

Here are some useful telephone numbers for you to keep:

NHS England

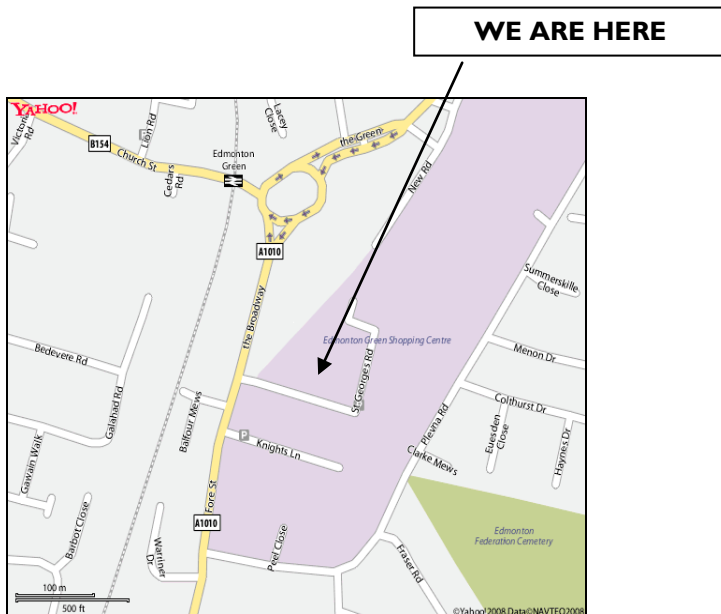
0300 311 22 33 (Monday to Friday 8am to 6pm, excluding English Bank Holidays)

North Middlesex Hospital

Sterling Way
Edmonton
London
N18 1QX Tel: 0208 887 2000

Barnet , Chase Farm Hospital & Royal Free Hospitals

The Ridgeway Well house lane Ponds street
Enfield Barnet London
Middlesex EN5 3DJ NW3 2QG
EN2 8JL Tel: 0208 758 2000



INFORMATION FOR PATIENTS ABOUT THIS PRACTICE



Rainbow Practice
First Floor
Evergreen Primary Care Centre
1 Smythe Close
Edmonton
London
N9 0TW

TELEPHONE

Enquiries & Appointments: 0208 887 8329

Fax: 0208 887 8322

Out of Surgery Hours: 111

Practice Website: www.rainbowpractice.nhs.uk

Practice e-mail: rainbow.practice@nhs.net

Doctors:

Dr T Patalay MBBS, FRCS (Male)	Dr O Heredia LMS, DFRSH (Female)
Dr S Kulkarni MBBS, DCH, MRCGP (Female)	Dr P Sandhu MBBS (Female)
Dr U Olisa MBBS, DFFP, MRCGP (Female)	Dr Imran Gill MBBS, MRCGP (Male)

Your allocated named general practitioner: Dr T Patalay

Practice Nurse:

Thelma Takyi-Addo

Health Care Assistant:

F Begum

Practice Manager:

Mrs Menaka Kugarajan BSc (Hons) Bio Medicine

The Practice team consists of:

Deputy Manager, Practice Administrator

7 Part-time Receptionists

1 Medical Secretary

Opening Hours

The Reception is open from:

Monday 8:00am – 8.00pm

Tuesday 8:00am - 6:30pm

Wednesday 8:00am - 6:30pm

Thursday 8:00am - 6:30pm

Friday 8:00am - 6:30pm

The Surgery is open from:

Monday 9:00am - 12:00pm 3.30pm - 6:30pm

Tuesday 9:00am - 12:00pm 3:30pm - 6:30pm

Wednesday 9:00am - 12:00pm 3:30pm - 6:30pm

Thursday 9:00am - 12:00pm 3:30pm - 6:30pm

Friday 9:00am - 11:30am 3:30pm - 6:30pm

Extended Hours: Monday, 6:30pm - 8:00pm (By appointment only)

During the Doctor's consulting times, there is a period for pre-bookable appointments, a period for Emergencies and a time reserved for telephone consultations.

Data Protection

We fully comply with the Data Protection Act 1998. The **Data Protection Act 2018** is the UK's implementation of the General **Data Protection Regulation (GDPR)**. Everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. All employees have access to this information in relation to their role. Information may be shared, in confidence, with other NHS organisations in the interests of patient care. Disclosure of identifiable patient information to any other outside agencies will only be given after receiving written permission from the patient. Please see our website privacy notice for more information.

Confidentiality

Should a patient require details of his/her medical records, a request form for access is required. Please speak to one of our Receptionists for the Access forms & details of charges.

Violence & Abuse

Violence or abuse against any member of the Practice team will not be tolerated. Staff are entitled to work in a safe environment. Any incidents of violence will be reported to the Police and NHS North Central London and will result in the patient being removed from the Practice list.

Change of Personal Details

If you change your name, address or telephone number, please let us know. If you move outside the Practice area, it will be necessary for you to find a Doctor in your new area. NHS North Central London will help you should you experience any difficulty in registering.

If you are moving temporarily out of our practice area, you **must** sign on with a GP in your new area. We will be unable to provide medical services to you until you return to our practice area.

Please note: if you are under the care of a hospital when you change address, it is **your responsibility** to let them know that your details have changed.

Medical Cards

Medical cards are no longer issued in England. If you still have one it may have an old-style NHS Number made-up of both letters and numbers. However, in recent years this has been replaced for all patients with an NHS Number containing only numbers. For more information about the NHS number

Contraceptive Advice

Contraceptive advice is given by the Doctors or by the Practice Nurses.

Please telephone to make an appointment.

We also offer a coil and contraceptive implant fitting service at this practice.

If you would like to have a coil or contraceptive implant fitted, please book a counselling appointment with Dr Heredia to discuss.

