

### **Complaints and suggestions**

The doctors and staff at Charlton House Medical Centre are committed to providing high quality healthcare and services to patients. We value your views and feedback as we think it plays an essential part in constantly improving the services we offer. Please speak to reception for a copy of the practice complaints procedure or ask to speak to the practice manager if you wish to make a complaint. Alternatively, you may wish to join our Patient Participation Group so that you can offer your feedback at our regular meetings.

### **Online Services**

The practice offers patients the ability to book routine appointments as well as to request repeat medication online via the 'patient access' service. Please speak to our reception team so that you can register for the service. Our website can be located at [www.charltonhousemedicalcentre.co.uk](http://www.charltonhousemedicalcentre.co.uk) and is updated regularly with practice news and information.

### **Useful telephone numbers**

NHS 111	111
North Middlesex Hospital	0208 887 2000
Whittington Hospital	0207 272 3070
Royal Free Hospital	0207 794 0500
St Ann's Hospital	0208 442 6000
Moorfields Eye Hospital	0207 253 3411

## **Charlton House Medical Centre** **Practice Leaflet**

**581 High Road  
Tottenham  
London  
N17 6SB**

**020 8808 2837**

**[www.charltonhousemedicalcentre.co.uk](http://www.charltonhousemedicalcentre.co.uk)  
[Charltonhouse.medicalcentre@nhs.net](mailto:Charltonhouse.medicalcentre@nhs.net)**

Charlton House Medical Centre aims to provide the best possible standard of healthcare for our patients. We aim for the highest standard of medical practice at all times. The doctors and health professionals concerned undertake to maintain these standards through continuing audit of your care, peer assessment and through professional learning and development.

### **Opening hours**

**Monday to Friday – 08:00am to 06:30pm (Extended Hours Available).  
Telephone access to Reception – 08:30 to 06:30pm.**



## **Registering with Charlton House Medical Centre**

- You complete a registration form
- You complete a New Patient Health Questionnaire
- You provide a proof of address (typically a utility bill)
- You provide your NHS number

These will allow us to verify that you are entitled to NHS treatment, allow us to obtain your medical records from your GP and also ensure that we have your most up-to-date and relevant information. Once the forms are completed our reception team will book you an appointment for a New Patient Health Check. Electronic copies of the above forms are available via our website.

*Note: Please inform the practice if you change your address and ensure that we have the most up-to-date contact details for yourself and your next of kin.*

## **Our Staff**

### **Doctors:**

Dr H Rahman, Dr S Ahmed, Dr H De Silva, Dr A Onumaeme, Dr K Chatterjee

### **Practice Nurse:**

Nurse Lillian, Nurse Nimfa

### **Pharmacist**

Nabeel, Prashant, Yasir

### **Physiotherapist**

Gloria

### **Nurse Associate:**

Miss F Smith

### **Social Link Prescribers**

Sandra, Flora

## **Making an appointment**

The practice offers routine appointments up to four weeks in advance with the additional ability to book appointments online via the patient access service (please speak to reception to register for this service). Routine appointments with doctors and nurses can be booked between 9am and 6:30pm and we also have extended opening hours on Tuesday evenings until 7:30pm. Please note that only one ailment will be reviewed per appointment to ensure clinics run on time as much as possible, if you need to discuss more than one medical problem please ask for a double appointment. Wherever possible please try to book with the same GP to ensure continuity of care.

## **Making an urgent appointment**

Charlton House Medical Centre also offers same day appointments for urgent medical matters that cannot wait. Please try to call as close to 9am as possible on 0208 808 2837 if you wish to book an urgent same day appointment. You may also be offered the option to speak to a doctor to triage your medical query.

## **Repeat Prescriptions**

Patients are responsible for your medication and the surgery policy is that you allow 48 hours for your repeat to be generated. You can do this by placing your slip in the prescription box in reception. If you want your prescription posted to you please provide a self-addressed envelope and remember to allow extra time for posting. Patients can also request repeat prescriptions online via 'patient access', please register for this service at reception.

*Note: If you are a new patient that takes regular medication or an existing patient that has had new medication prescribed by a specialist, we will need written confirmation from the previous surgery/specialist.*

## **Out of hours**

During the hours that the practice is closed, for urgent matters that cannot wait until the practice reopens please call 111 (free from mobiles and landlines). In a life-threatening emergency please call 999.