

# The Andover Medical Centre

270-282 Hornsey Road  
London N7 7QZ

Tel: 020 7281 6956  
Fax: 020 7561 1515

Web Site: [www.theandovermedicalcentre.co.uk](http://www.theandovermedicalcentre.co.uk)  
Email: [andover.medical-centre@nhs.net](mailto:andover.medical-centre@nhs.net)

**Dr. Amita Varma**  
MBBS, DipDerm,  
MRCGP  
DRCOG DFFP  
Pg Cert  
Partner (female)

**Dr. Debashis Singh**  
MBChB, BSc (Hons),  
MRCGP  
Postgraduate Certificate  
in teachers in primary  
care (Merit)  
Partner (male)

**Dr. Rue Roy**  
MRCGP,  
MBBS,  
BSc  
Partner  
(female)

## Opening Hours

Medical Centre Opening Times		
Monday, Tuesday, Wednesday, Friday	Mornings	08:30 - 12:30
	Afternoons	13:30 - 18:30
Thursday	Mornings	08:30 - 12:30
	Afternoons	13:30 - 18:30

Appointment Times:		
Monday, Tuesday, Wednesday, Friday	Mornings	09:00 - 12:00
	Afternoons	15:00 - 18:00
Thursday	Mornings	09:00 - 12:00
	Afternoons	15:00 - 18:30
Late Evening Clinic:	Monday Evenings	18:30 - 20:00

We offer a late evening clinic ONLY for full time workers and carers who are unable to see a doctor during normal working hours. As this is a very limited service please do not be offended if asked for proof of full time work prior to booking.

Occasionally these times may change and the changes will be advertised in the surgery.

## WELCOME TO THE ANDOVER MEDICAL CENTRE

### Our Mission Statement

Our aim is to provide outstanding, up-to-date health care within our resources, delivered with care and compassion.

We endeavour to be responsive to patient's needs but also offer to help manage their own health.

The Andover Medical Centre is a learning environment that stimulates personal and professional growth, and encourages collaboration with other healthcare teams.

The Andover Medical Centre is an accredited teaching practice under the London Deanery that teaches and trains healthcare staff and persons intending to be healthcare professionals.

## The Practice Team Clinical

<b>Dr. Debashis Singh</b>	<b>Doctor (Male)</b>
<b>Dr. Amita Varma</b>	<b>Doctor (Female)</b>
<b>Dr. Rue Roy</b>	<b>Doctor (Female)</b>
<b>Dr. Nadia Zaman</b>	<b>Doctor (Female)</b>
<b>Dr. Michaela McCoy</b>	<b>Doctor (Female)</b>
<b>Dr John McGrath</b>	<b>Doctor (Male)</b>
<b>Dr Stephanie Gournaris-Shannon</b>	<b>Doctor/Registrar (Female)</b>
<b>Dr Rosemary Marsh</b>	<b>Doctor/Registrar (Female)</b>
<b>Daniela Gomes</b>	<b>Practice Nurse</b>
<b>Phek Sim Leong</b>	<b>Practice Nurse</b>
<b>Tanya O'Brien</b>	<b>Health Care Assistant</b>

