

Other information

Getting here

Buses: 102, 184, 299, W3

Underground: Bounds Green

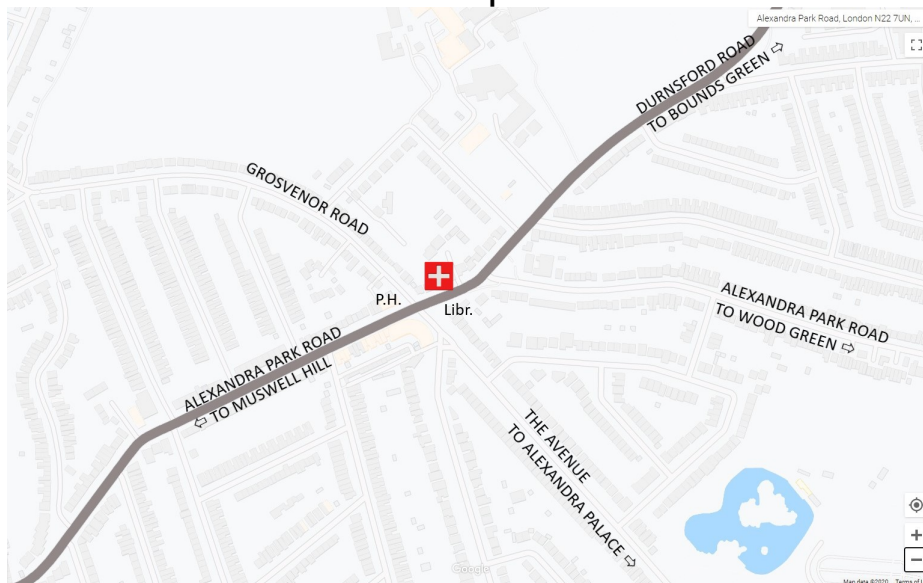
Overground: Alexandra Palace/ Bowes Park

Our location

Google co-ordinates: 51.599041, -0.137317

Plus codes: 9C3XHVX7+J3

What3Words: parks.frames.bucket



Access For Disabled

The surgery has disabled access and toilet facilities. Consulting rooms are on two levels – please inform staff if you have difficulty with stairs. We have a Loop for people with hearing aids – Please ask reception.

Parking

We wish our forecourt to be used by patients with a disability or bringing small children. There is on-street parking in the neighborhood. Please beware that the library car park is for their staff only.

Violence

We treat everyone with respect and we ask you to respect the surgery. We have a **Zero Tolerance** policy towards violence. The surgery is monitored by CCTV. Police will attend violent incidents.

Updated 2024-12-02



125 Alexandra Park Road, London N22 7UN

INFORMATION LEAFLET

"Where all roads to health meet"



Telephone	020 8888 2518
GP Hub	0330 053 9499 (see inside page)
Out of hours	111 (for emergencies)
Email	alexandrasurgery@nhs.net
Website	www.alexandrasurgery.com
eConsult	https://alexandrasurgery.webgp.com/
Online access	NHS app / PatientAccess / myGP

This leaflet is also available as A5 booklet in English.



www.facebook.com/alexandrasurgery.co.uk



About Alexandra Surgery

We are an NHS general medical practice in North Central London.

CQC inspection (published on 22 August 2022)

Overall rating: Good

For detailed report please see

<https://www.cqc.org.uk/location/1-494016382>

Joining the practice

Anyone can register with a GP, including people who are temporarily here or do not have legal immigration status.

Your previous NHS number, copy of ID and address will be helpful (to avoid misspellings), but if you do not have these it does not stop you.

Our practice area

Most of our patients are from the N22, N10, and N11 post codes.

You can find a map on our website.

GP practices have the discretion to register people living outside their practice area. GP may not be able to visit if they live far away.

Registration process

You may register with us by the NHS Digital service. The process takes about 15 minutes.

<https://gp-registration.nhs.uk/F85675/gpregistration/landing>

Alternatively, you may fill paper forms. Please ask reception for the forms, or download from our website and print out. Please ensure you fill in all details, otherwise the NHS will reject it.

The registration forms include a questionnaire, so we know about your medical history and any medication you take regularly.

We offer new patients health check with Nurse / Health Care Assistant.

We also encourage you to agree to receiving mobile text messages and email from us. (You can change your mind any time)

You may choose to share Summary Care Records within the NHS.

After the NHS accepted you, you may register for online access.

<https://www.nhs.uk/nhs-services/gps/online-health-and-prescription-services/>

SMS text messages

Please register your mobile number so we can send you appointment reminders and any urgent test results.

If you do not wish to be disturbed in this way, do let us know and we can bar the computer.

Confidentiality – NHS Code of Practice (2003)

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information.

Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We disclose details only if necessary to arrange your care, for example referral to hospitals.

Summary care records

These are intended for sharing within the NHS to ensure you receive best care everywhere you go (for example, A&E department).

If you wish to opt out of this, please contact the practice.

Comments and Complaints

We are always looking for ways to improve our services. If you experience any problems or have suggestions, kindly put these to our Practice Manager, Ms Abhi Sivananthan, by

- telephone (you may leave a brief message with receptionists)
- letter or fax
- e-mail to alexandrasurgery@nhs.net

She will acknowledge your comments and respond to them as soon as possible.