Cervical Smears

The Practice Nurses perform smear tests and the programme for this is as follows:

The first invitation will be sent out at the age of 25 years. From 25 to 49 years, smear tests should be performed every 3 years, and from 50 to 64 years, at intervals of 5 years. Please telephone to make an appointment to see the Practice Nurse when you have received your invitation letter.

Services

We offer a full range of NHS services including:

Cervical screening

Contraceptive services

Child health checks

Maternity services

Travel vaccinations

Diabetes clinics

Childhood immunisations

Asthma/respiratory clinic

Flu vaccinations

Chronic disease management

Smoking cessation advice

Child Immunisations

We are currently running a baby clinic on Thursdays with the Practice Nurse, from 11:00am – 12:30pm. If your child requires immunisations, the Receptionist will book the appointment within this baby clinic.

Receptionists

Our Receptionists are here to help you. They have a busy job to do and will sometimes need to ask you more details about your problems in order to do their work properly. They will always treat what you say in strict confidence.

Freedom of Information

The Practice works within the legislation to provide information to enquiring persons and organisations so that the privacy of our patients is protected.

New Patients

When you apply to join the Practice, you will be asked to provide proof of your address.

When you come to the Practice to register, you will be given a registration pack to complete.

Please note: if you wish to register any children who are 5 years old or under with the practice, we **must** have their immunisation records. If you do not have the records, you must make an appointment with the practice nurse to discuss what immunisations your child might need.

You are registered with the practice rather than an individual doctor and may see any of the doctors. You are able to express a preference of practitioner but you may have to wait longer for an appointment with that practitioner.

Appointments

Appointments to see the Doctor or the Nurse can be made by either coming in to the Practice, by telephoning or by booking online (Please ask at reception for a registration letter). At our Practice we offer the following types of appointments for the Doctor:

- telephone consultations
- pre-bookable appointments (up to 3 months in advance)
- urgent appointments

If you require an urgent appointment, you must telephone the Practice **on the day** at 8:30am for a morning appointment and 3:00pm for an afternoon appointment.

Please note: urgent appointments are for **one urgent medical problem only**. This does **not** include prescriptions or medical certificates.

Cancelling Appointments

If you are unable to keep your appointment to see the Doctor or the Practice Nurse, it would be appreciated if you would telephone to cancel the appointment as early as possible, so that the appointment time can be given to another patient.

Results

If you are calling to find out the results of your recent test, please telephone the practice **after** 10:30am, when the reception is less busy. It is your responsibility to contact us for your results, unless the Doctor has asked to see you; in which case, we will contact you directly.

Home Visits

Home visits are for patients who are too ill to physically get to surgery. They are not for those who have difficulty with transport. In general we do not visit children at home, as it is quicker for you to bring them to us and then onwards to the hospital if necessary.

Please try to come to the Practice whenever possible, as facilities here are far better for examination and treatment than in your home. If you feel a home visit is really necessary then please telephone the Practice by 10:30am.

Out of Hours—Emergencies

If you need a Doctor in an emergency outside of Practice hours, please telephone 111. Emergency cover is provided by the NHS 111 service.

Please only attend A&E if you have a **genuine medical emergency**, i.e. broken bones, severe bleeding or chest pains.

Repeat Prescriptions

If you are on regular treatment, a request for a Repeat Prescription can be made by bringing your request slip to the Practice, emailing, faxing it, sending your request slip by post or by requesting it online by using Patient Access. We also provide electronic prescription service (EPS) where prescriptions are sent electronically online to the nominated pharmacy.

Prescriptions will only be taken over the phone for **housebound** patients.

Please order your prescription **48 hours** before you need it. Do **not** wait until your medication has run out before you make your request.

If you would like your prescription posted to you, please enclose a stamped addressed envelope with your request.

Telephone Advice

Your Doctors will be happy to give you advice on the telephone when they are not consulting. The Receptionists have been asked not to interrupt your Doctor when he is with another patient unless your call is urgent. If your call is not urgent, you may be asked to call back when consultations have finished.

Comments, Suggestions & Complaints

We are always looking for ways to improve the care we give our patients and from time to time we will carry out some surveys. We would appreciate

your cooperation in helping us with these surveys by completing the forms when they are given to you.

Should you have a complaint about any matter, please ask the Receptionist for our Complaints Pack, which details our Complaints procedure.

Non-NHS Services

Medical examinations for special purposes, e.g. elderly drivers, pre-employment, insurance medicals etc can be arranged by appointment. A fee as recommended by the British Medical Association will be payable for these examinations.

Please enquire at reception for a list of fees.

Minor Ailment Scheme

If you do not pay for prescriptions, you are eligible for the Minor Ailment Scheme. This is a **free** service provided by local pharmacies. If you have any of the following medical problems, you can go to the pharmacy and be seen on the same day for treatment:

• Athlete's foot	• Insect bites/stings
• Constipation	• Mouth ulcers
• Cough	• Sore throat
• Cystitis	• Sprains/strains
• Diarrhoea	• Teething
• Earache	• Threadworm
• Fever	• Upper respiratory tract infection
• Hayfever/allergic rhinitis/allergies	• Vaginal thrush
• Head lice	• Verrucas
• Indigestion	• Warts

Please ask at reception for further details.

Foreign Travel Vaccination

Advice and vaccinations are given by the Practice Nurses. Please do **not** ask any of the Receptionists for advice regarding travel vaccines, as they are not medically trained. If you have any queries, you must make an appointment with the Practice Nurse. You will be asked to complete a travel questionnaire prior to the appointment, so that the Practice Nurse can check what vaccines you may require.

We recommend that you have your travel vaccinations administered at least 4 – 6 weeks before your departure date.