## Non - Clinical

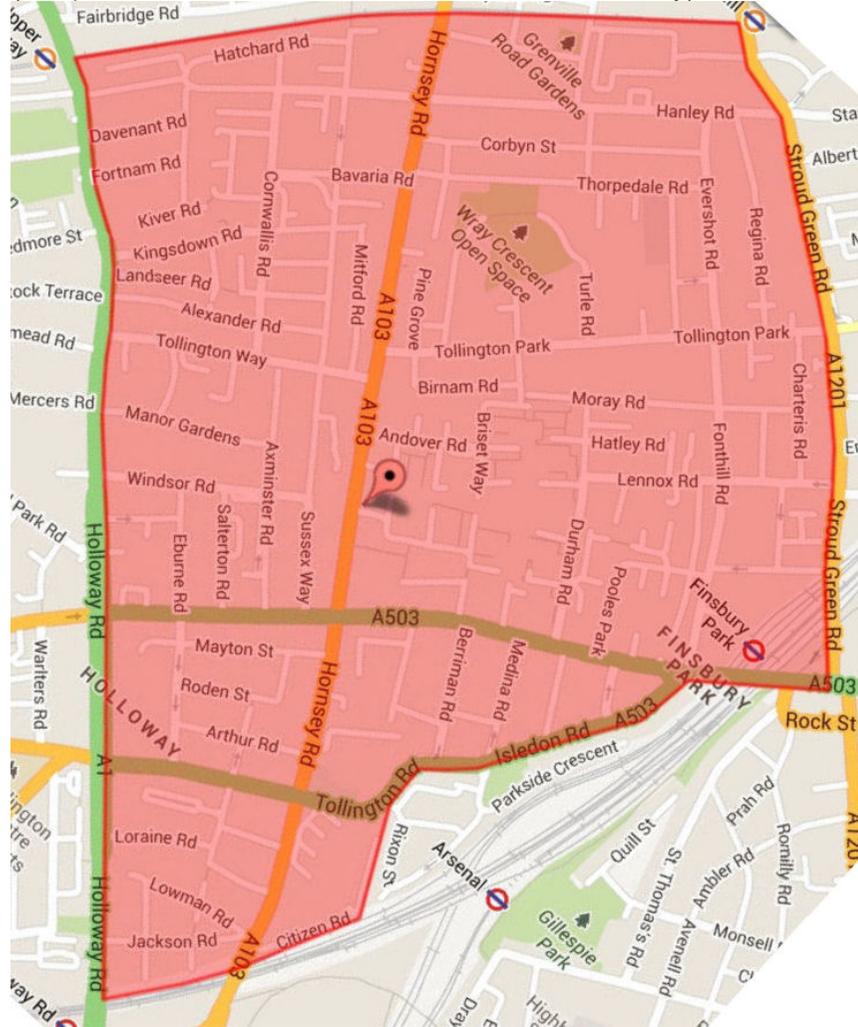
<b>Sapna Carrasco</b>	<b>Practice Manager</b>
<b>Rosalind Tyler</b>	<b>Operational Manager</b>
<b>Jana Berjakova</b>	<b>Chronic Care Administrator</b>
<b>Tim Hubbard</b>	<b>Administrator &amp; IT Lead</b>
<b>Daniela Strofton</b>	<b>Administrator</b>
<b>Stephanie Glatki</b>	<b>Practice Manager Assistant</b>
<b>Paige Livingstone</b>	<b>Reception Supervisor</b>
<b>Julie Clifford</b>	<b>Receptionist</b>
<b>Sandhya Hurkoo</b>	<b>Receptionist</b>
<b>Lisa Couzins</b>	<b>Receptionist</b>

## How Do I Join the Practice?

We welcome all new patients who live in the catchment area shown in the map below.

### Map of Catchment area

(Our practice covers the area within the shaded area only)



The Practice location is marked by the pointer

If you wish to register with the practice, please telephone the surgery or come into the surgery Tuesday, Wednesday or Thursday. We will ask you to:

- > **Complete a registration form, with the information of your previous GP and NHS number.**
- > **Fill in a health questionnaire**
- > **Arrange an appointment for a new patient health check. This will involve seeing the health care assistant to obtain an outline of your medical history and carry out an examination for height, weight, blood pressure and a urine check.**
- > **Provide proof of ID, such as passport, driving licence & proof of address, such as a utility bill, Banks statement.**

If you have a NHS card this may help expedite the process.

We believe that good primary medical care depends on the doctors knowing the whole family. We therefore would, where possible, prefer to register all members of a household at the time of initial registration.

Please note that if you move out of the catchment area, it is important you inform us as soon as possible so that we can send your details on to your new doctor.

## Disabled Access

Our practice building and all the consulting rooms are designed to be wheelchair accessible. Please ask if we can assist you in any way.

All our consulting and treatment rooms are at ground level, with no stairs or slopes for disabled patients to negotiate.

We have induction loop equipment available at the practice for patients with hearing aids if required

## How do I book an appointment?

You can telephone, book an appointment online through our website or come to the surgery to book an appointment. If you have a preference for a particular doctor, please let our receptionists know and they will do their best to accommodate your request.

Appointments are available both morning and afternoon, and are released on a rolling release system up to six weeks in advance.

