

Wentworth Medical Practice Branch
38 Wentworth Avenue
Finchley
London N3 1YL

www.wentworthmedical.nhs.uk

OPENING HOURS

Monday	8:00am until 6:30pm
Tuesday	8:00am until 6.30pm
Wednesday	8:00am until 6:30pm
Thursday	8:00am until 6:30pm
Friday	8:00am until 6:30pm

TELEPHONE NUMBERS

Appointments, Emergencies, Visits

Reception

(0208) 346 1242

Enquiries and Results (results after 3pm)

(0208) 346 1242

If you have an urgent medical problem from 6:30 pm please contact 111

PRACTICE STAFF

General Practitioner

Dr Anuj Patel
Dr Surendra Patel
Dr Stephanie Freedman
Dr Navneet Kaur Sarin
Dr Lara Batchat
Dr Sergio De Cesare
Dr Urszula Noga
Dr Su Thwe
Dr Michelle Petrou
Dr Sanjiv Ahluwalia

Practice Manager

Margaret Scott
Jignasha Patel

Practice Nurse

Aysel Denis
Fatu Conteh

Health Care Assistant

Carla Simmonds
Sangeeta Agheda
Hina Patel

Reception

Debby Downing
Annette Lundy
Shobhana Amin
Clara Gonzalez
Lynne Lawrence
Atika Kecekoul
Caroline Gomes
Olivia Martin
Gabriela Cocut
Diana Miettinen

Administration Team

Carol Alexis

Group Practice



Welcome

Wentworth Medical Practice offers a full general practice service and runs specialist clinics for children and pregnant women and diabetes. We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff will identify themselves on the telephone.

Wentworth Medical Practice is a 'teaching practice'. This means medical students from UCLH and King's College Hospital spend time with us in order to gain the experience they need to become doctors.

If you live in our practice area and would like to register with us, please complete one of our registration forms available from reception.

NHS 111 operates a 24 hour advice and health information service

Walk-in Centres

For minor illness or injuries assessment and treatment, you can drop into the NHS walk-in centre at Finchley Memorial Hospital, Granville Road, Finchley N12 0JE (9.00am-8.00pm)

Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999.

Clinics

We run a range of clinics. For an appointment or details, call us on **(0208) 346 1242**.

Nurses & Healthcare Assistant

Contraception repeat	ECG
Contraception injection review	Blood pressure monitoring
Travel vaccinations	New patient checks
Childhood immunisations	Removal of stitches
Cervical smears	Dressings
Diabetic, Hypertensive and	Over 75s review
CHD reviews	NHS Health Check 40+
Smoking Cessation	Back Pain Clinic

Child health and immunisation

All new babies are invited for regular check-ups from eight weeks old. The Health Visitor can be contacted at Torrington Park Health Centre on (0208) 446 4201 between 9 am and 10 am Monday to Friday. She is also able to attend at home.

Well Woman Clinic

Advice and treatment for a wide range of women's health issues.

Back Pain Clinic

We now offer appointment with our back pain specialist within the surgery. Please contact reception to arrange an appointment.

Non-NHS Services

Services such as most travel vaccinations, private sick certificates, insurance forms and some examinations are not covered by the NHS and charges are made in line with BMA recommendations.

Prescriptions

Repeat prescriptions

If you take medication on a long-term basis, please use the request slip from your previous prescription. You can also call in and ask at

reception. Your prescription will be available for you to pick up in **two to three working days**, if you attach an SAE we will return your prescription by post.

Prescription requests will not be accepted over the telephone. Some of the local pharmacists offer a collection service from the practice.

Electronic Prescription Services (EPS)

EPS allows prescriptions to be sent directly to pharmacy through online system used by GP surgery. Patient has to sign up with a pharmacy or GP surgery for EPS online assess.

How To Register As A Patient

Registrations are done on weekdays after 10 am

If you are new to the area and wish to register with our surgery please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration, you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Assistant during your registration. More information is available on our website.

Patient Online Access

We now offer patients online access at the practice, patients can have online access to book their appointments and order their repeat prescriptions. They also can access their full medical record by completing our Patient online access form along with their proof of photo ID in person. The process may take up to two weeks.

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

Disabled access

Disability ramp access is suitable for wheelchairs.

Data Protection

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

Other Information

You will find a wide variety services that we provide for our patients detailed on our website, including information for new patients, general clinics and practice information.

Our Zero Tolerance Policy

APPOINTMENTS

Ring our main number on **(0208) 346 1242** to book an appointment or in person at the practice.

- **Urgent cases** are seen on the day.
- If your condition is **non-urgent**, you can also see a GP on the same day, though you may have to wait longer if you want to see a particular GP. If you don't need an appointment on the same day, you also have the option to book up to 1 week in advance if this is more convenient for you.

Nurses based in our practice treat patients for a wide range of common conditions. You can expect to see a nurse within one working day.

- Remember that the results of tests can only be given to the patient.

If you require an interpreter please inform the receptionist when you book your routine appointment.

You can help us by:

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10 am
- Please call for your test results between 11:00am and 1:00pm.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

***Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms.**

Home Visits

Whenever possible we prefer to see you at the Surgery. Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.00am if at all possible.

Extended out of hour services

Please call the call centre 0203 948 6809 to book an appointment. Mondays to Fridays 6.30pm -8.00pm
Weekends and bank holidays 8.00am – 8.00pm

NHS 111 www.nhs.uk

Any patient displaying physical abuse, verbal abuse or any threatening behaviour, risks removal from the practice. Registering with us is acceptance of this policy. More details can be found on our website.