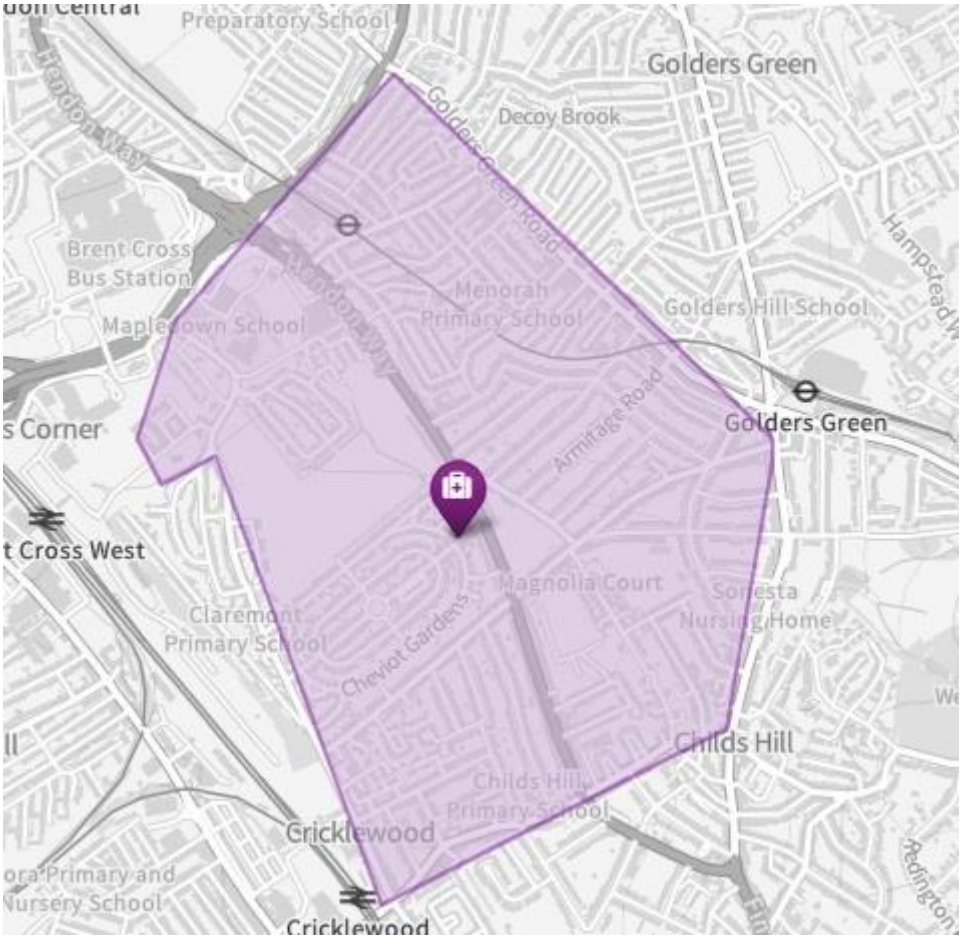


Pennine Drive Surgery

Practice Information Leaflet

Dr C Choi BSc (Hons) MBBS DRCOG DFFP MRCG

Dr D Bentley BSc (Hons) MBBS MRCGP

Dr S Maalbared MD JCPTGP UK DGM

Dr A Kaur

Dr L Selman MBChB BBMedSc (Hons) DRCOG DFSRH MRCGP

Maya Reeves, Practice Nurse

Michelle Spencer, Practice Nurse

Sandra Handerek, Practice Manager

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NW2 1PA

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Website: www.penninedrivesurgery.co.uk

Pennine Drive Surgery
is a partnership providing NHS Services under an NHS England General Medical Services Contract.

Further information can be sought from www.nhs.uk

OPENING HOURS

Mon–Friday	8.00 am	6.30 pm
Saturday	closed	closed
Sunday	closed	closed

Please note, appointments are also available until 8.00 pm on weekday evenings and at weekends, via Improved access/Extended hours services at other local hubs.

Alternatively, you can visit local walk-in centres (please check their opening hours before attending) or via the 111 service outside of our usual opening hours. If it is an emergency, please go to your local Accident & Emergency department or call 999 for an ambulance.