If all the urgent appointments are filled and you have a medical problem that requires an urgent review, or you need medical advice, then please call the surgery in the morning between 9:00 to 11:00am on duty triage service doctor will telephone you back that morning. The doctor will then either offer you advice over the phone and/or book an appointment for you as appropriate. There are a number of urgent slots allocated every day for the duty doctor to use for patients who need to be seen on the day.

When telephoning for medical attention or advice, the receptionists may ask for a few details. All receptionists have been trained to make these enquires in order to help you in the most appropriate way. Please rest assured that the rules of confidentiality apply equally to all practice staff. Please note that our surgery does not operate a "walk in" service.

## Running Late or Unable to attend?

In order to ensure the smooth running of the surgery, please let us know as soon as possible if you are unable to make your appointment so that your appointment can be offered to another patient.

If you think you are going to be late, please try to inform the surgery. People late for their appointment may only be seen at the discretion of the doctor and may be asked to re-book.

In turn, the doctors will endeavour to run on time. If a doctor is running late, please understand that emergencies can crop up and may need to be dealt with.

Remember a ten minute appointment means a doctor can only deal with one of your problems properly.

## How do I request a home visits?

If you are too unwell to come to the surgery and require a home visit, please telephone the surgery, if possible before 11am. This helps us to plan our schedule for the day.

## GP Out of Hours Service (NHS 111 Service)

If the surgery is closed and you need a doctor or clinical advice urgently, there is always clinical advice available or a doctor 24 hours a day.

**Telephone: 111**

**Please state North London locality if you asked**

### Out of hours operating hours are:

Mon, Tues, Weds, Fri	<b>6:30pm - 8:00am</b>
Thursdays	<b>1:00pm - 8:00am</b>
Weekends and Bank Holidays:	<b>24 Hours service</b>

### Or:

**If you are calling between the hours of 08:00am and 08:30am, and 12:30pm and 1:30pm weekdays please call out of hours provider [Care UK](https://www.care-uk.co.uk) on: 020 7388 5800.**

Your call will be answered by trained staff who will pass on your call/query to a duty doctor.

**I:HUB service – offers additional routine GP care 6:30-8pm Mon-Fri and 8-8pm on Weekends to Islington based patients. If you need an evening or weekend appointment please contact the surgery during usual opening times.**

## Nearest Walk-in Centre

**Angel Medical Practice  
34 Richie Street  
London  
N1 0DG**

**Telephone: 0207 837 1663**

**Opening Times:**

**Monday to Fridays: 8:00am to 8.00pm**

**Saturdays, Sundays and Bank Holidays:  
9:00 am to 6.00pm.**

## Accident and emergency / 999

Please note that life-threatening emergencies will still be dealt with by the ambulance services who can be contacted by calling 999.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

## Test results

Test results are available between 1:30 to 3:00pm on Mondays, Tuesday's and Wednesday's. They can be obtained by coming into the surgery or by telephone.

It is our practice policy to follow-up on abnormal results. This is done via telephone consultation or sending a letter asking you to make an appointment to see a doctor. Please therefore ensure we have all your correct contact details.

## Prescriptions

Prescriptions should be requested at least two working days before your medication is due to run out. They can be requested on-line on the practice website or filling out a prescription request form at the front desk, Ideally, you should tick the required medication from the right hand side of a repeat prescription sheet. Please then submit the prescription request by hand, post, fax or on-line.

If you wish us to post it back to you, please enclose a stamped addressed envelope.

For safety reasons, **Requests for prescriptions cannot be accepted over the telephone.**

**Please allow 48hours before collection of your repeat prescription.** Periodically you will have to attend to see your doctor for a review of your medications.

## Services

We offer a full range of general medical services. The doctor is available to provide all aspects of medical care including health promotion, contraceptive advice, antenatal and postnatal checks, and chronic disease reviews.

### What the nurse team can do for you?

Chronic disease reviews – diabetes, asthma, COPD, stroke, cardiovascular, hypertension

Contraception

Nurse triage

Health promotion

Family Planning

Immunisations

Giving depot injections

Dressings

Primary prevention

Ear syringing

Cervical Smears

Travel vaccinations

Antenatal referrals

Stitch removal

### What the health care assistant can do for you?

New patient health checks

Weight management clinic

Blood pressure monitoring

Smoking cessation

Phlebotomy

Chlamydia screening

**Please ask at the front desk for more information.**

### Travel clinic

This surgery is a recognised **Yellow Fever Centre**.

