



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 (Doctor and Nurse availability) , Wednesday 6:30 pm to 7 pm Nurse Availability

Saturdays (Monthly) 8am-12 noon Doctor Availability, 8am—2 pm Nurse Availability

WELCOME

The team at Oak Lodge consists of 13 GPs, 4 Nurses, 1 Healthcare Assistant as well as the Practice Manager, Reception team 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 including Chronic Disease Monitoring. At Oak Lodge we aim to treat all our patients promptly, courteously and in complete confidence.

Training Practice: Oak Lodge is a training practice which means hospital doctors, medical students, health care assistants, nurse and occasionally work experience candidates spend time with us in order to gain experience. As a training practice your medical records may be used for clinical educational purposes.

Services Provided

Mother and Baby Checks - 6 weeks post natal checks take place, by appointment with a doctor in the mother and baby clinic. Clinics are held on Monday afternoons and Thursday mornings.

Child Immunisation - Routine child immunisation by appointment with the practice nurse.

Travel Clinic - By appointment with Practice Nurse. Please note that certain travel medication and vaccinations are chargeable.

Smoking Cessation - Please book an appointment with the health care assistant

Family Planning Services - All forms of contraception can be discussed with any doctor during a routine doctors appointment. Coils and Implants are fitted by special appointment.

Minor Surgery - If needed you will be booked into one of our clinics following a routine appointment with a doctor.

Minor Illness Clinic - These clinics are run by the Nurse Practitioner and are suitable for patients with coughs, colds, suspected urine infections etc. The Nurse Practitioner can issue prescriptions where appropriate.

Interpreting Services - Please enquire at reception for availability.

Chaperone Services - If you would like a chaperone to be present during a physical examination please ask at reception or speak to your doctor.

DOCTORS AT OAK LODGE

GP Partners :

Dr Narishta Sebastianpillai (NJS)	MBBS (London 1994), DCH, MRCGP	Female
Dr Kaksha Shah (KAS)	MB, ChB (Leeds 1995), DCH, DRCOG,DFFP,MRCGP	Female
Dr Siva Ramanathan (SR)	MBBS (London 1995), MRCGP ,DCH	Male
Dr Hayley Dawson (HD)	MBBS (London 1999), DRCOG, MRCGP,FP Certificate	Female
Dr Chuin Kee (CK)	BSc (Hons), MBBS (London 2001), DRCOG, MRCGP	Male
Dr Sheryl M Kaplan (SK)	MBBS (London 2005), BSc, DGM, DRCOG, DFSRH, MRCGP	Female
Dr Victoria Bradburn (VB)	MBBS (London 2006), BSc, MRCGP, DRCOG, DFSRH	Female
Dr Lance Saker (LSA)	MBBS (Cape Town 1991) MSc MRCP MFPM MRCGPP	Male

GP Associates:

Dr Charlotte Perryer (CP)	MBBS (London 2002), MRCGP, DCH, DGM	Female
Dr Barbara Kukanova (BK)	MUDr (Komenskeho 2005), MRCGP	Female
Dr Nirav Varsani (NV)	MB ChB (Leicester 2012) MRCGP, DCH	Male
Dr Sarayu Sanguhan (SS)	MB BS (London 2010)	Female

Individual session times for each doctor are shown in the table below. Please note that some doctors spend their sessions seeing patients at local nursing homes and therefore may not be on-site. Correct at time of publishing Nov 2018 (Subject to change).

Doctor	Monday		Tuesday		Wednesday		Thursday		Friday	
	Morn- ing	Even- ing	Morn- ing	Even- ing	Morn- ing	Even- ing	Morn- ing	Even- ing	Morn- ing	Even- ing
HD	Y	Y	–	–	Y	Y	Y	–	–	–
SK	Y	–	Y	Y	Y	Y	–	–	Y	–
CK	Y	–	Y	Y	Y	–	–	–	Y	Y
SR	Y	Y	–	Y	Y	–	Y	–	–	–
NJS	Y	Y	Y	–	Y	Y	Y	–	–	–
KAS	Y	Y	–	–	Y	–	Y	Y	–	–
VB	Y	Y	–	–	Y	–	Y	Y	Y	–
LSA	Y	Y	–	–	Y	Y	–	–	Y	Y
CP	Y	Y	–	–	–	–	Y	Y	Y	Y
BK	–	–	Y	Y	Y	Y	Y	Y	–	–
NV	–	–	Y	Y	–	–	Y	Y	Y	Y
SS	–	–	Y	–	–	–	Y	Y	Y	–

Appointments

We offer a range of same day and pre-bookable appointments as well as a telephone triage service daily.

Appointments can be booked by:

- Telephone on **0208 952 1202**
- Automated telephone service to book or cancel appointments even when the surgery is closed, provided your telephone number and date of birth are both correct on our records.
- On line - if you would like to register for this service, please enquire at reception.

When booking appointments please ask for a separate appointment for each person that needs to be seen, as we cannot see more than one patient per appointment. Each appointment slot is 10 minutes long, therefore please allow one issue per appointment.

We operate a text messaging service to remind patients of their appointments. Please ensure we have your correct mobile telephone number on your records.

If you are unable to keep your appointment, please contact us to cancel, please try to give at least 24 hours notice so that we may offer it to another patient who needs it.

If you are late for your appointment the doctor or nurse has the right to refuse to see you and you may be asked to make another appointment.

Out of Hours

If you are unwell and the surgery is closed, the following services are available:

Mondays to Fridays from 6:30 pm to 8:00 pm and Weekends and Bank Holidays from 8 am to 8 pm contact the GP evening and weekend service on **020 3948 6809**.

