

OAK LODGE MEDICAL CENTRE

234 Burnt Oak Broadway

Edgware

Middlesex

HA8 0AP

Telephone: 0208 952 1202

Email: oak.lodge@nhs.net

Website: www.oaklodgemedicalcentre.co.uk

Opening Hours

Monday to Friday 08.30-18.30
Closed between 1-2pm for lunch

Extended Hours

By Appointment Only

Wednesday, Thursday, Friday
7am-8am Nurse also available
Saturday 8-am-10am (monthly)

WELCOME

The team at Oak Lodge consists of 11 GPs, 2 Nurses, 2 Healthcare Assistants as well as the Practice Manager and Reception and Admin team. From time to time we also have additional doctors to help with the demand.

We offer a full General Practice Service and run various clinics. At Oak Lodge we aim to treat all our patients promptly, courteously and in complete confidence. Oak Lodge is a training practice which means hospital doctors, medical students, health care assistants and nurses spend time with us in order to gain experience. As a training practice your medical records may be used for educational purposes.

Services Provided

Baby Health Check & Immunisations

- Baby health check takes place at six weeks of age and are booked in mother and baby clinic, to be seen by a doctor. We also provide child immunisations this is booked with the practice nurses.

Travel Clinic

- Appointments can be booked with Practice Nurse. Of note certain medications and vaccines are chargeable.

Smoking Cessation

- Please book an appointment with the health care assistant

Family Planning Services

- All forms of contraception can be discussed with all doctors during a routine appointment

- Coils and Implants are fitted by special appointment

Minor Surgery

- These occurs on a weekly basis. You will be booked into a clinic after a routine appointment with a doctor.

DOCTORS AT OAK LODGE

GP Partners :

Dr Lauren K Stephenson	MBBChir (Cambridge 1988),DRCOG,MRCGP,FP Certificate	Female	Tuesday - Morning /Evening Wednesday - Morning Friday - Morning and Evening
Dr Narishta Sebastianpillai	MBBS (London 1994), DCH, MRCGP	Female	Monday - Morning/Evening Tuesday-Morning Wednesday-Morning/ Evening Thursday-Morning Friday-Evening
Dr Kaksha Shah	MB, ChB (Leeds 1995),DCH, DRCOG,DFFP,MRCGP	Female	Monday- Morning/Evening Wednesday– Morning Thursday– Morning/Evening
Dr Siva Ramanathan	MB, BS (London 1995),MRCGP ,DCH	Male	Monday– Morning Tuesday– Morning/Evening Wednesday– Morning Thursday-Morning/Evening Friday– Evening
Dr Hayley Dawson	MBBS (London 1999), DRC- OG, MRCGP,FP Cert	Female	Monday– Morning/Evening Wednesday-Morning/ Evening Thursday-Morning Friday-Morning
Dr Chuin Kee	BSc (Hons), MBBS (Lon), DRCOG, MRCGP	Male	Monday- Morning Tuesday-Morning/Evening Wednesday– Morning/ Evening Friday– Morning/Evening

Dr Sheryl M Kaplan	MBBS, BSc, DGM, DRC- OG, DFSRH, MRCGP	Female	Monday– Morning Tuesday– Morning/ Evening Wednesday– Morning/ Evening Friday–Morning
Dr Victoria Bradburn	MBBS, BSc, MRCGP, DRCOG, DFSRH	Female	Monday– Morning / Evening Wednesday– Morning Thursday–Morning/ Evening Friday–Morning

GP Associates:

Dr Hannah Bartlett	MBCHB, MRCGP	Female	Monday– Morning Thursday– Morning/ Evening
Dr Stella Da Silva	MBBS, MRCGP	Female	Wednesday– Morning Thursday– Evening Friday– Morning/ Even- ing
Dr Yamini Rao	MBBS, BSc (Hons), DRCOG, DCH	Female	Tuesday– Morning/ Evening Thursday– Morning/ Evening Friday– Morning/Evening

Individual session times for each doctor are shown in the table above. Please note that some doctors spend their sessions seeing patients at local nursing homes and therefore may not be on-site. Subject to change.

Appointments

We offer a range of same day and pre-bookable appointments, and offer a telephone triage service daily. We also have an automated telephone service you can use even when the surgery is closed to make or cancel appointments as long your telephone number and date of birth are correct on our records. Additionally we have an emergency list for 2 years and under at 12pm on a daily basis, please call before 11 am to be put onto the list.

Please telephone:

0208 952 1202 for appointments

You can now also book on line-please ask the receptionist how to register.

We have a text messaging service to remind of your appointment. Please ensure we have the correct mobile telephone number in your records.

Each appointment is only 10 minutes long and please allow one issue per appointment. We cannot see more than one patient per appointment. Let us know if more than one person in the family needs to be seen and we will make them an individual appointment.

If you are late for your appointment the doctor or nurse has the right to refuse to see you and will ask that you make another appointment.

If you need to cancel an appointment, whether it is in normal or extended hours, please try to give 24 hours notice so that we may offer it to someone else who needs it.