We also offer a full range of immunisations including **Typhoid, Meningitis, Hepatitis, Tetanus, Diphtheria and Polio**.

The practice nurse is available to provide health advice for travellers. Please make an appointment with the nurse 6 weeks before you wish to travel. The practice nurse can check your records and inform you if there are any immunisations that are needed for you to travel to your destination. Please note that some immunisations do attract a fee.

### NON-NHS Services, Private Forms and Certificates

A fee is payable for private insurance forms and certain private medical reports.

Medical examinations for insurance companies, schools, solicitors, employers, leisure pursuits etc can be arranged by appointment. These services are outside the NHS patient/ doctor contract and are available to everybody. There is a charge for these examinations as recommended by the British Medical Association, please refer to administrative team member for more information.

### Patients' comments & complaints

We always try to give patients the best service possible but there may be times when you feel that this has not happened. If you have any concern about any aspect of our service, please let us know. Speak to whomever you feel most comfortable, -your GP, our practice manager or our reception staff will be happy to help. In the majority of the cases, concerns can be resolved quite easily. However if you feel we have not dealt with the issues you have raised as you would wish you can ask for our practice complaints procedure which available on demand from the front desk.

Patients' comments and suggestions are welcome. A 'Comments and Complaints' box is situated in the waiting room for your contribution.

### Contacting us by email

Our practice email address is: [andover.medical-centre@nhs.net](mailto:andover.medical-centre@nhs.net)

We endeavour to reply to emailed enquiries within 3 working days.

### Patient confidentiality and data protection

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 all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared between other healthcare professionals in order to give you the best care possible. If you would like to know more about this, please talk to our practice manager.

### Freedom of information - Publication Scheme

The freedom of information Act 2000 obliges the practice to produce a Publication Scheme is a guide to the "classes" of information the practice intends to routinely make available.

This scheme is available from the practice manager.

## Useful Numbers and Web sites

<b>District Nurses (Based at the Northern) Northern Health Centre</b>	<b>020 7530 3456 020 7445 8100</b>
<b>Islington Council</b> <a href="http://www.islington.gov.uk">www.islington.gov.uk</a>	<b>020 7527 2000</b>
<b>NHS Islington Clinical Commissioning Group</b> Website: <a href="http://www.islington.nhs.uk">www.islington.nhs.uk</a> Email: <a href="mailto:islington.ccg.nhs.net">islington.ccg.nhs.net</a>	<b>020 3688 2900</b>
<b>Islington CCG</b> <b>338-346 Goswell Road</b> <b>London</b> <b>EC1V 7LQ</b>	<b>020 7756 6300</b>
<b>NHS England</b> Website: <a href="http://www.england.nhs.uk">www.england.nhs.uk</a> Email: <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a>	<b>0300 3112233</b>
<b>NHS England</b> <b>PO Box 16738</b> <b>Redditch</b> <b>B97 9PT</b>	
<b>Ombudsman</b>	<b>0345 015 4033</b>

## Zero Tolerance

We support the NHS policy on zero tolerance. Anyone attending the surgery, who abuses the staff or other patients, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases, we may summon the police to remove offenders from the practice premises.

## Patients' Rights and Responsibilities

The constitution sets out your rights as an NHS patient. These rights cover patients access health services, the quality of care you will receive, the treatments and programmes available to you, confidentiality, information and your right to complain if things go wrong. Your responsibilities as a patient, keeping your appointments, treat all healthcare staff in a reasonable, courteous manner, use emergency services in a responsible manner and take care with medicines.

All staff at the practice have a right to carry out their work without threat of violence. We aim to treat all our patients with respect – in return, we feel our staff are entitled to the same respect.

