00am to 09:00pm everyday.
Tel: 020 8349 7470

Accident & Emergency / 999

Whatever the day or time, in a genuine medical emergency, go to your nearest accident and emergency department or call **999**. Accident & Emergency departments are open 24 hours a day.

Patient Feedback

We welcome all fair comments and suggestions from our patients for the improvement of our service. Our aim is to give you the highest possible standard of care. You can give feedback by completing a Family and Friends Test card in reception, writing a review on NHS Choices, or contacting the surgery directly by phone, post, fax or email.

We operate an in-house complaints procedure. Please contact the Practice Manager, and/or view our complaints policy and form available in reception and on our website.

East Finchley Medical Practice

**39 Baronsmere Road
East Finchley
London N2 9QD
Tel: 020 8883 1458 Fax: 020 8883 8854
e: eastfinchleymedicalpractice@nhs.net
www.eastfinchleymedicalpractice.nhs.uk**

Dr Diane Twena MBChB MRCPGP

Dr Sanchita Sen MBBS

Dr Sharon Lawrence MBChB

OPENING HOURS

Monday 08.30 - 18:00
Tuesday 07:00 - 19:30
Wednesday 07:00 - 12:30
Thursday 08:30 - 18:00
Friday 08:30 - 18:00

Appointment Sessions

Dr Diane Twena: Monday am; Tuesday pm; Wednesday am; Thursday am

Dr Sharon Lawrence: Monday am & pm; Tuesday am; Thursday am & pm; Friday am & pm

Dr Sanchita Sen: Monday am & pm; Tuesday am & pm; Wednesday am; Friday am & pm

Practice Nurse: Tuesday am & pm, Wednesday am

Health Care Assistant: Monday pm, Tuesday am, Wednesday am and Thursday am.

EXTENDED HOURS CLINICS

Health Care Assistant: Tuesday 07:00-08:00, Wednesday 07:00-08:00.

Practice Nurse: Tuesday 18:00-19:30

8 - 8 Pan-Barnet GP appointments

Appointments can be booked to see a GP Monday & Friday evenings and Saturday & Sunday Mornings at a local Pan Barnet Hub practice.

WHEELCHAIR ACCESS AVAILABLE

Parking

DO NOT park in the Surgery Bay
DO NOT obstruct entrances and/or driveways
DO observe all parking restrictions within the area.
There is a disabled parking bay outside the practice.

CONFIDENTIAL

WELCOME TO EAST FINCHLEY MEDICAL PRACTICE

Services We Provide

All the Doctors provide general medical services including antenatal and post natal.

HOW TO MAKE AN APPOINTMENT

Advance appointments are available with the doctor, nurse or HCA. These can be booked by contacting reception or online with Patient Access Online - enquire at reception for more information.

If you require an appointment more urgently please telephone on-the-day at 08:45 or 15:00 to be added to the triage list. The duty doctor will assess you over the phone and offer you an appointment, if required.

Practice Nurse / HCA:

Blood Pressure monitoring; Health Promotion; Cervical Smears; Family Planning; Travel Vaccinations; seasonal vaccinations; NHS Health Checks for 40-70yr olds; Child Immunisations; Long term conditions management including asthma, diabetes and COPD.

New Patient Registrations

The practice area consists of parts of N2 and parts of N10. Only patients who live in our catchment area may register. Registrations are only accepted on certain days and during certain times and with all necessary paperwork. Please ask Reception for more details.

Home Visits

Home visits are for those too ill to attend the Surgery. Calls for home visits should be made between 8.45-10.00 am. The doctor will assess you over the phone before deciding whether a home visit is necessary.

Repeat Prescriptions

We require **48 hours notice** for repeat prescriptions. Please request in writing either **by post, by fax or online using the Emis Access Prescription Service** at least one week before you run out of medication.

Prescriptions can be collected during opening hours or returned by post if you provide a stamped, self addressed envelope. They may also be collected at the local pharmacies with which we have an agreement.

PLEASE NOTE: WE DO NOT TAKE REPEAT PRESCRIPTION REQUESTS OVER THE PHONE.

Test Results

We do not routinely phone patients with test results. It is your responsibility to call to check on your results. To obtain your test results please phone between 15:30-17:30 on Monday, Tuesday, Thursday and Friday or 09:30-12:00 on Wednesday. Please allow 7 days for blood tests and 15 days for x-rays or ultrasounds.

Sick Notes

If you have been absent from work because of illness you should obtain a self-certificate from your employer, the DSS or Online. You are not entitled to a doctor's certificate unless you have been ill for more than 7 days.

Non-NHS Services

Some services are not covered by the NHS for which fees are charged to the patient including (but not limited to) medical reports for insurance companies, claim forms, medical for employment or driving and supporting letters to a range of organisations. If you require a non-NHS form or report to be completed by the doctor, please contact reception and see our separate leaflet.

Named Accountable GP for all our patients

All patients have a named accountable GP. To find out who your named accountable GP is, ask at reception. Your named accountable GP will take overall responsibility for your care. You are still able to see any doctor for an appointment or advice.

Health Visitor

The local health visitors are based at Oak Lane Clinic. Tel 020 8346 9343.

8-8 Evening and Weekend Appointments

All of our patients have access to EVENING (Monday & Friday) and WEEKEND (Mornings) appointments at one of our local HUB practices.

The GP you will see, with your consent, will have access to your medical record.

To book evening and weekend appointments please contact reception. Unfortunately, these appointments cannot be booked online.

Patients' Rights & Responsibilities

You have the right to access the services we provide within a reasonable time depending on clinical necessity.

You have the right to expect a standard of care which would reasonably be provided by one of the Doctors, Practice Nurse and/or Healthcare Assistant.

You have the responsibility to attend appointments punctually and to cancel appointments which you are unable to keep.

All staff and patients at the practice have the right to be treated with mutual respect.

ZERO TOLERANCE POLICY

Our practice staff are here to help you. Our aim is to be as polite and helpful as possible to ALL patients.

If you consider that you have been treated unfairly or inappropriately, please ask to speak to the practice manager who will be happy to address your concerns.

However, aggressive or intimidating behaviour towards practice staff will not be tolerated under any circumstances, including any abusive, personal, discriminatory and/or aggressive comments; swearing; physical contact and/or aggressive or threatening gestures or behaviour which leaves staff and/or other patients feeling intimidated.

Any incidence of abuse or aggressive behaviour may be reported to the police and patients failing to abide by this policy may be removed from the practice list.

Please help us to help you.