

THE MORRIS HOUSE GROUP PRACTICE
239 Lordship Lane, Tottenham, London, N17 6AA
Website: www.morrishousegrouppractice.nhs.uk
Tel: 0203 143 3600 Fax: 0203 143 3599

THE PRACTICE

Morris House was one of the first purpose built Health Centres in the country. It was built as a result of the vision of the late Mr Alexander Kates FRCS and was opened in 1959. The Practice building was enlarged in 1993. In 2008 we moved to our current premises within the Lordship Lane Primary Health Care Centre. We are fully computerised.

The Medical staff complement varies from time to time, but usually comprises 9 doctors 2 trainee GPs, 2 nurses and 2 health-care assistants.

The Practice catchment area is roughly located between Wood Green High Road to the west, Shelbourne Wiloughby Lane to the east, the North Circular Road to the north and West Green Road to the south.

DOCTORS

Dr G Amato (M) BSc, MBBS, DRCOG (London University, 1983)
Dr S Moorthy (F) MBBS, DCH, DRCOG, DFFP, MRCGP (University College London, 1996)
Dr J Hill (M) BM, DRCOG, DCH, DFFP (University of Southampton, 1998)
Dr R Hearn (M) MBBS, BSc (Hons), (University College London, 2007)
Dr J Egleton (F) MBBCh, DFRSH, DRCOG, MRCGP (University of Wales, 2006)
Dr E Simon (F) MBBCh, DFRSH, DRCOG, MRCGP (University of Manchester)
Dr C Black (F) BSc, MBBS, DGM, MRCGP (University College London, 2008)
Dr K Lloyd (F) BMBS, BMedSci, MScTMH, DipTM&H, MRCGP (University of Nottingham, 2008).
Dr H Shams (F) MBBS, MRCGP (Dow Medical College, Karachi, 2006)
Dr R Saloojee (F) MBBS (University of London, 2008)
Dr N Hussain (F) MBBS MRCGP (Queen Mary University of London, 2006)

It is an NHS requirement that all patients have a named doctor who is administratively responsible for their overall care at the practice. This is one of the four partners - Dr Amato, Dr Moorthy, Dr Hill and Dr Hearn. Please contact us if you would like to know who your named GP is.

The fact that you have a named doctor does not prevent you from requesting to see any doctor at the practice; nor does it entitle you to see your named doctor. We will always try to accommodate your request where there are appointments available for the doctor you request.

If you would like to change your named doctor, please let us know and we will try to assist with your request.

PRACTICE NURSES The Practice Nurses work closely with all members of the Practice Team and do a range of tests and procedures. The nurses are also able to give travel advice and inoculations as well as general nursing work such as dressings, ear syringing and asthma/diabetes reviews.

MANAGEMENT Peter Sutton is our Practice Manager and Dominika Strama is our Assistant Practice Manager. Maria Pratchett is our Reception Supervisor. They are able to help you with any administrative or non-medical aspects of your health or treatment. They are also available to discuss any complaints. If you have any suggestions as to how we could improve our service, please contact them.

RECEPTION & OPENING HOURS Our fully trained receptionists have a difficult job. Please remember they have to establish the urgency of your request and periodically may need to ask you to fill out forms. The purpose of this is to help the Practice to run smoothly.

The doctors/nurses hours are as follows:	Monday and Wednesday	9.00 am – 6.30 pm
	Tuesday	9.00 am – 6.30 pm
	Thursday	9.00 am - 12 noon
	Friday	9.00 am – 6.30 pm

Our telephones and reception counter open at 8.00 a.m. for booking appointments and close at 6.30 p.m.

Patients are seen by appointment Monday to Friday from 9.00 a.m. to 6.30 p.m. except on Thursdays when we are closed from 12.00 noon.

We operate both a same day access system and an advance-booking system. 25% of our appointments are reserved for advance booking and the rest can only be booked on the day. To make an appointment you need to phone in the morning to get an appointment time for that same day. Our appointment lines (0203 143 3600) open at 8.00 am and we suggest that you phone early in order to get an appointment as demand is usually high.

You are able to book doctors' appointments 7 days a week by registering for our online service. You can book an appointment with the doctor of your choice (subject to availability). You will also be able to cancel your appointment if you no longer need it. You will not be able to book appointments in any of the clinics, such as Minor Surgery, Family Planning Clinic or Diabetic Clinic, or any nurses appointments.

If you would like to register for online services, please collect an application form at reception or download a copy from our website.

You can telephone and speak to a receptionist, doctor or other health-care professional on 0203 143 3600. This line is open from 8am until 6.30pm Monday, Tuesday, Wednesday, Friday and from 8am until 12 noon on Thursday. Please remember that there may not be a doctor on duty during the whole of these times and that such calls to a doctor are for advice purposes only.

MEDICAL CARE OUTSIDE NORMAL OPENING HOURS If you require urgent medical attention outside of normal hours, please ring 111.

PATIENT RECORDS All our patient records are fully computerised and completely confidential. It is essential for us to maintain accurate records and we ask you to advise us of any change in your personal details such as name, address and telephone number. Confidentiality is a prime concern. In accordance with the Data Protection Act you have right of access to your computer records. A small charge is made for this.

INTRODUCTORY VISITS New patients joining the Practice may be asked to attend for an introductory visit, which is usually undertaken by a health-care assistant. We need to know details of your previous health and family history and we will record your height, weight and blood pressure and test your urine.

