

# Riley House Surgery

413 Hertford Road, Enfield En3 5PR



Telephone

Tel: 0844 815 1379 (Main Switchboard)/ 4208616008

Fax: 0844 815 1380

[www.rileyhousesurgery.co.uk](http://www.rileyhousesurgery.co.uk)

# Welcome to the Practice



## PRACTICE HISTORY

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Our practice is the second oldest in Enfield, having been founded in 1924 by Dr Robert Adam who remained our senior partner until his death in 1987. We are proud of the fact that our group of doctors can trace its origins back over an unbroken line of service for over 70 years.

In 1978, as the practice premises at 413, Hertford Road had become inadequate, we moved to Moorfield Road Health Centre. Gradually the practice grew in partnership and staff. So when 413, Hertford Road became vacant in 1991 it seemed logical to come back to our roots.

On October 18th 1993, we proudly opened the doors of our new premises, Riley House Surgery, to our patients, many of whom remember the 'old days' when Dr Adam first started.

On November 18th 1993, Riley House Surgery was officially opened by Dr Woodrow, one of the original partners, now retired. Our group pioneered the concept of the now widely-used appointments system in Enfield Highway. We take some pleasure in the knowledge that our practice was the first in the locality to invest in a computer system. This has since been completely renewed.

With a constant view to the future, we keep our professional policies and administrative techniques under continued review in order that we may maintain the highest standards of care and give the best service we can to our patients.

## OUR AIMS

We, as GPs, aim to work with our patients and all our staff as a team. We therefore need your support, understanding and co-operation so that we can function as a good team. Should you have any problems please do not hesitate to let us know so that we can do our best to overcome the hurdle.

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## THE PARTNERS & OTHER DOCTORS

Dr Shahjahan Kabir	(M)	State Medical Exam (Germany) 1993
Dr K Chatterjee	(M)	MBBS 1982(Calcutta), LRCP (London), MRCS(England) 1988, FRCS (Glasgow) 1996
Dr Preeti Singh	(F)	MBBS (India) 1989
Dr M Vijayakumar	(M)	MBBS (India)

## THE NURSES

Felicia Ibhazehikholor Practice Nurse RGN (Senior)

To be announced - Practice Nurse RGN (Junior)

To be announced - fleas can Assistants

## THE PRACTICE STAFF

Practice Manager	Mrs Nurdan Fuat (Acting)		
Secretaries	Hilary Day,	Christine Gains,	Shirley Delaney Prescription
Clerk	Marian Weadick / Susan Little		
Accounts/ Administration	Nurdan Fuat		
Receptionists	Caroline Byrne	Stephanie Heaton	
	Debbie Holland	Carole Fruin	June McKay
Medical Notes Admin	Mahalingam Shiyamasundran		
Administrator	To be announced		
Reception Manager	Mrs T. Afghan		

## ATTACHED STAFF

Clinical Psychologists

Osteopath - working privately

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## OTHER SERVICES

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Phlebotomy - Monday, Tuesday, Wednesday 8.30 - 11.30a.m

Wound dressing, Blood pressure checks

Family planning clinic

Minor surgery centre - eg joint injections, lumps/wart removal, hemorrhoids injections, trigger finger, bursectomy etc.

Private minor surgery - Dr K Chatterjee FRCS

Private osteopathy - eg backache, headache, joint/muscle pain, sciatica, arthritis, sports injuries, repetitive strain and postural strain - by Registered Osteopath

Walk-in vaccination and immunisation for children and adults.

## THE SURGERY IS OPEN

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MONDAY - 8.00am - 6.30 pm

TUESDAY - 8.00am - 9.00 pm

WEDNESDAY - 8.00am - 6.30 pm

THURSDAY - 8.00am - 6.30pm

(2nd Thursday of every month we are closed from 12.30pm for training)

FRIDAY - 8am - 6.30pm

SATURDAY - 8.30 - 11.00am

SUNDAY - CLOSED

## RECEPTIONISTS

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Our receptionists are all fully trained to do a difficult job well. Asking questions is part of that job and is necessary for the doctors' information so that urgent cases can be seen first. Please do not blame the receptionists if the doctor is running late with appointments or if you cannot be offered an appointment at the time that suits you best. The receptionists will make every effort to help you but sometimes there are circumstances beyond their control.

## OUR NURSE

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Our nurses are highly qualified and experienced members of the team who have a specific role in undertaking our service in preventative care. Our nurses are available for day-to-day advice. The services available include

- Blood pressure and diabetes clinics
- Foreign travel immunisations. We stock most vaccines including typhoid, polio, tetanus, meningitis, hepatitis and yellow fever
- Flu vaccinations/pneumonia vaccinations - please contact reception in early October every year
- Ear syringing, dressings
- Smear tests. We encourage all women aged between 25 and 64 to have cervical smears
- Asthma clinic
- Smoking cessation clinic
- Family planning clinic

If you wish to see any of the nurses, please make an appointment at the reception desk.

