

### Travel Advice and Immunisation

For foreign travel immunisations please telephone the surgery at least 6 weeks prior to travelling for further information.

### Fees for non-NHS Services

The fees are displayed in the reception area. Please check which services are categorised as non-NHS.

### Minor Injuries – Walk in Centre

For minor illness or injury assessment and treatment you can drop into Finchley Memorial Hospital, Granville Road, Finchley, London N12 OJE (8:00am – 9:00pm).

### Equal Opportunities

All patients will be fairly treated on the basis of need and not on the basis of age, sex, race, religion, disability or sexual orientation.

### Confidentiality of your Medical Records

The Practice manages the confidentiality of your medical records in accordance with the Data Protection Act 1998. Please note that medical records are subject to inspection by NHS England or equivalent for the purpose of financial audit, record validation and research. **Should you wish your records to be excluded from such inspection or use, please speak with the Reception Staff.**

### Comments, Complaints and Compliments

We welcome your constructive comments about our services. We are happy to look at suggestions for improvement. If you are unhappy with any aspect of our service, please either speak to the Practice Manager or ask the Receptionist for our complaints form.

### Rudeness and Respect

The Doctors and Staff will not tolerate rude or abusive behaviour from any patient or their relative. Any such behaviour will result removal from our list and reported to NHS England and the Police. We will respect our patients dignity, privacy and confidentiality at all times. In return we expect you to respect all our Staff.

### NHS England

NHS England London  
Skipton House, 80 London Road, London SE1 6LH  
Telephone: 0203 182 4994

### Rights and Responsibilities of Patients

If you cannot attend an appointment then please inform us as early as possible in order for us to offer it to someone else who needs it. Patients who frequently miss appointments from the list may be removed. If you change your contact details then please inform us immediately in order for us to update your records.



Website: [www.valedrivemedical.nhs.uk](http://www.valedrivemedical.nhs.uk)

### Doctors:

Dr Raju Raithatha - BSc, MBBS, LMCC, DRCOG

### Practice Nurses:

Arunie Fernando - RGN

Bhimla Baungally - RGN

	Opening Times
<b>Monday</b>	08:00 - 18:30
<b>Tuesday</b>	08:00 - 18:30
<b>Wednesday</b>	08:00 - 18:30
<b>Thursday</b>	08:00 - 13:00
<b>Friday</b>	08:00 - 18:30

### Emergency Contact Details

**Out of Hours** - If you need medical care when the surgery is closed then please ring :

On Thursdays between 13:00 to 18:30 hours -**Out of Hours Cover-Barndoc on 020 8865 0350 or**

**Between 18:30 hours to 08:00 hours on weekdays or any time on Weekends or Bank Holiday call 111**

*The Surgery has disabled access and facilities*

### **New Patient Registration**

We accept registrations if you live in our catchment area. Please come in the surgery and pick up our Registration pack which will have all the details. Patients are registered with the Practice and not a particular Doctor. A Patient can express a preference of Doctor but this is not always possible. You can download some of the registration form at [www.valedrivemedical.nhs.uk](http://www.valedrivemedical.nhs.uk).

### **Appointments**

Please telephone during opening times. If you require an URGENT appointment the Receptionist will try her best but it may not always be on the same day. You can also book an appointment online. If you cannot attend an appointment, for whatever reason, please let us know as this will help us to provide a better service and may prevent other people from being kept waiting.

**Texting Services** - The Practice will send out automated reminders regarding pre-booked appointments on your mobile telephone. Please provide us with your current mobile number.

### **Telephone Consultations**

If you require advice over the telephone, please contact the surgery in the morning before 11:00am to book an appointment.

### **Home Visits**

This is available for patients who are housebound who are too ill to come into the surgery. Please contact the surgery to arrange a home visit before 11:00am. The Doctor will ring back to decide if a home visit is appropriate.

### **Repeat Prescriptions**

Please allow minimum 2 working days for the prescription to be processed from the time we receive it. There are several ways to obtain your repeat prescription.

1. You can request repeat prescriptions online, please ask at reception for further information.
2. Bring the prescription to the surgery and place it in the prescription box.
3. Post the prescription to the practice with a stamped addressed envelope. Please allow minimum 5 working days before your stamped address envelope is returned to you.
4. Please speak to your regular Pharmacist regarding electronic prescriptions as we can send your prescription directly to your pharmacy.

***No prescription requests can be taken over the telephone for safety reasons.***

### **Chaperone**

If you would like a Chaperone to be present when you see the Doctor please inform the Receptionist when booking your appointment or prior to your examination.

### **Minor Surgery**

Joint Injections— Please make an appointment to see **Dr R Raithatha** initially.

### **Smoking Cessation**

Please make an appointment with the Healthcare Assistant if you wish to give up smoking.

### **Test Results**

To check your results please allow 5 working days after your blood test and call the surgery after 11:00am. Smear test results are available after 3 weeks. In order to adhere to confidentiality we are unable to give out test results of other patients unless we have prior consent from the patient. We do not call you with your results unless the Doctor is concerned.

### **Medical Examinations**

If you require a medical examination i.e. employment or insurance, please contact the surgery to make an appointment informing the Receptionist what it is for. There is a charge for this service.

### **Interpreters**

If you require an interpreter please inform the Receptionist at least 5 days before your appointment.

### **Nurses**

Our nurses will review and monitor on an annual basis if you suffer from any chronic disease such as diabetes, heart diseases. Asthma, Hypertension. She will also give travel vaccinations and baby immunisations.

### **Healthcare Assistant (HCA)**

Our HCA will see you for NHS Health checks, blood tests, flu injections, B12 injections.