

THE PRACTICE CLINICIANS

PARTNERS

Dr Stephen Aarons MBBS DRCOG Lon Uni '80
Dr Susan Blake MBChB MRCPsych Manch Uni '75
Dr Chris Cooper BM MRCPG Southampton 1995
Dr Veronica Devereux MB BCh MICGP NUI 1997
Dr Mark Johnson MBBS Sydney '70 T(GP) '91
Dr Kate Jolowicz MBBS DRCOG MRCPG Lon Uni '84
Dr Tom McAnea MBChB DRCOG MRCPG Lon Uni '09

ASSISTANT GPs

Dr Alex de Brito MBBS DRCOG Lon Uni '83
Dr Katie Amiel, MBBS London 2003, DRCOG, DFFP, MRCPG

NURSES

Jill Lankester, Specialist Diabetes Nurse
Michele Griffiths, Senior Practice Nurse
Joy Couch, Practice Nurse
Fiona Wood, Practice Nurse
Barbara Hickman, Practice
Comfort Pokuaa, Health Care Assistant

GP REGISTRARS

Team of experienced doctors who have previously worked in hospitals and are attached to our practice for GP training.

F2 DOCTORS

Qualified junior doctors who are attached to our practice for 4 month placements.

COUNSELLORS

GPs may refer patients for short term, confidential counselling on a wide range of personal difficulties and problems.

MEDICAL STUDENTS

Sometimes in attendance; please advise the doctor if you want the student to leave the consulting room.

ATTACHED STAFF

Health Visitors, Community Nurses, Midwives, Dietician, Drug & Alcohol Nurses - although not directly employed, these clinicians work as part of the Practice Team.

SURGERY OPENING HOURS

Reception Desk Hours

Monday – Friday 8.20am – 6.30pm
Thursday 8.20am – 1.00pm

GP CONSULTING HOURS

Monday }
Tuesday } 9.00am – 11.45am
Wednesday } 3.30pm – 6.15pm
Friday }

Thursday 9.00 – 11.45am only

EXTENDED HOURS

Monday/Tuesday 6.30pm – 8.00pm
Saturday 9.00am – 12.00noon

Disabled access and facilities available.
Interpreting services available.

GP APPOINTMENTS ARE 10 or 15 MINUTES &
NURSE APPOINTMENTS ARE 15 MINUTES.

Appointments may be booked in person or by telephoning the surgery.

**If you wish to request a home visit
please phone before 11.00am.**

Telephone access to a doctor is available if you wish – please phone Reception to arrange a call back.

IF YOU HAVE AN EMERGENCY THAT CANNOT WAIT, THE DUTY DOCTOR WILL BE AVAILABLE ON THE DAY in morning or afternoon on-call surgery. We also release a number of “same day” appointments each day.

**IF YOU ARE RUNNING LATE OR YOU CANNOT KEEP AN APPOINTMENT,
PLEASE LET US KNOW ASAP on 020 7272 2714**

We will do our very best for you and in return we ask you to attend your appointments promptly and treat our staff and premises with respect. We welcome your constructive comments about our services and hope that you never have cause to complain. However, if you do have any concerns, please don't hesitate to come and talk to us or seek advice about our Complaints Procedures.

WELCOME TO STJOHN'S WAY MEDICAL CENTRE

96 St John's Way, London N19 3RN
Appointments/Enquiries: 020 7272 1585

www.stjohnsway.co.uk

We aim to provide high quality, efficient and caring health services to people living in the N19 area of North Islington

If you wish to register at our Practice you will need to bring the info listed below:

- **proof of your address**
- **NHS number**
- **previous GP name**
- **previous postcode**

*In order to give the best possible service to new patients, the GP will need to know your medical history so we ask all new patients to **come for a medical with our Health Care Assistant** before seeing the doctor for the first time.*

In emergency, when the surgery is closed our telephone system can put you through to Islington PCT's Out of Hours Service, CAMIDOC or you can call directly - 020 7388 5800

Alternatively, call NHS Direct on 0845 4647
www.nhsdirect.nhs.uk

More info on local services is available from NHS Islington - 020 8527 1000
www.islington.nhs.uk

APPOINTMENTS

020 7272 1585 (lines open at 8.20am)

The Reception Staff are here to help you and they will do their best for you. They are used to working under pressure, but please be extra considerate when things are very busy. They will arrange your appointments with the doctors and nurses and will be able to deal with your routine enquiries. Please do not be offended if they ask you a few questions to enable them to assess the urgency of your request.

You may see the GP of your choice (not necessarily the doctor whose name appears on your medical card). We believe, however, that it is best for you to remain with the same doctor for advice on, and treatment of a particular condition wherever possible.

GENERAL ENQUIRIES

020 7272 1585 (lines open at 8.20am)

Please help us to help you and be prepared to give the receptionists details of the reason for your call.