## CONSULTATION TIMES (BY APPOINTMENT)

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MONDAY, TUESDAY, WEDNESDAY, THURSDAY and FRIDAY 9.00am - 12.30 pm and 2.00 - 6.30pm

These times are split between the partners; not all doctors are in attendance at surgeries for each surgery 'slot'. They may be on home visits, doing clinics or other work for the benefit of the practice, and for the general population eg GP/staff training etc. Due to study leave and holidays there may be one or two doctors absent from the practice at any time. A full appointments system is in force and whenever possible you will be given an appointment to suit you, with the doctor of your choice, but it **MUST BE EMPHASISED** that this is not always possible and it must be stressed that, to allow the smooth and efficient running of the practice for the benefit of both patients and staff, we ask you to be understanding and not to make unfair or unreasonable demands after a clear explanation has been given to you.

## **THE APPOINTMENT SYSTEM - TEL: 0844 815 1379**

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Open MONDAY, TUESDAY, WEDNESDAY, THURSDAY AND FRIDAY - 8.00am--6.30 pm

- Appointments are of 10 minutes' duration.
- Taking more time delays the surgery for others.
- Please arrive on time for your appointment; if you arrive late you may have to rebook the appointment.
- You must inform the surgery if you are unable to attend an appointment. Two instances of failure to attend appointments, without prior notice to the surgery, may result in Riley House removing you from our patient list.
- The appointment system operates both for your convenience and to aid the doctor and should be one patient to one appointment.
- Bookings can be made up to a week ahead for routine surgery consultation. If you cannot attend for your appointment, please let us know ASAP so that the consultation may be offered to another patient whose need may be urgent.
- Please note that we do not issue long term sick certificate without proper assessment.
- DWP/ESA/Job Centre certificate would be issued only after assessment of the GP.
- Over 75 years patient would be provided with a named GP responsible for their care and services.

## **HOME VISITS - TEL: 0844 815 1379/ 02086160083**

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If you require a home visit please telephone the surgery before 10.30am. Home visits are for those patients who are housebound or are too ill to come to surgery. Please try to visit the surgery if you possibly can as a more complete and effective consultation can be carried out there. The receptionist will ask for full details of the patient's name, address, age and telephone number and the reason for the visit. This information helps the doctors plan their calls and allows urgent problems to be dealt with promptly.

## **HOUSEBOUND PATIENTS**

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If you have a permanent disability which prevents you from coming to the surgery, please advise in detail and give two alternative contact names, addresses and telephone numbers for our records.

Our district nurses take a special interest in the housebound and our older patients, giving help and advice. If you need to contact them please telephone the surgery and leave a message for them.

### **TELEPHONE CONSULTATION - TEL: 0844 815 1379/ 02086160083**

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Sometimes a telephone consultation will replace the need for face-to-face consultation. Please call the appointment line to book a slot where the doctor will call you on your chosen number. If during the telephone consultation the doctor decides that you need a face-to-face consultation, you will be given the next available appointment.

The following may be suitable for telephone consultation - hay fever, medication review, certificates, simple cold and cough, advice about travel vaccination

### **OUT-OF-HOURS CALLS - TEL: 0844 815 1379/ OR CALL BARNDOC 03000 333 777**

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These are to be made for emergencies only or for urgent advice. Please give your name, address and telephone number and indicate the nature of the problem and urgency.

### **DISABLED ACCESS**

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All the consulting rooms, reception and waiting area are at ground level making the surgery accessible to disabled patients. Outside there is a parking bay for disabled drivers.

### **PRACTICE AREA**

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The practice covers the East Enfield area.

### **REPEAT PRESCRIPTIONS**

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We do not take requests for repeat prescriptions over the telephone as this can lead to mistakes. Requests must be made 48 working hours before the prescriptions are required, and can be left at the reception desk before 12 noon for collection after 3.00pm two working days later Monday to Friday or can be posted to you if a stamped, addressed envelope is supplied. The outside post box is for use out of hours. A collection is made daily at 8.30 am Monday to Friday. Patients can request repeat prescriptions by fax at 0844 815 1380/ 02088058128

# CLINICS

## MATERNITY

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We actively provide ante and postnatal services, assisted by our district midwives. Whenever possible, we use the GP unit at Chase Farm Hospital for providing complete maternity care. In other cases we participate in 'shared care' with the consultant obstetrician.