## Local Chemists:

<b>Chemitex</b>	<b>332 Hornsey Road</b>	<b>020 7272 4869</b>
<b>Lane &amp; Foot</b>	<b>179 Seven Sisters Road</b>	<b>020 7272 1850</b>
<b>Devs</b>	<b>110 Seven Sisters Road</b>	<b>020 7607 3081</b>
<b>Boots</b>	<b>410 Holloway Road</b>	<b>020 7607 1056</b>

## Local Hospitals:

<b>Whittington Hospital</b>	<a href="http://www.whittington.nhs.uk">www.whittington.nhs.uk</a>	<b>020 7272 3070</b>
<b>Royal Free Hospital</b>	<a href="http://www.royalfree.org.uk">www.royalfree.org.uk</a>	<b>020 7794 0500</b>
<b>UCH</b>	<a href="http://www.uclh.nhs.uk">www.uclh.nhs.uk</a>	<b>020 7387 9300</b>

## National Telephone Helplines and Web sites:

<b>Health information</b>	<a href="http://www.patient.co.uk/">http://www.patient.co.uk/</a>
<b>Age Concern</b>	<b>0800 169 6565</b>
<b>Alcohol &amp; Drugs</b>	<b>0300 123 6600</b>
<b>National Drug Helpline</b>	<b>0800 77 6600</b>
<b>CRUSE Bereavement counselling</b>	<b>0844 477 9400</b>
<b>Childline</b>	<b>0800 1111</b>
<b>Samaritans</b>	<b>0845 790 9090</b>
<b>Rape Crisis Line</b>	<b>0808 802 9999</b>
<b>Relate (relationship support)</b>	<b>0300 100 1234</b>
<b>Victim Support</b>	<b>0845 3030900</b>

<a href="http://www.ageuk.org.uk/">http://www.ageuk.org.uk/</a>	National site for Age Concern
<a href="http://www.alcoholics-anonymous.org.uk/">http://www.alcoholics-anonymous.org.uk/</a>	AA services for the UK
<a href="http://www.cqc.org.uk/">http://www.cqc.org.uk/</a>	Care Quality Commission
<a href="https://islington.dontbottleitup.org.uk/">https://islington.dontbottleitup.org.uk/</a>	Islington Alcohol Advice service (Website)
<a href="http://www.arthritisresearchuk.org/arthritis-information.aspx">http://www.arthritisresearchuk.org/arthritis-information.aspx</a>	Providing advice on arthritis
<a href="http://www.asthma.org.uk">www.asthma.org.uk</a>	National asthma website
<a href="http://www.bhf.org.uk">www.bhf.org.uk</a>	Providing information on heart disease
<a href="http://www.cancerresearchuk.org">www.cancerresearchuk.org</a>	Cancer Research, providing information and support
<a href="http://www.childline.org.uk">www.childline.org.uk</a>	Childline - providing support for children
<a href="http://www.diabetes.org.uk">www.diabetes.org.uk</a>	Diabetes information
<a href="http://www.gosmokefree.co.uk/">http://www.gosmokefree.co.uk/</a>	National quit smoking support website
<a href="http://www.patient.co.uk/health/immunisation-usual-uk-schedule">http://www.patient.co.uk/health/immunisation-usual-uk-schedule</a>	Providing information on immunisations
<a href="http://www.islingtonccg.nhs.uk/">http://www.islingtonccg.nhs.uk/</a>	Islington Clinical Commissioning Group
<a href="http://www.masta-travel-health.com/">http://www.masta-travel-health.com/</a>	Travel health Information
<a href="http://www.medicines.org.uk">www.medicines.org.uk</a>	Information regarding medicines for professionals and patients
<a href="http://www.meningitis-trust.org">www.meningitis-trust.org</a>	National site regarding meningitis
<a href="http://www.mentalhealth.org.uk">www.mentalhealth.org.uk</a>	Mental health advice
<a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a>	Providing free confidential debt advice
<a href="http://www.nhs.uk">www.nhs.uk</a>	The national website for all NHS services (NHS Choices)
<a href="http://www.nos.org.uk">www.nos.org.uk</a>	National site about osteoporosis
<a href="http://www.ruthinking.co.uk">www.ruthinking.co.uk</a>	A sexual health information site for teenagers
<a href="http://www.samaritans.org">www.samaritans.org</a>	Confidential advice 24 hours a day
<a href="http://www.talktofrank.com">www.talktofrank.com</a>	Drugs advice website
<a href="http://www.teenagehealthfreak.org">www.teenagehealthfreak.org</a>	A health information site for teenagers
<a href="http://www.womens-health.co.uk">www.womens-health.co.uk</a>	Providing health advice for women