TEST RESULTS – available between 2pm - 6pm daily except Thursdays (11.30am – 1.00pm).

HOSPITAL APPOINTMENT QUERIES

020 7561 7237 (24-hour message service)

REPEAT PRESCRIPTIONS (48 hr service)
020 7561 1237 (fax line service)
www.stjohnsway.co.uk (on-line service)

Patients on regular medication do not always need to see a doctor to obtain a repeat prescription. Prescriptions have a counterfoil which lists the repeat medicines. Clearly tick the ones you need and return the counterfoil in person (using our 'postbox' system) or by fax. Prescriptions can be collected 48 hours after requested. If you want it posted back to you, you must supply a stamped self-addressed envelope. Alternatively, you can ask our Reception for a login and order your prescription via our website.

Please be aware that you may be asked to come in and see the doctor for a review before a repeat prescription can be issued.

Please note that, for safety reasons, we do not accept repeat prescription orders over the telephone.

EMERGENCY CONTRACEPTION

Effective if taken within 72 hours of unprotected sex. Make sure you ask for a **same day emergency appointment** with a doctor or nurse. Treatment is confidential for all patients requesting this service.

OUT OF HOURS EMERGENCIES

020 7388 5800 (when surgery is closed)

Out of hours emergency services are provided by Islington Primary Care Trust via CAMIDOC. If you call when the surgery is closed, you can be put straight through to CAMIDOC by following the advice on our out of hours message. To contact CAMIDOC direct in an emergency, telephone **020 7388 5800**.

A doctor will discuss your problem with you and if you need to be seen you may be invited to the emergency centre or, if appropriate, offered a visit. This service is for urgent calls or emergencies ONLY.

Please note that CAMIDOC staff do not have your medical records. In order to assist the doctor with your case, please be prepared to answer their questions and give additional information if required.

If you cannot reach the CAMIDOC doctor straight away and the patient is severely ill (e.g. severe chest pain, severe bleeding, sudden collapse)

CALL 999 AND ASK FOR AN AMBULANCE

HOME VISITS

020 7272 1585 or 2714

We prefer patients to come to the surgery if they can. Home visits are reserved for patients who are genuinely too ill to attend. If you need a home visit, please telephone before 11.00am (except in an emergency) and be prepared to answer some questions to enable the doctor to assess the urgency.

NON-NHS SERVICES

Please ask at reception for details of fees (as recommended by the BMA) for services including: HGV driver/pilot license medicals, passport forms, insurance medicals/reports, holiday cancellation reports, private sick notes, pre-employment medicals etc. Please note that you will be asked to bring photo-ID for some of these services.

COMMENTS & IDEAS

The practice staff team is led by Penny Borrow. She is responsible for overall management and development of the practice. She will be pleased to discuss any non-medical problem and welcomes any ideas you may have for innovations and improvements to the services offered.

More details about the Practice and its geographical boundaries are available on request or on our website.

DATA PROTECTION – We are registered with and have a duty to comply with the Data Protection Act and we are committed to this. Aspects of your medical record may be shared with NHS Islington – your data will always be treated as confidential and kept secure.

PRACTICE SERVICES

Please make an appointment to see one of our nurses if you need guidance on the following:

- Advice on cholesterol, exercise & alcohol
- Asthma, heart & diabetes reviews
- Hypertension Management
- Blood pressure checks
- Blood tests
- Cervical smears
- Childhood immunisations
- Leg ulcer treatment
- Weight Management
- Ear syringeing
- Wound dressings and stitch removal
- Health checks for people over 75 years
- Family planning and contraception advice
- Sexual Health Services
- Menopause and osteoporosis advice
- Smoking cessation advice
- Wart and verruca treatment
- Well-person checks
- Lifestyle advice
- Holiday travel immunisation & advice*

**please plan 8 weeks in advance for maximum protection – and note that some vaccines are chargeable. Patients must have been registered for at least 3 months before we will offer this service.*

CLINICS

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| Child Development <i>Doctor</i> | Mon 1.30 - 2.30pm (By appointment) |
| Child Immunisation <i>Doctor & Practice Nurse</i> | Mon 1.30 - 3.00pm (By appointment) |
| Antenatal Clinic <i>Doctor by Appointment</i> | Mon 3.40 – 4.40pm Wed 3.40 – 4.40pm |
| Baby Clinic <i>Health Visitors</i> | Tues 1.00 - 3.00pm (At Archway Child Health Centre) |
| Counsellors | Daily by GP/PN referral |
| Psychologist | Wed pm by GP referral |
| Community Dietician | Fridays, by GP/PN referral |
| Drugs Advisor | Mon 4-6pm, by GP referral |
| Alcohol Advisor | Tue 2-4.30pm by GP referral |
| Exercise for Over 75s | Fri 12-1pm GP/PN referral |

We run a **Specialist Diabetes Clinic** each Tuesday from 9am-12noon. This service is open to patients from all practices in Islington by GP referral.