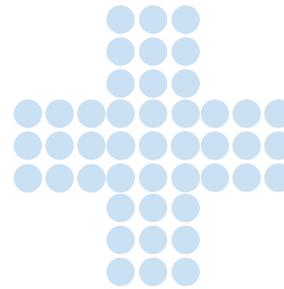


The Rise Group Practice



Hornsey Rise Health Centre
London N19 3YU

Telephone: 020 7561 3420

Fax: 020 7561 3429

E-mail: rise.group@nhs.net

Website: therisegrouppractice.co.uk



WELCOME TO The Rise Group Practice

Partners

- Dr Susan Salkind** (female) MB ChB DRCOG
Dr Jyotsna Hira (female) BSc MB ChB
Dr Stephen Rogers (male) MB BCh DRCOG DCH MRCP

GPs

- Dr Kamila Naz** (female) MB BS BSc MRCP
Dr Suomi Iizuka (female) MB BS DRCOG MRCP

Practice Staff

- Practice Manager** Mr Ian Huckle
Assistant Practice Manager Mrs Jill Harris
Secretary Miss Amy Collins
Receptionists Mrs Nicola Havens Mrs Rukia Buksh
Mrs Sharon Collins
Practice Nurse Mrs Lay Choo Bock RGN Ms Delia Bermudez RGN

Surgery Times

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr Susan Salkind	AM PM	AM	PM		AM
Dr Jyotsna Hira	AM	PM	AM PM		AM
Dr Stephen Rogers			AM	AM PM	AM PM
Dr Kamila Naz		AM		AM PM	
Dr Suomi Iizuka		AM PM	AM	AM	

We run a full appointment system.

The surgery is open from 8.30am - 1.00pm and 2.00 - 6.30pm.

Appointment times are between 9.00 - 10.30am and 4.30 - 6.30pm.

Please note that our phone lines are extremely busy from 8.30 - 10.00am and 4.30 - 5.00pm. If your call is not urgent, ie to make an appointment or for a general enquiry, please phone outside these times.

Nurse Times

The practice nurses are available throughout morning and evening surgeries and also during the afternoons for booked appointments. Appointments for routine dressings, smears and ear syringing should be booked for early morning or afternoon through reception. Patients seeking routine asthma checks should book an appointment. As for the doctors, the nurses will also see emergency cases as required. Blood tests are taken routinely at Whittington.

Appointments

Appointments may be made by telephoning or by calling at the surgery. Routine appointments may be made well in advance (maximum three weeks) which will enable us to offer you an appointment at a time more suitable to your requirements. We are also able to offer telephone appointments, please let the receptionist know if you feel your problem could be resolved on the telephone. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations. It is also possible to make/change/cancel appointments on line. (See Registration section below.)

Emergencies

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999) before calling the surgery.

Urgent Appointments

Time is available for urgent appointments every morning between 10.30 - 11.00am but **patients must arrive by 11.00am**. Emergency patients will be offered a short five-minute consultation and are taken on a first come, first seen basis. If the doctor feels your case is not urgent, you may be asked to make a routine appointment. **Please do not book an emergency appointment and then leave the building without speaking to a receptionist.**

We know you cannot predict when you become ill. However, many minor illnesses such as sore throats, coughs and colds, while distressing, are self-limiting and do not need any specific treatment other than regular painkillers. It may therefore be appropriate to wait a few days before seeking advice.

Minor ailments can be treated by a chemist without your needing to see a doctor - please ask at reception for a form.

Registration To Use The Internet Appointment Booking Facility

To use the internet for appointment booking, prescription requests and to view your medical record facility, you need to register on the practice website at <http://access.e-mis.co.uk>

Please ask the receptionist for a pin number and details.

Remember to enter the information exactly as it appears on the form overleaf, or your registration will not be accepted. When you log on after registering you must also enter all details in exactly the same format.

For the latest information click to: www.therisegrouppractice.co.uk

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Jane Waller
Healing Hands Holistic Therapist

Health, well-being and self knowledge are the building blocks of my practice, I offer:



- Holistic Massage
- Indian Head Massage
- Hot Stone Reflexology
- Therapeutic Healing
- Crystals
- Reiki
- Counselling
- Baby Massage



63a Cecile Park, Crouch End
London N8 9AX
Tel: 020 8342 8136
Alt Tel: 08458396866 (local rate)
www: jwhealinghands.com

Would talking help?

Why wait for an appointment on the NHS?

There may be a qualified local counsellor that could see you today and help you get back to the real you more quickly.

Call a private counsellor for more details now!

If getting through today is a struggle, you may want to consider counselling.

Nadine Sylvester can support you through your journey.