For medical attention outside these times please contact our out of hours provider Care UK on **0300 130 3017** or contact NHS111 **call 111 from any phone**

A walk in service for minor injuries is available at Edgware Community Hospital, Burnt Oak Broadway, Edgware Middlesex, HA8 0AD Tel: 0208 732 6459

For serious illness or injury please attend the nearest Accident and Emergency Department..

Home Visits

Please come to the surgery if at all possible as the facilities here are far better for examination. Additionally the doctors can typically see four patients at the surgery in the time it takes to do one home visit. The doctor can visit you at home if your condition warrants it. Please make your request as early as possible before 11 am. The doctor will call you back.

Registrations

Registration is open to anyone who resides in the Practice area. Registrations are accepted from 11 am daily.

When you come to register please bring proof of your address (utility bill dated within the past 3 months) and your NHS number. This number can be found on your medical card or obtained from your previous doctor. Official photographic ID is also needed in order to access full services e.g. online registration.

In order to fully register a child aged 5 years or under, please bring in any records of childhood immunisations, these can be found in your Childs' red book. If your child has had immunisations abroad, please provide details, preferably in English. We will update the medical records accordingly and ensure your child is included in the routine immunisation programme.

You will be asked to complete a registration form., for which we will need details of your previous address and previous doctor, where relevant.

You will then be given an appointment to see one of our Health Care Assistants; only when you have attended this appointment, will you become a fully registered patient. This appointment enables you to give us information regarding your health needs, medication etc.

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.

Repeat Prescriptions

If you are put on a repeat medication by the doctor there is no need to make an appointment every time. The doctor will tell you when you need a review. There are several ways for you to request your repeat prescription:

- Bring or post your repeat slip to the Surgery
- Email your request to oak.lodge@nhs.net
- You may also request medication online at www.patient.co.uk. To register for this service please enquire at reception and bring photographic proof of ID.

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

You may collect your prescription in person or you may wish to make arrangements with your preferred pharmacy to collect it for you or arrange for this to be sent to them electronically via EPS (Electronic Prescribing Service).

If you are having difficulties please enquire at reception.

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

You can also view your results on line, please enquire at reception regarding this service. Photographic proof of ID will be needed.

Staff

Practice Manager—Caroline Peters-O’Dwyer MSc

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 Nursing Team

Nurse Practitioners - Saira Yeadallykhan (ANP, SPPN, RGN) and Nwamaka Enyiagu - as well as general nursing care, the nurse practitioners provide minor illness clinics, supporting the doctors of the practice, and are able to prescribe.

Practice Nurses - Chandni Dattani (GPN), Regina Omoraka (RGN) and Cristina Pasca (RGN) provide a wide range of nursing services to patients, including, Well person checks, Health promotion clinics, Chronic disease monitoring, Family planning, Cervical smear tests, Smoking cessation, Childhood and adult vaccination as well as general advice on diet and healthcare.

Health Care Assistant - Ioana Mihailescu, provides health checks, smoking cessation, blood pressure checks, dressings and flu vaccination.

Practice Receptionists Team

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. Staff will give you their first name when taking your telephone call.

Practice Administration Team

This team provides the background administration for the practice, including dealing with the incoming and outgoing post, scanning of correspondence, referrals and medical records administration.

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.

Help us to help you

Hints and Tips

- * Do not call the surgery between 8.30 and 9.30am unless you require an 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.

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 NHS England 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.

Carer Aware

Are you a carer? Do you look after someone who is ill frail or disabled? Is that someone a member of you family, a friend or neighbour? Please let us know so that we can update our records and provide support.

Medical Research

The practice is a research active practice and participates in research studies that have been approved by the National Institute for Health Research (NIHR).

All studies are approved by the GPs and patients may be asked from time to time to consider participating in a research study. You will always have the opportunity to discuss

Privacy Notice.....How we use your Medical Records

The Practice handles medical records in-line with laws on data protection and confidentiality. Please note that medical records are shared with those involved in providing you with medical care and when the law requires us to do so.

In some circumstances medical records are used for research. For further information, please see the full privacy notice which can be accessed via the practice website www.oaklodgemedicalcentre.co.uk.

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.

Patient Participation Group

We welcome any patients ideas and suggestions on how we can improve our services. The Patient Participation Group (PPG) consists of existing practice patients who help us shape the running of our services.

The PPG aims to hold meetings on a quarterly basis to discuss current services and share ideas. If you are interested in getting involved then please enquire at reception or visit our website at www.oaklodgemedicalcentre.co.uk.

Comments and Compliments—Friends and Family Test

We aim to deliver high quality of service with an open and honest approach and value your feedback on the services we provide. The friends and family test is one way for patients to give feedback. Please tell us what we are doing well as well as what we are not doing so well, any suggestions for improvement are welcome. Please ask our receptionist for a feedback form.

Making a Complaint

There may be times when you feel a formal complaint is necessary, The Practice operates a complaints procedure in line with the NHS regulations. You can make a complaint orally, in writing or via email (oak.lodge@nhs.net) to the Practice Manager. A copy of the Practice Complaints Procedure is available. Please enquire at reception.

NHS England

Oak Lodge Medical Centre operates under the auspices of NHS England

Their contact details are:

NHS England, PO Box 16738, Redditch B97 9PT Tel: 0300311 2233

Email: england.contactus@nhs.net

Useful Contacts

Barnet Carers Support	0208 343 9698
Barnet Council	0208 359 2000
Edgware General Hospital	0208 952 2381
Royal Free NHS Foundation Trust	0203 758 2000
Northwick Park Hospital	0208 864 3232
Age UK	0800 169 6565
Samaritans	08457 90 90 90



Our Practice Area is outlined above but for more detailed information please go to our website (www.oaklodgemedicalcentre.co.uk/pages/Practice-Area) where there is a facility to check if your postcode is within our catchment area.

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 within easy walking distance.

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