

SMOKING CESSATION

We support and promote smoking cessation. For friendly advice and support to stop smoking, appointments can be made at reception. Please ask for a smoking cessation appointment.

ANTENATAL CARE

For our pregnant ladies, we do share (if appropriate) their antenatal care with a Secondary Care hospital.

POSTNATAL CARE

We offer postnatal check-ups at 6 weeks post delivery.

CHILD HEALTH SURVEILLANCE

Baby checks are done at 8 weeks, 12 weeks and 16 weeks. During this time the appropriate vaccinations will be discussed and completed. Consent will be asked for.

TEACHING PRACTICE

This is a teaching practice where student doctors are trained. This is done at set times throughout the year and patients will be informed of this in advance.

DISCLOSURE OF MEDICAL INFORMATION

Disclosure of medical information is managed in the strictest of confidence. Any disclosure of medical information not directly contributing to patient care may require patient authority. Disclosure to third parties is only available upon receipt of the patient's written authority in accordance with the Access to Health Records Act 1990.

PRACTICE CHARTER

As members of the practice team, we are committed to giving you the best possible service. This will be achieved by working together. Everyone will be treated with care and attention.

On weekdays, wherever possible, patients with urgent problems will be able to consult a doctor or nurse within 48 hours. Patients with non-urgent problems will normally be offered an appointment within 7 working days.

Waiting times will be kept to a minimum. On arrival at the surgery you will be informed of any unexpected delays to your booked appointment time.

We are committed to a policy of promoting good health and preventing disease. It is our aim for ALL children to be fully immunised against childhood disease (with parental consent).

COMPLAINTS

North Croydon Medical Centre aims to give a friendly and professional service to all of our patients. However if you have any concerns about any aspect of our service, please let us know. Speak to whoever you may feel more comfortable with, your GP, our Practice Manager or our receptionist staff who are happy to help. **PLEASE SEE FULL PRACTICES COMPLAINTS PROCEDURE IF YOU WISH TO MAKE A COMPLAINT.**

North Croydon Medical Centre

518 London Road, Thornton Heath, Croydon. CR7

7HQ

Telephone No: 020 8665 4757 Fax No: 020 8665

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A GUIDE TO OUR SERVICES

Dr. Georgia Whyte - MBChB, MRCGP, CIDC
Dr. Malgorzata Siatkowska- MBChB
Chandni Dharia-Clinical Pharmacist
Tony Cavanagh – Specialist Paramedic

Telephone Numbers: 020 8665 4757 Fax Number: 020 8665 8809

Website: www.northcroydonmedicalcentre.co.uk NHS Choices: www.nhs.uk

ONLINE BOOKING IS AVAILABLE.

Opening hours: Monday to Friday: 8.00 AM until 20.00PM.

Evenings and weekends are covered by Out of Hours Team. **In a non-life threatening emergency**

Please call NHS 111 by dialing 111 Service is free to call from Landlines and Mobile Phones.

In the case of a real emergency or major injury, go straight to the A&E Department at Croydon

University Hospital. They can be contacted on: 020 8401 3000

Patients may also be book by the surgery into Croydon GP Hub located when the GP does not have any appointment.

WELCOME TO NORTH CROYDON MEDICAL CENTRE :- MISSION STATEMENT

We are working in a purpose built surgery where we strive to provide a very high standard of medical care. **We endeavor to provide an excellent family based service in a safe environment**

We have a Practice Nurse that is able to offer the following services: Family planning, well person checks, smoking cessation, travel advice, asthma reviews, diabetic checks blood pressure checks, cardiovascular disease monitoring, HRT checks and cervical screening tests. We also have a Healthcare Assistant that can also offer health and advice on many other health problems. **It would be helpful if you could tell the receptionist why you wish to see the nurse so that she can allocate the correct duration for the appointment.**

SURGERY HOURS

Dr Whyte

DAY	AM	PM
Tuesday	08:00-11:00	NOT WORKING
Wednesday	11:00-14:00	NOT WORKING
Thursday	08:00-11:00	NOT WORKING
Friday	08:00-10:00	NOT WORKING

Chandni

DAY	AM	PM
Monday	Not working	12:30-19:30
Tuesday	Not working	14:30-19:30
Wednesday	09:30-15:00	Not working
Friday	09:30-14:30	17:00-19:30

Dr Malgo

Monday	09:30-12:30	NOT WORKING
Wednesday	08:30-11:30	15:00-17:00
Friday	11:00-13:00	15:30- 17:30

Tony Cavanagh

Monday	08:00	12:30
Thursday	11:00- 18:30	
Friday	09:30- 17:00	

OUR PRACTICE NURSES

HOME VISITS

Home visits are a service for the genuinely housebound or seriously ill. If you think that you require a home visit then please telephone before **10:30 AM**. **PLEASE BEAR IN MIND THAT A DOCTOR CAN SEE FIVE PATIENTS IN THE SURGERY IN THE TIME IT TAKES TO MAKE ONE HOME VISIT.**

GENERAL MEDICAL CONSULTATIONS

We offer a book on the day service that helps our patients to be seen at the onset of their acute/urgent illness. We also offer pre-bookable appointments for patients to see their GP for reviews, antenatal and postnatal check-ups and for 8 week checks and immunisations for newborns. An appointment will always be available for chronic disease and for patients >70year old and < 5 year old.

The surgery opens at 08:00 and closes at 20:00 during which telephone/face to face access to our receptionists is available. **If you cannot keep your appointment PLEASE call and cancel.**

DIABETIC CARE

We offer Diabetic Check all our Diabetic patients by our Diabetes Specialist Nurse (Abdul Nayeck)

PRESCRIPTIONS

We DO NOT accept repeat medication requests over the telephone so please use your repeat request slip when ordering prescriptions and try not to run out of your medication. Please try to submit your prescription request by 13:00 and allow 48 hours or two working days before collection. Please be advised that if you are on regular medication your GP will want to review this with you at regular intervals.

RESULTS AND INVESTIGATIONS

If you have had a blood test, x-ray or any other investigation you can call the surgery between 12:00 and 15:00 for the result. **Remember that results can take up to a week to come back to the surgery.** If treatment is required as a result of a test then we will make every effort to contact you as soon as possible.

HOSPITAL REFERRALS

A choice of hospital is available under the Choose and Book Service for most referrals. For more information please discuss this with your GP.