

PATIENT PARTICIPATION GROUP (PPG)

Our PPG is made up of patients and practice staff who meet once every three months. The Group will discuss the way the practice is run, views we have had from patients on our services and what could be done to improve it.

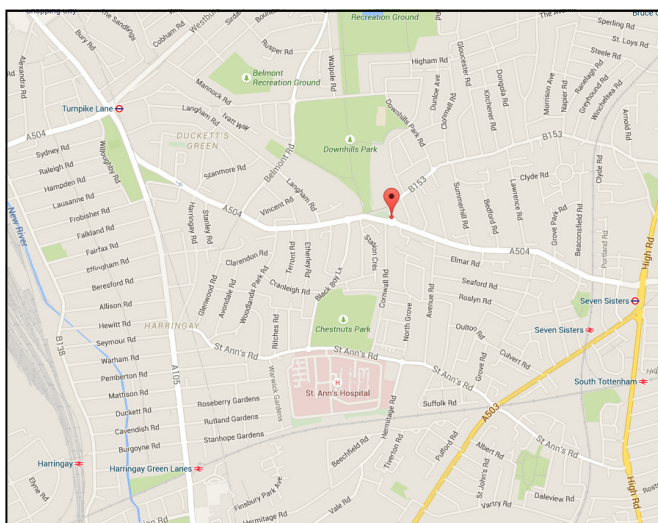
OUT OF HOURS

If it's not an emergency but you need medical help fast you can either call the surgery number and be transferred to Barndoc or call 111 who will be able to assist you. If it is an emergency then please call 999.

COMPLAINTS

We realise that sometimes things may not go according to plan. If this is the case we would like to know so that we can take the necessary steps to put things right. We treat every complaint seriously and aim to resolve the matter as quickly as possible to the satisfaction of all concerned. Please note that all complaints are treated in confidence and making a complaint will not affect your current or future care and treatment. If you wish to comment on our services or make a complaint please contact the Practice Manager.

FIND US



The practice is at the junction of Spur Rd and West Green Rd in South Tottenham. Our main entrance is wheel chair accessible and consultation/treatment is on the ground floor.

We provide primary care to the local communities living in London postal codes N4, N8, N15, N16, N17, N22 and surrounding areas.

Bus routes: 41, 230, 341

Nearest tube station: Seven Sisters

1 Spur Road
Tottenham
London
N15 4AA

SPUR ROAD SURGERY



Practitioners:

Dr P Das-Gupta (M) & Dr M Northrop (F)

TEL: 0208 800 9837

FAX: 0208 802 3568

EMAIL: SPURROAD.SURGERY@NHS.NET

WEBSITE: WWW.SPURROADSURGERY-TOTTEHNAM.CO.UK

SPUR ROAD SURGERY AIMS TO PROVIDE EFFECTIVE HEALTH CARE TO ALL OUR PATIENTS AND ENCOURAGES THEM TO MAKE MORE RESPONSIBLE CHOICES FOR THEIR OWN HEALTH AND WELL BEING.

OPENING TIMES:

RECEPTION:

MONDAY– THURSDAY 9:00-6:30

FRIDAY 9:00-7:00

DOCTOR:

MON, TUES, & FRI: 9:00-12:00...4:00-6:30

WED & THURS:

9:00-12:00

NURSE:

THURSDAY 1:00-5:00

HOW TO MAKE AN APPOINTMENT



Patients can contact the surgery by telephone or in person or even via Patient Access. The doctor/nurse appointments can be made

1-2 weeks in advance. Please cancel any appointments you cannot attend in advance so it can be offered to another patient. If you fail to keep appointments repeatedly without a satisfactory explanation, you will only be given the last appointment of the day.

ORDER YOUR PRESCRIPTIONS

You can order your prescriptions either in person/ letter/ email/ fax or by Electronic Prescription Services (EPS). For EPS please let your chemist be known of us and they will arrange it for you. If you would like us to post your prescription back you must give us a stamped self addressed envelope. We can not guarantee the safety of your prescription. For issuing prescriptions via any method, the surgery will need **48 hours notice**.



HOME VISITS

If you are too ill to come to the surgery, please telephone and the receptionist will pass your message to the doctor where your emergency will be assessed and acted on.

TELEPHONE ADVICE

A receptionist is available from 9am to 6:30pm to answer your enquires. Enquires for the doctor are taken by the receptionist who can put you through to him. If he is unable to take your call you will receive a call back.

BLOOD / URINE TESTS & RESULTS

North Middlesex Hospital (Outpatients)

Sterling Way, London, N18– Switchboard: 0208 887 2000

The Laurels Healthy Living

256 St Ann's Road, N15– Main Reception: 0208 442 5555

We can not give any results out over the phone. If the doctor needs to see you regarding your results we will call you to book an appointment.

CHILD HEALTH

All baby checks and immunisations are carried out by the GP.

ELDERLY HEALTH CHECKS AND CARE PLANS

All patients aged 75 or over need a Health Check. This will be carried out by either the GP or the nurse. Please inform the reception staff if you have not had one yet. The care plan is different from the health check which is also offered to over 75's.

PATIENTS RIGHTS & RESPONSIBILITY

- ⇒ Please respect our zero tolerance policy on violence and abusive language (expected behaviour policy). Any violation of this policy will be reported to the Clinical Commissioning Group.
- ⇒ Please also refrain from eating, smoking or drinking in the waiting area.
- ⇒ Turn your phone on silent during your consultation