

New North Health Centre

287-293 New North Road

London N1 7AA

Tel: 020 7226 9090

Fax: 0207 354 3330

www.newnorthhealthcentre.com

PRACTICE LEAFLET

v2.11, published 24.07.2018

Opening Hours:

Monday	9am – 6.30pm
Tuesday	9am – 6.30pm
Wednesday	9am – 7.30pm (6.30pm – 7.30pm extended hours)
Thursday	9am – 1pm
Friday	9am – 6.30pm

Surgery Hours:

Monday	9.30am – 1pm, 5pm – 6.30pm
Tuesday	9.30am – 1pm, 5pm – 6.30pm
Wednesday	9.30am – 1pm, 5pm – 7.30pm
Thursday	9.30am – 1pm
Friday	9.30am – 1pm, 2pm – 6.30pm

Out of Hours:

For out of hours care please telephone

NHS111: Dial 111 from any phone

(more information under “other available services”)

Clinical Staff:

Doctor: Michael Skelly MB BCh BAO MICGP
Qualified from University College, Dublin (1970)

Practice Nurse: (Locums)

HCA: (Locums)

Administrative Staff:

Practice Manager: Simon Poole

Assistant Practice Manager: Michele Brakes

Receptionists: Pauline Da Costa

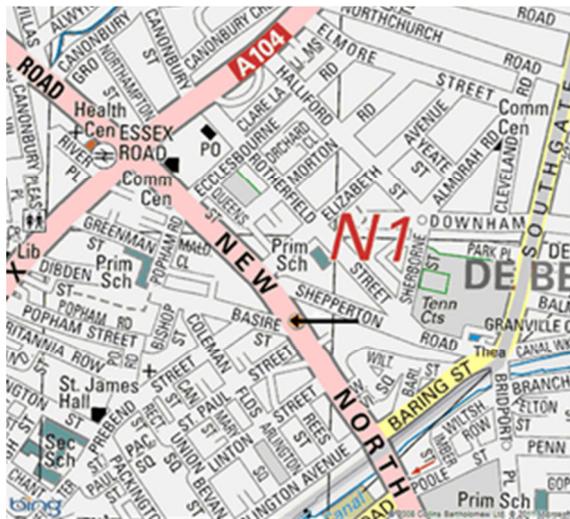
How to register to the Practice:

Anyone living in our practice area can join, regardless of age, personal circumstances or medical conditions. All new patients should fill in a new patient health questionnaire form, which provides us with information on your medical history while we wait for your notes to arrive from your previous doctor. For children under five please provide a record of immunisation such as their red book or child immunisation updates form. Patients are registered with Dr Skelly.

Practice Location and area

287-293 New North Road, Islington, London N1 7AA

The practice mainly services N1, N5 and EC1 postal districts, as well as some parts of N7 and N16.



The practice is functions as a member of the Islington Clinical Commissioning Group / www.islingtonccg.nhs.uk

Appointments:

New North Health Centre offers Advanced Access which means that patients can telephone for an appointment on the same day or for the next working day. You can also book up to 3 months in advance. Genuine emergencies will always be seen on the same day, but less urgent cases may be postponed until the next surgery, at the doctor's discretion. Appointments are for 10 minutes.

Patients who need assistance with English or with sign language can be provided with an interpreter. Please allow 3 days notice for these services. The practice is accessible to disabled patients.

Services provided by the Practice

The practice provides general medical services for all medical conditions as well as:

- Travel vaccinations
- Childhood Immunisations
- Flu vaccinations
- Ante-natal care
- Contraception services including emergency contraception.
- Cervical Screening (Smears)

Disabled Access:

The practice has good access for wheelchairs and a disabled toilet is available for disabled patients

Repeat Prescriptions:

Repeat prescriptions can be ordered by telephone, in person or by fax and will be available the next working day. If you have a repeat prescription slip then please tick the required items. A prescription can only be posted if a stamped addressed envelope is enclosed.

Home daytime visits:

The doctor prefers to see patients at the practice, where there is access to the full range of equipment and diagnostic aids. However, for those patients who are genuinely too ill to attend surgery, or housebound, a home visit can be arranged, but must be requested before 11.00 am. The need for a home visit will be at the doctor's discretion.

Blood Results:

Please telephone the practice during opening hours to enquire upon results of blood tests.

Reports and Sick Notes:

There will be a charge for reports such as for insurance and driving purposes. There is also a charge for private sick notes.

Other Available Services:

Sexual Health Clinics:

- Archway Sexual Health Centre, 020 3317 5252
681-689 Holloway Road N19 5SE
- St. Bartholomew's Hospital, 020 7601 8090
West Smithfield EC1E 7BE

Out-of-hours services:

NHS111: Dial 111 from any phone.

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist in the usual way.

For immediate, life-threatening emergencies, continue to call 999.

More information on NHS111 can be found at the following website:
www.nhs.uk/nhs111

Hospital A&E:

- Whittington Hospital 020 7272 3070
Highgate Hill N19 5NF
- University College Hospital (UCH) 020 3447 0083
235 Euston Road, NW1 2BU

NHS Walk-in Centers:

- Angel GP Walk-in Centre 020 7837 1663
34 Richie Street, N1 0DG

Local and Late night Chemists:

New North Pharmacy, 295-297 New North Road, London, N1 7AA, Tel: 020 7704 9579. Open 9am-7pm weekdays and 9am-2pm Saturdays (closed Sundays).

Islington Pharmacy, 31 North Road, N7 9DP, Tel: 020 7700 7585. Open 6am-11pm weekdays and 8am-11pm Saturdays (closed Sunday).

Boots Pharmacy, 35-37 Islington High Street, N1 9LH, Tel: 020 7837 3430. Open 8am-8.30pm weekdays, 8am-7pm Saturday and 11am-5pm Sunday.

Equal Opportunities:

We are equal opportunities provider of care and employer, regardless of ability, age, class, colour, ethnic or national origins, gender, HIV status, homelessness, mental health status, religion or unemployment.

Personal Health Information:

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Personal health information is strictly confidential and will only be divulged to other parties if we have your written consent or are required by law to do so. You have the right to access your medical records and can do so by written request. (The law allows us to charge a fee to cover administration costs)

Complaints Procedure:

Any comments or concerns about the service provided by the practice should in the first instance be made in writing to Mrs. Brakes, who will deal with any concerns you may have promptly and in line with the NHS Complaints Procedure.

Patient's Rights and 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 the doctor.
- 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
- Any incidence of verbal or physical abuse or threats of violence will not be tolerated and where necessary the police will be called and you will be removed from the list immediately.