## CONTRACEPTIVE SERVICES

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Our nurses run a regular family planning clinic.

### AIY CLINICS - CHILD HEALTH SURVEILLANCE AND IMMUNISATION

These clinics are set aside for well children in order to carry out developmental checks and immunizations - if your child is unwell please make an appointment for them to be seen during routine surgery times.

THURSDAY - 2.00 - 4.00pm (except for 2nd Thursday in every month)

Child Health Surveillance and Immunisation

## MINOR OPERATIONS

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Certain minor surgical procedures are carried out by the doctors on the practice premises. These include the removal of some lumps and warts as well as joint injections, etc. After consultation with your doctor, an arrangement will be made for the procedure to be carried out.

## YELLOW FEVER CLINIC

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We are a yellow fever vaccination centre.

## RESULTS OF TESTS

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Please enquire at the reception desk or telephone 0844 815 1379 after 2.00pm for results of tests organised by us. In the interest of confidentiality information can only be given to the patients themselves. You may leave an SAE for cervical smear results.

## COMPLAINTS

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Whilst every effort is made to give satisfaction to our patients, we are aware that occasionally a patient may feel they have reason to complain. If you have any complaints please address these to the doctor concerned.

## HOW TO REGISTER

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If you live within our practice area, bring along your medical card and complete our registration form. Or, in the case of a new baby, bring the card you were issued when registering the baby's birth. If you do not have a card our reception staff will explain what other documents you need. To complete your registration you will be booked in for a health check. Once you are registered you can see any of the doctors or nurses in the practice. However, you may prefer to see one particular GP (in some cases you may be advised to see the same GP).

## OUR POLICY ON VIOLENCE

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Physical violence and verbal abuse are a growing concern in the NHS. GPs, practice nurses and other staff have the right to care for others without the fear of verbal abuse or violence. Please note it is our practice to remove from our list any patient who is abusive or violent towards GPs, nurses or other staff.

## **FREEDOM OF INFORMATION — PUBLICATION SCHEME**

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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.

The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how decisions are made.

From January 1st 2005 the Act obliged General Practices to respond to requests about information that they held and recorded in any format and it created a right to access that information. These rights are subject to some exemptions, which have to be taken into consideration before deciding what information can be released.

The Freedom of Information Act does not change the right to patients to protection of their patient confidentiality. Maintaining the legal rights to patients' confidentiality continues to be an important commitment on our part.

In addition to accessing the information identified in our publication scheme, you may request information about Riley House Surgery under the NHS Openness Code 1995.

Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. However, some exemptions also apply here.

## **PATIENT CONFIDENTIALITY AND DATA PROTECTION**

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We ask for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by members of the practice team. However, for the effective functioning of the multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

# FIRST AID

## SPRAINS, STRAINS AND TORN MUSCLE

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Remember 'RICE' (Rest, Ice, Compression, Elevation)

Rest - especially if a weight-bearing part such as the knee or ankle.

Ice - immediately, less useful as the hours pass. A bag of frozen peas moulds well to the injured part.

Compression - a firm (not too tight) supporting bandage.

Elevation - especially for leg injuries.

When the injury is over 24 hours old, WARMTH IS BETTER THAN COLD. As the injury improves, gentle non-weight-bearing, loosening exercises will help. Allow full recovery before gradually returning to normal activities.

## BURNS AND SCALDS - PLEASE DO NOT PANIC

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Immediately place the burnt area under cold running water for at least 10 minutes. Immediately cover the area with a clean dry towel.

Do not pull clothes off burnt area.

Do not put oil or cream on burn.

Do not prick blisters.

Seek medical advice either in casualty or from your GP even if the burn is very small.

## CUTS - PLEASE DO NOT PANIC

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Use firm pressure with a clean cloth until the bleeding stops (unless the injury is due to glass). Do not use a tourniquet. Raise the limb. Seek medical advice either in casualty or from your GP if necessary. Dial 999 for heavy bleeding.

Tell the doctor when your last tetanus was. Do not give the patient anything by mouth.

# SELF TREATMENT OF COMMON ILLNESSES

## BACK PAIN

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Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

## COUGHS, COLDS AND SORE THROATS

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No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

## DIARRHOEA AND VOMITING

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Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/ Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

## EARACHE

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Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

## HEAD LICE

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Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

## **THREADWORMS**

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All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family..

## **HEAD INJURIES/CONCUSSION**

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Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor: He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

## **SPOTS**

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Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

## **INSECT BITES/STINGS**

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Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

## **NOSEBLEEDS**

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Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

## **SUNBURN**

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Treat as other burns. calamine lotion and paracetamol will help. Avoidance, especially in children is most important. High factor sunblock and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.