

Complaints

We make every effort to give the best service possible to everyone who attends Green Street Surgery.

If you have a complaint or concern about the service you have had from the doctors or any of the staff, please let us know by letter addressed to the Practice Manager. We operate a complaints procedure in accordance with the NHS England guidelines.

Zero Tolerance

The surgery has a **ZERO TOLERANCE** policy towards violent, aggressive, intimidating or abusive patients. The surgery has the right to request NHS England to remove such patients from the Practice list.

Patient participation group

The practice is keen to have patients supporting us to improve our services. If you are interested in joining this group please ask to have your name included to our mailing list at reception.

Are you a carer?

Please let us know if you are a carer, have a carer or care for someone on an informal basis, as you are entitled to an annual health check and free flu vaccinations.

Our services

Asthma, Diabetes, Heart Disease, Health Checks, Smear Test, Smoking advice, Family planning advice, Childhood Immunisations, Antenatal and Post-natal health checks.

Please contact us to find out more details.

Practice Team

Clinical Team

Dr (male)

Female Doctors

Nurse:

Rosemond Boafo RGN DipHe BSC

Administrators:

Natalie - Mandy

Receptionists:

Jessy

Useful numbers

Green Street Surgery 020 8804 3200

Lloyds Pharmacy Hertford Rd 020 8804 2074

Well Pharmacy Hertford Rd 020 8805 5821

Hub (to book doctor appts) 03000 333 666

NHS 111

Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Emergency 999

North Middlesex Hospital 020 8887 2000

Chase Farm Hospital 020 8375 1010

Barnet 020 8216 4600

Green Street Surgery

**48 Green Street
Enfield
Middlesex
EN3 7HW**

020 8804 3200

www.greenstreetsurgery.co.uk

Opening Hours

Monday 08.00 – 19.30

Tuesday 08.00 – 18.30

Wednesday 08.00 – 18.30

Thursday 08.00 – 18.30

Friday 08.00 – 18.30

Saturday/Sunday CLOSED

Bank holidays CLOSED

Appointments

ALL CONSULTATIONS by APPOINTMENT ONLY

How to book an Appointment at Green Street Surgery

Pre-bookable - one week in advance

On the day AM- phone at 08:00

On the day PM- phone at 15:30

Online booking: <https://patient.emisaccess.co.uk>

Home visit – ONLY for HOUSEBOUND patients and where MEDICALLY NECESSARY. Please call the surgery before 10:30

No walk in sessions

(Please be here before your appointment time. If you are late, you may risk not being seen)

Please note, the receptionist will ask you for the nature of the appointment in order to give you the appropriate service, as it is not always necessary to see the Doctor.

GP Service when the surgery is closed

HUB – You can book urgent and routine appointments, either same day or in advance with a local GP or nurse at any one of three primary care access hubs, making it much easier to get the care you need when you want it at a location that is convenient for you.

Who can access the service?

Patients registered with an Enfield GP practice

Booking:

Speak to reception to book an appointment

Walk-in appointments- NOT AVAILABLE FROM 1ST OCTOBER 2019

Eagle House Surgery

291 High Street
Enfield EN3 4DN

Carlton House Surgery

28 Tenniswood Road,
Enfield EN1 3LL

Evergreen Primary Care Centre,

1 Smythe Close,
Edmonton N9 0TW.

The Woodberry Practice

1 Woodberry Avenue
Winchmore Hill N21 3LE

Urgent Care Centres

Use your local urgent care centres if you need medical treatment or advice which does not need a visit to A&E.

These centres treat most injuries and illnesses **that are urgent but not life threatening**. For example sprains and strains, broken bones, minor burns and scalds, minor head and eye injuries, bites and stings.

Chase Farm Hospital Urgent Care Centre

The Ridgeway,
Enfield EN2 8JL.
Tel: 020 8375 1010.
Open daily 08:00 to 20:00

North Middlesex Hospital Urgent Care Centre

North Middlesex University Hospital
Entrance via Bridport Road
Edmonton N18 1QX
Open daily 09:00 to 20:00

EMERGENCY

A&E departments are open 24 hours a day, 365 days a year to treat people with serious and life-threatening emergencies. If you or someone with you is suffering from chest pain or is choking, has blacked out or is losing blood, don't hesitate, call 999 or go straight to A&E where you'll be seen immediately.

Your local A&E departments:

Barnet Hospital

Wellhouse Lane,
Barnet EN5 3DJ.

North Middlesex Hospital

Sterling Way,
Edmonton N18 1QX.

Repeat Prescription

Please give 48 hours' notice.

If you are registered for patient Access, please [order your repeat prescriptions online](#). If you haven't yet registered for Patient Access, please come to reception with some photographic ID, fill in a quick form and get your log in details.

Alternatively, a repeat prescription can be generated by handing in the counterfoil attached to your previous prescription. Please use the counterfoil wherever possible and give us 48 working hours.

Please allow two working days for prescriptions to be processed and remember to take weekends and bank holidays into account.

If you live outside the UK we are not permitted to issue repeat prescriptions.

New prescriptions

Requests made for a medicine you have not had before, or for one prescribed by your previous practice. It will take longer as it needs to be reviewed by a doctor and you may need to be seen.

Test Results

Please always phone us for your results following an investigation by the GP, two weeks after the test has been done for: Xrays - Blood tests – ECG – Smear

Between: 10:30 -15:00 & 17:00 – 18:00 Mon – Fri

If a result requires urgent action we will contact you. We will NOT contact you routinely for normal results.

Medical Certificates

You do not need to see the doctor or have a sick note for any illness lasting less than 7 days. Self-certificate SC2 forms are available at the reception or your work place, for the first week of absence from work due to illness.

The Doctor will issue "Statement of Fitness for the work"(Med3) for further weeks of absence as appropriate. A fee is payable for private certificates.