Home Visits

The doctors can typically see four patients at the Surgery in the time it takes to do one home visit. For this reason we ask you to attend the Surgery if at all possible. However we can visit you at home if your condition warrants it. Please request these as early as possible and certainly before 11.00 am.

Registrations

All patients are registered with the Practice **but are allocated a named GP** who is a partner of the practice, patients are not restricted to book appointments with their allocated GP and can book appointments with any GP in the team.

Registration is open to anyone who resides in the Practice area and is eligible for NHS treatment. When you come to register please bring proof of your address (utility bill dated within the past 3 months, official photographic ID and your medical card.) You will be asked to complete a registration form.

Please note we cannot register anyone who does not have their NHS number and proof of address. Please obtain this before coming to the Surgery.

This number may be found on your medical card or from your previous doctor.

Registrations are accepted from 11am daily.

Once you have completed your registration you will be given an appointment to see one of our Health care assistants; only when you have attended this appointment, you will become a fully registered patient. This appointment enables you to give us information regarding your health needs, medication and raise any concerns.

Repeat Prescriptions

If you are put on a repeat medication by the doctor then there is no need to make an appointment every time. The doctor will tell you when you need a review. To obtain your repeat prescription please bring or post your repeat slip to the Surgery alternatively you can fax your request to **0208 381 1156** or email your request to **oak.lodge@nhs.net**, you may also go online and book an appointment once registered with this service at **www.patient.co.uk**.

You also have a choice to register with your favourite pharmacy to collect it for you or enquire at reception regarding other ways to make your request and delivery to your home an easy process.

Repeat medication can also be ordered on line, please enquire at reception.

We aim to have repeat prescriptions ready within 2 working days, but please allow some time for your request to be processed efficiently.

Test Results

Your doctor will advise you how long you can expect your test results to be processed. It is the patients responsibility to call for their results. We will write to you only if your results are abnormal and you need to see the doctor.

Please call after 12pm Monday– Friday for results

Of note, Blood tests can be booked at Edgware Community Hospital between 09.00 and 16.45. Ring **0208 375 1471**. Alternatively the receptionist can book you into Edgware for your test please ask at reception

Out of Hours

When the Surgery is closed please call our out of hours provider Care UK on:

0300 130 3017

For general medical information and advice you can also contact **NHS 111**

Call 111 from any phone (this is not an emergency service)

Other Local Services

There are other services available if you are unwell and the surgery is closed however please try to just use these services at weekends or in the evenings if it is really necessary. At other times, please try to contact the surgery first to discuss your ailment with the doctor. This may be beneficial to you as the waiting times at the Walk–In Centre or Accident and Emergency can be up to 4 hours.

Other services include: -

1. A walk in service for minor injuries is available at Edgware Community Hospital.
2. For serious illness or injury please attend the nearest Accident and Emergency Departments.
3. Enhanced service– You can book an appointment to see a doctor on the weekends or Monday and Friday evenings. This service is provided by the local GP network, this would mean you are able to see a GP at a different practice if no appointments are available at your regular GP. Please book by calling **0208 952 1202** or at **reception**.

Staff

Practice Manager—Caroline Peters-O’Dwyer

Is responsible for the smooth running of the practice. If you have any comments, suggestions to make about the services provided by the surgery, these should be made to Caroline at the Surgery via written letter or email on oak.lodge@nhs.net.

Practice Nurses

Zafeiro Vlachaki and Danielle Daniel are our practice nurses. They provide a range of services to patients. These include, Well person checks, Health promotion clinics, Chronic disease monitoring, Family planning, Cervical smear tests, Smoking cessation, as well as general advice on diet and healthcare.

Camilia Andrus and Del Leao are our health care assistants. They are available for new patient health checks and blood pressure checks.

Practice Receptionists

This is the team who look after you when you arrive at the surgery or when you telephone. They are trained to deal with your queries. All staff wear name badges and should be easy to identify and also will give you their first name when taking your telephone call.

District Nurses

A team of district nurses are available to provide continuing care once you leave hospital. A home visiting service is available for those who are housebound.

Counsellors

We have a Counsellor attached to the Surgery. Please discuss with the Doctor if you feel you need this service.

Help us to help you

Hints and Tips

- Do not call the surgery between 8.30 and 9.30 am unless you require a same day appointment.
- Keep us informed of any change of address and contact telephone number. This is especially important if you are having trouble using the automated telephone system or wish to receive appointment reminders or practice updates by text.
- Be on time for your appointment
- Make an appointment for each person who wishes to be seen
- Use the self check in machine in the front lobby
- Tell us if you need to cancel an appointment with 24 hours notice.
- Call for Home Visits before 11.00 am
- Ring for test results after 12 noon.

