

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

Complaints Procedure

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

Patient's Rights and Responsibilities

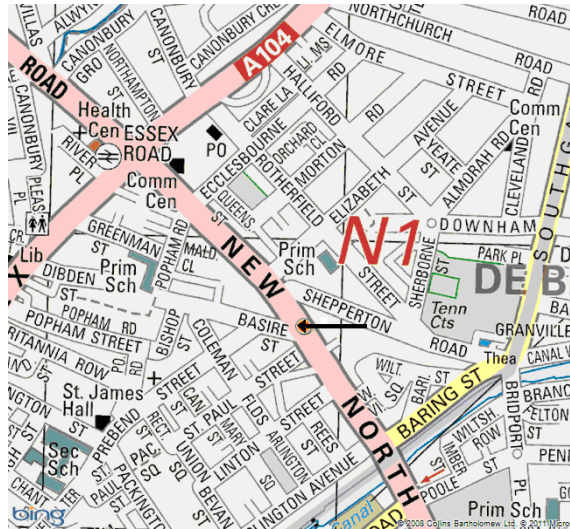
- You have the right to access the services we provide within a reasonable time depending on clinical necessity
- You have the right to expect a standard of care which would reasonably be provided by the doctor.
- You have the responsibility to attend appointments punctually and to cancel appointments 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.

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. If you have moved outside the practice area, we will not be able to do home visits. It is in your clinical interest in this case to register with a local practice.

The practice is a member of the Islington Central 2 PCN (primary care network).



Local and Late night Chemists

New North Pharmacy, 295-297 New North Road, 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 St, N1 9LH, Tel: 020 7837 3430. Open 8am-8.30pm weekdays, 8am-7pm Saturday and 11am-5pm Sunday.

New North Health Centre

287-293 New North Road,
London N1 7AA

Tel: 020 7226 9090

www.newnorthhealthcentre.com

Opening Hours

Monday to Friday 8:00am – 6:30pm
Closed at weekends and bank holidays.

For out of hours care please telephone:
NHS111: Dial 111 from any phone
(more information under "other available services")

Staff

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

Practice Manager: Krisztina Thaisz
Receptionists: Michele, Pauline, Mari, Yasmin
Practice Pharmacist: Maram

We also work together with care coordinators, social prescribing link workers and other ARRS staff members within our PCN.

Online Services

We recommend that our patients sign up to online services. We will need an email address and a proof of ID. You will be able to request repeat prescriptions (and view your online records when they become available).

Repeat Prescriptions

Repeat prescriptions can be ordered by telephone, in person or **online** and will usually 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.

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 need to 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 bring a record of immunisation such as their red book or child immunisation updates form. Patients are registered with Dr Skelly. We request proof of ID and Address wherever possible to ensure your registration will not be rejected by the Health Authority.

Appointments

Since the pandemic we offer a 'telephone triage first' appointments system. Patients are offered a telephone appointment and will be seen face-to-face as clinically indicated. **Genuine emergencies will always be seen on the same day.** Appointments are for 10 minutes.

Patients who need assistance with English or with sign language can be provided with an interpreter. Please request these services in advance. The practice is accessible to disabled patients. We have a hearing loop.

Some of our appointments will be provided in the community, such as the iHub.

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

Home daytime visits

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.

Private fees

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

Other Available Services

Sexual Health Clinics:

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

Night and Weekend Emergencies

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

Call 119 for anything related to Coronavirus.

For less urgent health needs, contact [your GP](#) or [local pharmacist](#) the usual way.

For immediate, life-threatening emergencies call 999.

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

Hospital A&E:

- University College Hospital (UCH), 235 Euston Road, NW1 2BU, Tel: 0203 456 7890
- Whittington Hospital, Highgate Hill N19 5NF, Tel: 0207 288 5216