When making a complaint, you may request support from the **NHS Advocacy Service**. Their advice is free, independent and confidential.

Helpline: 0300 330 5454

Textphone: 0786 002 2939

Fax: 0330 088 3762

Email: nhscomplaints@voiceability.org

Repeat Prescriptions

If you are on regular medication, your doctor may authorize repeats on your computer record, with review every 6 months. You may request supply (usually 28 days) without seeing your doctor.

Prescriptions can be sent safely and rapidly by **electronic** channel to a pharmacy of your choice. Please indicate your preferred pharmacy.

Please allow 3 working days for prescriptions requested online, and one week for requests on paper or via your pharmacy.

Repeat prescriptions can be requested in several ways:

1. Via your online account

This is the quickest method as it goes directly to the doctor's inbox. Please register for electronic access to repeat prescriptions. If you need help to set up, please ask reception.

2. By eConsult

You may request repeat prescriptions, consultations and certificates.

3. Handled by your preferred pharmacy

Some local pharmacies will request for your prescription on your behalf. Please provide signed consent at your preferred pharmacist. It may take an extra 3-4 days for transit of these requests.

Paper methods – may take an extra 3-4 days, as they need to be transferred into the computer system and double checked for errors:

4. Return the list attached to your last prescription

- Please select items you require and drop the list in the special box, or send by post to the practice.
- If you wish to receive your prescription by post, please enclose a stamped self-addressed envelope.

We do not accept prescriptions requests by telephone, to reduce the risk of error.

We make an exception for some housebound or disabled people.

Our Practice Team

For a list of our colleagues' names, please look up our website.

Doctors

Dr Athee Sivananthan (female) is the lead doctor.
She leads a team of other doctors who work at different times.
Patients may consult with any of the doctors.

Some are based at the surgery; some work online.
You may request telephone or face-to-face consultation, female or male doctor, according to your needs.

Other clinics are run by:

Practice Nurse
Physician Associate
Paramedic
Clinical Pharmacists
Wellbeing Coach
Care Co-ordinators

They are supported by:

Ms Abhirami Sivananthan, our Practice Manager
Administrators
Receptionists
Healthcare Assistants
Clinic attaché

Languages

Our team members speak other languages, we also use professional
Language Line – please ask us to arrange.

Online consultation

You may request clinical or administrative help via eConsult.
Your request will be triaged by our team who will contact you.

The service is available during our opening hours. You can find the eConsult button on our website, or go directly to:
<https://alexandrasurgery.webgp.com/>

Surgery Opening Times

MONDAY 8.00am – 6.30pm

TUESDAY 8.00am – 6.30pm

WEDNESDAY 8.00am – 6.30pm

THURSDAY 8.00am – 6.30pm

FRIDAY 8.00am – 6.30pm

Extended hours: in the evenings / on weekends by arrangement

Consultation Times

Consultations are by **appointment only**.

We have a mix of face-to-face and telephone appointments.

Some can be booked in advance, others become available on the day.

We do our best to 'fit in' emergencies, especially for young children – please explain the problem to reception.

To arrange an appointment, please telephone, or come to our reception. You may also request via eConsult. Some appointments are available to book online.

Home visits & Emergencies

We ask you to ring in as early as possible if a home visit is required.

Giving us more details about the condition will help the GP to assess the urgency of the visit.

GP Hub

<https://www.haringeygpfederation.co.uk/enhanced-access-service>

Appointments with other GPs / nurses are available out of hours:

MON – FRI 6.30pm – 8.30pm

SAT 9.00am – 5.00pm

BANK HOLIDAYS 8.00am – 8.00pm

To book, please telephone **0330 053 9499** during these hours.

When the surgery is closed

Call **111** if you need urgent medical attention.

Call **999** or go to A&E department for life threatening conditions.

Self Care – dealing with minor illness and injury

You may find simple advice online, or from your local pharmacy.

<http://www.haringeyccg.nhs.uk/Services/self-care.htm>

Special Services

We support you to prevent ill health, or help optimise your treatment if you have existing problems.

- Minor surgery
- Referral to Community Pharmacy Consultation Scheme (CPCS)
- Long term conditions management (for example asthma, diabetes)
- Family planning (including intra-uterine device fitting)
- Child development check and Children's immunizations
- Routine health checks
- Bowel, cervical, and prostate cancer test
- Weight management

Laboratory tests (blood, swab, urine, faeces, nail clipping)

Our staff send test requests directly to the hospital system.

You can collect sample bottles and test forms from reception.

You may book a blood sample appointment online (via Swiftqueue), or our receptionists can help you.

Other samples can be left in the collection box near the entrance.

Blood test results

Please log into your NHS App/ Patient Access/ myGP account, or call reception or to find out your test results.

If they require urgent treatment our clinicians may telephone you or send a text message.

Improving services - Patient Participation Group (PPG)

Our PPG, set up in 2011, consists of volunteer patients, our practice managers and the GPs.

We engage patient representatives in face-to-face group meetings, by email for personal discussion, and via social media.

The discussions of our PPG and the outcomes are published annually on our website:

www.alexandrasurgery.com

(Look for the link Patient Group on the right side of the home page)

Please telephone, write or email to Abhi, our Practice Manager, if you are interested in contributing to the group.