For an initial consultation
E: inatherapy@btconnect.com
T: 07957 343 777
www.nadinesylvester.com



Would a Holistic Therapist help?

Holistic therapy is a generic term for any treatment that is intended to treat the individual as a whole (mind, body and spirit). Interest in holistic medicine has increased tremendously in recent years, with more and more people becoming aware of the benefits which may be obtained from natural and traditional healing methods.

A holistic therapist treats the whole person, taking many factors into account. This approach differs radically from that of orthodox medicine, where the emphasis is on the diagnosis and treatment of the symptoms of disease. According to the holistic view, an individual is not ill because he or she has an ulcer, but has developed an ulcer because he or she is ill.

Holistic therapy works alongside conventional medicine from your GP, however, before consulting a holistic practitioner, check that they are registered with one of the professional associations. Ring your local holistic practitioner and see if a holistic approach could benefit you.

Advertising Feature

Let our practice publications promote your business for you!



To place an eye-catching advertising feature in our vitally important Practice Booklets and our indispensable Appointment Cards and Website simply phone Veronica Smith now on **0800 612 1516**

Screen 1	
PIN	[PIN]
Practice ID Number	[CDB]
Access ID	[Access_ID]
NHS Number	[NHS Number]
Screen 2	
First Name	[Forename]
Last Name	[Surname]
Enter the other information yourself. Remember your password and security information, but do not write them down in identifiable form.	

Home Visits

Patients should telephone before 11.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible including contact telephone number to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out-Of-Hours Service

If you have a problem which you feel cannot wait until the surgery reopens, you should dial **111**.

Registration

Monday to Friday 9.00am to 1.00pm and 2.00 to 6.00pm. All new patients will have the opportunity to fill in a health questionnaire, giving details of medical history and lifestyle. We are able to register people who do not live in our catchment area, however we are unable to undertake home visits. Speak to a receptionist for further information.

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for repeat prescriptions can be made by using the right hand side of your original prescription. You can either drop your request into the prescription box in reception between 8.30am - 1.00pm and 2.00 - 6.30pm Monday to Friday, or post it to us. If you enclose a stamped addressed envelope we will post your prescription back to you, otherwise you can collect it from us during opening hours. Please allow two working days before collection and make allowances for weekends and public holidays, when we are unable to issue prescriptions. The surgery does not process hospital prescriptions.

Test Results

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results after 11.00am. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait. Your test results will normally be back within 10 days. Please telephone the surgery between 11.30am - 12.30pm to ask about them.

For the latest information click to: www.therisegrouppractice.co.uk



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with a Pay - Monthly
website from OPG**

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

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There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

**To find out more simply call
0800 612 1408
or email us at payasyougo@opg.co.uk**

**OPG - HELPING THE SMALL BUSINESS
GROW FOR OVER 30 YEARS**

Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To advertise your business to our patients on low cost, easy payment terms call 0800 0234

196.

Advertising Feature

Clinics

Asthma Clinic

This is run by the practice nurse in conjunction with the doctors by appointment only.

Diabetic Clinic

This is run by the practice nurse in conjunction with the doctors by appointment only.

Family Planning

Please make an appointment with our practice nurses.

Health Check

We encourage new patients, those over 75 and any other patient who would like one, to have a general health check. This will include advice on heart disease prevention and, if appropriate, giving up smoking.

Travel Immunisation/Vaccinations

Please make an appointment at least six weeks prior to your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

Yellow Fever Vaccinations

The Rise Group Practice is now an authorised Yellow Fever Vaccination Centre.

Flu Vaccination

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit will be arranged to undertake this facility.

Smoking Cessation

We can help you quit smoking. Please ask your doctor if this is of interest to you.

Women's Health

Cervical smear screening can be booked for our nurse's 'smear' clinic which is held on Tuesday evenings, by appointment only. All other women's health issues such as breast examinations, menopause and advice on family planning can be dealt with in a routine, confidential appointment with any one of our doctors.

Antenatal, Postnatal And Child Health Care

The community midwife attends the antenatal clinic which is held on Fridays from 1.30 to 3.30pm. We provide joint care with the hospital for maternity services and the midwives provide a domino service. The practice offers women a full postnatal check six weeks after the birth, plus developmental checks for all children under five years. Please book an appointment with the doctor. We also provide a confidential service for under 16s, including emergency contraception services and advice, and the morning after pill.

For the latest information click to: www.therisegrouppractice.co.uk

Childhood Immunisations And Pre-school Boosters

We now offer the full range of childhood immunisations and pre-school boosters. Your doctor will tell you about it at the time of the six week check and you can then book an appointment to have your child immunised during any normal morning surgery.

Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges.

Sick Certificates

If you are off work for less than six working days, you do not need a doctor's certificate – you need to fill out a form SC1, which is obtainable from your employer.

Private Fees

A private fee will be charged for certain services we provide such as private medicals etc - please ask for details. We DO NOT sign passport applications.

Comments, Suggestions and Complaints

As always we welcome your suggestions and comments about the service we offer you. If you feel the need to complain please ask at reception for a copy of our complaints procedure. Our procedure meets the NHS criteria for handling complaints.

Confidentiality

All information about patients is treated as confidential. Information is now held both in your notes and on the computer. The practice is fully registered and complies with the Data Protection Act.

Disabled Access/Parking

In the car park, attached to the surgery, a reserved car parking space for the disabled is marked near the front door. Wheelchair access to the building is via the front entrance. A disabled patient's WC is provided. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement. Disabled patients needing the car park are asked to telephone reception with their time of arrival and access will be arranged. The health centre car park is not available to patients. There is access for wheelchairs from on-street parking.

Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Clinical Commissioning Group

The practice is part of Islington CCG. For details of Primary Care Services in the area, please visit the NHS Choices website.

For the latest information click to: www.therisegrouppractice.co.uk

Practice Charter

Your Doctor's Responsibilities

To treat you with respect and courtesy at all times.

To treat you as an individual, and to discuss with you the care and treatment we can provide.

To give you full information on the services we offer.

To give you the most appropriate care by suitably qualified staff.

To provide you with emergency care when you need it.

To refer you to a consultant acceptable to you when necessary.

To give you access to your health records, subject to any limitations in the law.

Your Responsibilities As A Patient

To treat all staff with respect and courtesy at all times.

To tell us if you are unsure about the treatment we are offering you.

To ask for a home visit, only when the patient is unable to attend the medical centre through illness or infirmity.

To request such a visit if at all possible before 11.00am.

To ask for an out-of-hours visit only when necessary.

To keep your appointments and contact the medical centre in advance if you cannot.

To be punctual for appointments, and to make a separate appointment for each member of the family wishing to see the doctor.

Not to expect a prescription from every consultation with a doctor. There may be other options for treatment.

To take medicines according to the instructions and to only ask for a repeat prescription if you need one.

To let us know when you change your address or telephone number.

Help Us To Help You

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out-of-hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.

For the latest information click to: www.therisegrouppractice.co.uk

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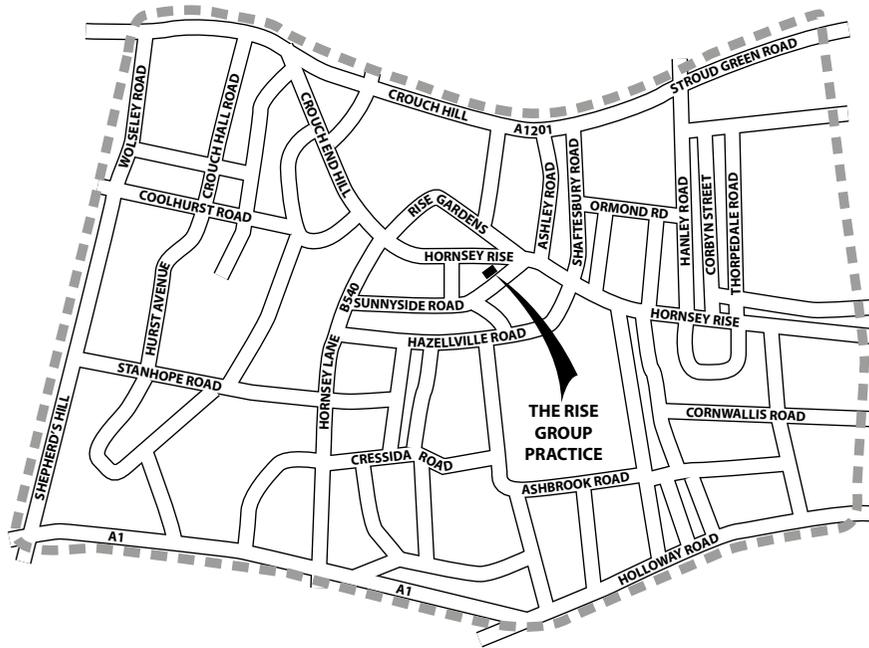
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Practice Map



Practice Boundary

Our catchment area is bounded as follows:

Shepherd's Hill, Wolseley Road, Crouch Hill, Stroud Green Road, Tollington Park, Tollington Way, Holloway Road, Archway, Archway Road to Shepherd's Hill.