

CLINICAL PSYCHOLOGY SERVICES

You can make a self-referral to Haringey Talking Therapies [How we can help you](#)

INTERPRETERS

Please let the receptionists know if you need an interpreter.

REASONABLE ADJUSTMENTS

Please let the receptionists know if you need any reasonable adjustments.

COMMENTS/COMPLAINTS

If you are not happy with any aspect of the service you receive you can raise a concern or make a complaint either within 12 months of the incident that caused the problem or within 12 months of discovering that you have a problem. You can either speak with or write to the Practice Manager.

If you prefer not to complain directly to the practice, you can contact:

Address: Complaints Team, Barnet, Camden, Enfield, Haringey and Islington, NHS West and North London, 15 Marylebone Road, London, NW1 5JD

Telephone: 020 3198 9743

E-mail: nclicb.complaints@nhs.net

PATIENT DATA AND CONFIDENTIALITY

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

The patient privacy notice is available on the practice website.

EMERGENCIES, OUT OF HOURS CARE AND EXTENDED HOURS

We offer extended hours pre-booked appointments with doctors and nurses from 07:30 each day and until 20:00 on Thursday. The phones are open from 08:00 – 18:30 each day.

In addition to our early morning appointments and late appointments on a Thursday, we are part of the North West Haringey Primary Care Network and offer appointments one Friday evening and Saturday a month at The Muswell Hill Practice. These can be booked via reception or online in the usual way.

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

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 info [Patient Participation Group - The Muswell Hill Practice](#) or ask at reception to be part of the group.

HELP US TO HELP YOU

We are committed to providing a high quality service and aim to be courteous and polite at all times. We ask that patients treat all members of the Practice with the same level of respect and courtesy.

- Please arrive on time for your appointment.
- Keep all your contact details up to date.

The Muswell Hill Practice
54 MUSWELL HILL, N10 3ST
020 8365 3303

www.themuswellhillpractice.co.uk

Welcome to our Practice

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

PARTNERS

Dr Amanda Sutton
Dr Neil Manttan
Dr Natasha Smeaton
Dr Jimmy Lam
Ms Natalie Ker Watson

OUR STAFF

Our team is composed of salaried doctors, GP registrars, nurses, pharmacists, health care assistants, admin and reception staff. Please visit our website for the latest updates on our staff. We are a training practice.

REGISTRATIONS

We welcome new registrations in our catchment area. The quickest way to register is online [Register with a GP surgery](#) Each of our new and existing registered patients are assigned an Accountable GP.

If you do move outside of our catchment area you will have to register at another surgery within one month of moving.

We accept 'out of catchment area' patients if you live in the borough of Haringey. You can receive the same services except no home visits.

SURGERY OPENING TIMES

Mon	8:00 – 19:00	Thu	8:00 – 20:00
Tue	8:00 – 19:00	Fri	8:00 – 19:00
Wed	8:00 – 19:00		

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP. We also reserve the right to have a chaperone present during examinations. All staff who act as chaperones have been trained.

OUR CLINICAL TEAM

Our team of Doctors, Nurses, Clinical Pharmacists and Health Care Assistants offer a wide range of services, including:

- Anti-coagulation
- Cervical smears
- Contraception
- 6-8 week post natal and baby checks
- Childhood immunisation [NHS vaccinations and when to have them - NHS](#)
- Long Active Reversible Contraception, e.g. coils and implants.
- Long term condition reviews, e.g. Diabetic , COPD, hypertension & asthma checks
- Dressings & wound Care
- Injections : Flu, pneumococcal, shingles, pertussis, RSV, B12, neuroleptics
- Lifestyle advice
- Minor surgery – joint injections
- Medication reviews
- Travel vaccinations & advice

HEALTHY LIFESTYLES

Free weight loss, exercise, stop smoking and alcohol reduction programmes are available through One You Haringey on 0208 885 9095.

<https://oneyouharingey.org/>

For alcohol or substance abuse, you can self refer to HAGA [Change Your Tomorrow](#)

BREASTFEEDING

You are welcome to breastfeed your baby. Please ask at reception if you would like a private space.

REPEAT PRESCRIPTIONS

Requests must be in writing or preferably online. <https://accurx.nhs.uk/patient-initiated/f85063>

We encourage people to nominate a pharmacy to pick up their prescription directly from. Otherwise, it can be picked up at the surgery. Please allow 3 working days for processing. We do not accept repeat prescriptions over the phone unless we know you are housebound.

TEST RESULTS

These are available in person or by telephone after 10.30am. All results are assessed by your doctor before they are given to you. We will contact you about urgent results.

PHARMACIES AND MINOR AILMENTS

Please speak directly with your local pharmacist for advice on a range of common illnesses such as hayfever, diarrhoea, coughs and colds.

DISABLED ACCESS

Our building is fully accessible, including toilets.

APOINTMENTS

Doctor appointments can be booked online, by telephone, or with reception. We offer face to face, video and telephone doctor appointments. Other appointments for our other staff can be made via reception or on the phone.

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.

ONLINE CONSULTATIONS

Visit the practice website to submit a request for advice from your GP, or admin requests such as a sick note or test results

Please keep us to date with your contact details, e.g. mobile and email, any change of address.

HOME VISITS

Routine home visits are available for those who are too ill or infirm to come into the surgery. If you feel you do need a home visit, please telephone before 10.00am. A clinician will then telephone you to discuss your request.

NHS APP

We highly recommend and encourage our patients to use the NHS App. Owned and run by the NHS, the App is a simple and secure way to access a range of NHS services on your smartphone or tablet.

THREATS OF VIOLENCE OR ABUSE OF 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.