Patient Participation Group

At Oak Lodge we are dedicated in listening to our patient's ideas and suggestions and therefore are proud to say we have an active Patient Participation Group. The Patient Participation Group consists of existing patients who are involved in the running of the practice. We hold meetings on a quarterly basis and are a great opportunity for the members of the group to get involved in improving of our services. For more information or if you are interested in getting involved then please inform one of the reception staff or visit our website at www.oaklodgemedicalcentre.co.uk.

Wellbeing Service

We are offering a wellbeing service to existing patients and which is automatically being rolled out to new patients during registration, by completing a questionnaire. This is an opportunity to get to know our patients a bit better and allow us to signpost patients to suitable services that are not medically related.

We have Health Champions who are patients of the surgery, their role is to advise you on issues that may be affecting your health and wellbeing, to also signpost you to the correct services. You may see them in the waiting room giving out information and identifying the correct support for you.

Rights and Responsibility

We aim to treat our patients courteously at all times and expect our patients to treat the staff in a similarly respectful way.

Oak Lodge Medical Centre operates a policy of 'Zero Tolerance'. If you are discriminatory, abusive or violent towards anyone on the premises we reserve the right to remove you from our list and inform the Health Authority and possibly the police. Action may be taken against anyone threatening or assaulting our staff.

Patients who persistently do not attend for booked appointment (DNA'S) may be asked to register with another Practice.

Use of Personal Information

The Practice manages the confidentiality of your medical records in accordance with the Data Protection Act 1998. Please note that medical records are subject to inspection by the Primary Care Trust or its equivalent, for the purpose of financial audit, record validation and research. Should you wish your records to be excluded from such inspection or use, please speak with reception staff.

Freedom of Information

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A publication scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception

Making a Complaint

We aim to deliver high quality of service with an open and honest approach. However at times you may feel we have fallen below the standards, if so we need to know about it.

You can make a complaint orally or in writing. If orally then a staff member will take all the details of the complaint and pass this to the Practice Manager. If in writing you will receive an acknowledgment within 10 working days and an estimation of the timescale for a full response.

A copy of the Practice Complaints Procedure is available. Please ask for a copy if required.

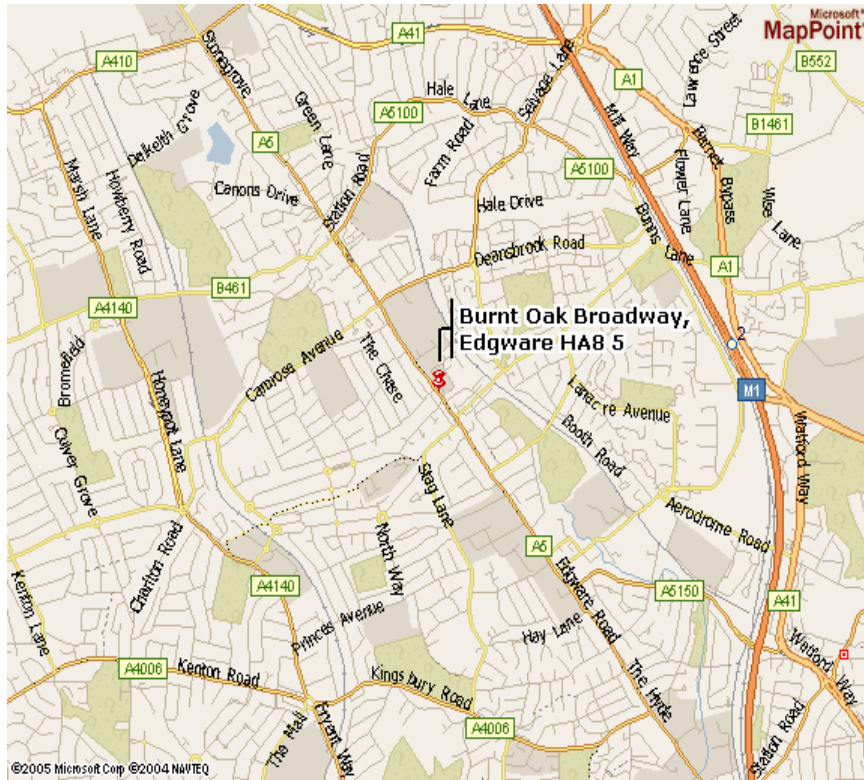
NHS England

Oak Lodge operates under the auspices of NHS England

Their contact details are: -

NHS England
PO Box 16738
Redditch
B97 9PT

Tel: 0300 311 22 33



Our Practice Area is outlined above but for more detailed information of our Practice Area please go to: -

<http://maps.google.com/maps/ms?msid=202682103561607018044.0004bfa9d2f762202b522&msa=0&ie=UTF8&ll=51.634215,-0.23037&spn=0.10676,0.22007&t=m&z=12&vpsrc=6>

Disabled Facilities

There is disabled access and toilet facilities

Transport

By Car : Parking is provided in the car park at the rear of the building, accessible from North Road. Parking fees do apply.

By Bus: Routes 32, 142, 204, 251, 292 stop outside or passes within easy walking distance.

By Tube: The Practice is a 10 minute walk from Burnt Oak Station on the Northern Line.