SERVICES WE PROVIDE

In addition to the routine services that are provided, the practice also offers the following:

- **Family planning –** We offer a full range of family planning services including coil and implant fitting and removal.
- **Immunisations –** The clinical team administers vaccines for both adult and child immunisations.
- **Minor surgery –** Including therapeutic joint injections, aspirations and excisions.
- **Cervical smear testing –** For women aged 25 – 64 and these tests are usually undertaken by the nursing team.
- **Well-Man and Well-Women clinics –** These clinics are nurse-led and aim to encourage a healthy lifestyle for our male and female population.
- **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Health checks –** A health check will be offered to any new joiners to the practice. Furthermore, NHS health checks are offered to patients aged 40 to 74, every 5 years dependent on whether they have any chronic disease.
- **Other clinics –** The practice also offers antenatal, baby, post-natal, smoking cessation.

Details of all clinics are available from reception and are also listed on the practice website.

TEACHING PRACTICE

The practice is a teaching practice and occasionally trainee GPs may, as part of their training, be required to sit in with their trainer GP during consultations with patients.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee will not sit in on your consultation.

HOW TO REGISTER AT THE PRACTICE

The quickest way to register is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

We accept patients living in any Barnet postcode area, but please be aware we will not be able to offer home visits for patients living outside of our usual published practice catchment area.

ACCESS AND SUPPORT FOR DISABILITIES

The practice offers step free access to the premises. Additionally, there is a hearing loop on the reception desk, large print leaflets are available, and we also have dementia friendly signs.

We welcome Assistance Dogs although animals are not permitted in any clinical areas.

PATIENTS' RIGHTS AND RESPONSIBILITIES

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

Further information about your rights and what we expect of our patients are detailed within the NHS Constitution.

PREFERENCE FOR A NAMED PRACTITIONER

The practice will attempt to book your appointment with any preferred named clinician, but please note that this may not always be an option, especially if you require an urgent appointment and this may also necessitate a wait for the next available appointment for that clinician.

Patients are assigned a named GP.

COMMENTS, SUGGESTIONS AND COMPLAINTS

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide.

If you would like to offer a comment or suggestion or raise a complaint, this can be raised with any member of the team. Further information about this can also be found on the practice website or within the complaints leaflet.

HOME VISITS

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.00 am A clinician will then telephone you to discuss your request.

WHEN WE ARE CLOSED

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or via www.nhs.uk

THE PRACTICE TEAM

This practice operates under a general practice partnership agreement and provides services on behalf of the NHS.

In addition to our Partners, Practice Nurses and Practice Manager listed on the first page of this leaflet, we also have:

- two Health Care Assistants,
- two Phlebotomists,
- an Office Manager,
- a Deputy Office Manager,
- a Docman Administrator,
- a Secretary
- a team of Receptionist / Administrators.

In addition to this, we also usually have a number of qualified Doctor trainees, and are complimented by two Pharmacists via our Primary Care Network as well as a First Contact Physiotherapist.

APPOINTMENTS AND ACCESSING PRACTICE SERVICES

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please telephone the Surgery or you can request an appointment via the practice website using our electronic consultation platform, Patchs.

Should you be unable to access either, telephone the practice and a member of our administrative staff will be able to assist you.

Please note, we no longer book appointments in person at the Reception Desk to protect patient privacy.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

PRESCRIPTIONS / REPEAT PRESCRIPTIONS

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located at Reception
- By completing a written Repeat Prescription Request form at Reception
- Online via Patient Access or the NHS App
- Via Patchs on our website

We do **not** accept repeat prescription requests by telephone, due to the potential for errors to occur.

Please allow 48 hours for prescription requests to be processed and forwarded to your nominated pharmacy.

THREATS OF VIOLENCE OR ABUSE OF OUR STAFF

Our staff work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve. We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence.

PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online at www.penninedrivesurgery.co.uk

You can register to join the PPG either at Reception or via the on-line form on our website.

PATIENT DATA

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorized disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

PRIVATE MEDICAL REPORTS

The clinicians provide private medical reports for insurance, travel and other purposes. This service may take several weeks to be completed however as it is done during the clinicians non-working hours. A fee will also be payable in advance for this and this will vary depending on the kind of report required.

NHS ENGLAND CONTACT

The practice provides NHS services on behalf of NHS England

PO Box 16738, Redditch, B97 9PT.
Telephone: 0300 311 2233
Email: england.contactus@nhs.net