HIV TESTING We offer free HIV testing at this practice. If you would like to take advantage of this, please make an appointment with one of our Healthcare Assistants or Nurses. All our staff are trained to protect patient confidentiality.

REGISTRARS In 1989 the Practice was approved to take on trainee doctors. A trainee is in post for a year and is a fully qualified doctor and an integral part of the Practice team.

HOME VISITS ALWAYS TELEPHONE 0203 143 404050 and please call before 10.30 am if you think you may need a visit because this helps us to organise our day. Please do not ask for a visit if you can get to the Surgery. We can see several people at the Surgery during the time it takes to do one home visit.

REPEAT PRESCRIPTIONS If you are on regular medication your prescription comes with a copy of your drugs on the right-hand page. This page must be used when ordering your next prescription. To re-order your prescription please call at our prescriptions counter or post your request into the box provided in the waiting room. You can also order repeat medication using our online services (please see above to register for this). The prescription will be ready for collection or posting within 2 working days (2½ working days if ordered on a Wednesday as we work a half-day on Thursdays). You may find it convenient to send your prescription request to us by post with a stamped addressed envelope. Alternatively, we prefer to send your prescription directly to your pharmacist electronically.

Please let us know of any alterations in your medication and if you are no longer taking certain items. This helps us keep our records accurate. We will not accept telephone requests for repeat prescriptions as these block our telephone lines for other more urgent calls and can result in errors.

RESULTS OF INVESTIGATIONS Please telephone for results in the afternoon between 2 p.m. and 4 p.m. Most tests take about 3 days to come back from the hospital. X-rays generally take a little longer. A Doctor sees all results. If results are normal, the receptionist will be able to tell you. In the event of any explanation being needed you will be referred to the Doctor.

PREVENTATIVE MEDICINE

Immunisations

We believe that all children need to be vaccinated against diphtheria, tetanus, whooping cough polio, rotavirus and meningitis. Children should also receive vaccination against measles, mumps and German measles. We start vaccinations at the age of 2 months and the course of injections should be completed well before the age of 18 months. We have never seen any serious problems from vaccinations and complications are very rare. Please advise us if you have difficulty in making an appointment so that we can make alternative arrangements where necessary.

Diabetic Clinic

This is held every Wednesday from 2.00 pm to 4.00 pm. We have considerable experience in the management of all types of diabetes. The Doctor and Dietician are available to give advice.

Minor Surgery

Certain surgical procedures are performed in the Surgery. Times and appointments will be arranged after assessment by one of the Doctors.

Cervical Smears

This is a simple procedure for the early detection of cancer of the neck of the womb (cervix). The test is done by the Practice nurse.

We need to do the test on all women between the ages of 25 and 64 years. The test should be repeated every 3-5 years, dependent on age.

Blood Pressure

High blood pressure rarely causes any symptoms but if left untreated for a long period of time it will substantially increase the risk of a stroke or heart attack. If high blood pressure is detected early, many strokes can be prevented. Our practice nurse is trained in the routine management of high blood pressure and we have a blood pressure machine available to you in our waiting room.

Smoking, Alcohol, Over-Weight

You know the risks as well as we do! Do you need help with these problems?

Travel Abroad

Please let the receptionist know where and when you are travelling at least 6 weeks in advance of your departure. We will work out an appropriate vaccination programme for you. We will also give you advice about staying healthy when abroad and advice about malaria prevention if appropriate. The Practice is a registered Yellow Fever vaccination centre.

HEALTH PROMOTION CLINICS

Child Health Surveillance Clinic and Vaccination/Immunisation Clinic

We run a regular child health surveillance clinic for the '6 week check' on babies. Childhood vaccination clinics are held on Mondays and Wednesdays from 2.00 pm to 3.00 pm. Your own Doctor's surgery is the right place to undertake vaccinations and immunisations because we know your personal and family history. Please do not go to other clinics. Our nurses run the immunisation clinic.

Influenza Clinic

Every October we undertake an extensive influenza vaccination campaign. This is particularly directed at all people with chronic chest and heart conditions, diabetes and patients over 65 years of age.

VIDEO-TAPING OF CONSULTATIONS From time to time the Doctors may need to videotape some of their surgeries. This is for training purposes, for the evaluation of the doctor. It will only ever be done with your consent and you will be told about it beforehand. Only the conversation is recorded, and not any physical examination. You will be given full details at reception on the day and asked to sign a consent form.

COMMENTS AND COMPLAINTS We need to know what you think of the service we offer. Over the years you have not been slow to tell us! If there are any difficulties, you should write to, or ask to see the Reception Supervisor who may re-direct you to the Practice Manager if appropriate.

ATTENDANCE AT ACCIDENT & EMERGENCY Please do not attend A & E for routine medical matters. A & E is for accidents and emergencies only such as fractures, extreme breathing difficulties and chest pains.

Urgent medical matters during the day can be dealt with by our on-call doctor who is on duty every day (except Thursday) from 4.30 p.m. to 6.30 p.m. This is not a walk-in service – you must telephone first between 4.30 and 5.30 p.m.

For medical attention in the evenings and at weekends please ring 111. On Thursday afternoons, please phone the out-of-hours doctor on 0208 865 0350.

CONFIDENTIALITY We adhere to national 'Caldicott Guidelines' to ensure confidentiality of all of our patient records. Your medical records may be reviewed by other doctors to ensure that our record-keeping meets accepted standards. This review is necessary for our accreditation as a Training Practice.

Please note also that we are involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information on the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected or used in research. This will not affect your care in any way. If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part; you will not be identified in any published results.