



Christchurch Hall Surgery

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8AE

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W: <https://www.christchurchhallsurgery.co.uk>

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Opening hours

Monday 8am - 7pm
Tuesday 8am - 7pm
Wednesday 8am - 6:30pm
Thursday 8am - 7pm
Friday 8am - 6:30pm

Out Of Hours

For out-of-hours GP services in Haringey, you can book an evening or weekend appointment through your GP practice or by calling the Extended Access Hub on **0330 053 9499**

If you have an urgent problem when the surgery is closed, please ring: **111** your call will be answered by the NHS 111 Service.

Please note that when contacting them, your telephone conversation will be recorded.

Dial 999 for Emergencies.

Appointments

All clinics are by appointment only; you can book an appointment as far in advance as is available on the system.

Routine appointments are 15 minutes long. Please note that Doctor can deal only one problem per consultation.

You can book by calling the reception or using the online booking system (available on NHS App).

We offer telephone and face-to-face appointments as needed. If you are advised to send a photo prior to your telephone consultation, please inform the reception. They will send you a link, where you can upload the photo which will be saved to your medical file.

Urgent Appointments

Urgent appointment for one problem only.

Urgent appointments are with the on-call GP on the day.

We endeavor to see the patients as time allows.

For urgent appointments you may have to explain the nature of your problem to the reception team to allow them, to assess the extent of the emergency. Urgent appointments are released at 8am (morning clinic) or 2:30pm (afternoon clinic).

(Urgent appointments are not for Repeat Prescriptions, fitness for work certificates or for signing forms).

Home Visits

Home visits are for patients who are too ill to attend the surgery and will occur only at doctor's clinical discretion. Requests are to be received before 9:00am.

Online access

Please complete the form available at reception to register for Online Access where you can order repeat prescriptions, book routine GP appointments and access your medical records.

Chaperones

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area (N8, N6, N4, N10 AND N10).

If you are unable to use the website, please ask reception for a paper registration form.

Practice Staff

Practice manager – ensures the smooth day-to-day running of the [practice. She is the main contact between the Surgery, the Primary Care Trust and the different serviced and specialist we refer to.

Administration/Receptionists – Our receptionists are fully trained to a high standard to do a difficult job well. Asking questions is a part of that job and the information requested is necessary for the doctors so that urgent cases can be given the correct priority. Please do not blame the receptionist if the doctor is running late or if you cannot be offered an appointment at the time which suits you best. Our receptionists will make every effort to help you but there are some circumstances outside of their control.

Practice nurse- The practice nurse is available by appointment. Their numerous tasks include infant/adult immunisations, cervical screening, removal of stitches and blood pressure monitoring. They are available for advice and checks on Asthma, Diabetes, Hypertension, Smoking cessation and help towards the healthier lifestyle. **Influenza vaccination** is available from the months of October and is recommended to patients with Chronic Illness involving Heart, Lung, Kidney failure and Diabetes. Residents of nursing homes ,children aged 2-3, all primary and secondary school-aged children, patients over 65 years of age are also covered, free of charge.

We also offer **travel vaccinations** (they need to be booked at least eight weeks in advance of your holiday to ensure adequate immunization cover), but please consult with the nurse which vaccinations are available on NHS. We do not provide Malaria tablets , Yellow fever and Rabies vaccination (those can be obtaining form Travel Clinic).

Clinical Pharmacists – they focus on managing chronic conditions and optimizing medication therapy. They support GPs in managing the complex conditions, performing medication reviews and health checks. They collaborate on treatment plans

with Doctors ,reviewing patient records and prescriptions to ensure safety and effectiveness of treatment.

Social Prescriber - often called a social prescribing link worker, connects individuals with non-medical community services to address social, emotional, and practical needs that impact their health. They work with patients to identify what matters to them and then connect them to local groups, activities, and services, such as walking groups, volunteering, debt advice, or social clubs.

Practice Standards

For our part, we are committed to giving you the best possible service, but in order to do so, we ask you to help us in the following ways :

- We ask that you treat the doctors and the practice staff with courtesy and respect;
- Please let us know of any change of your name or contact details;
- Please do everything you can to keep your appointment and arrive on time;
- Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters;
- Test results take time to reach us, so please allowed appropriate time before contacting the surgery to chase those ;
- Remember, you are responsible for your own health and the health of your children. We will give you professional advice, please act upon it.

Practice Aims

Our practice is committed to a high standard of medical care and continuous updating. We offer a range of complementary therapies which we believe can provide additional benefits to the standard medical care offered to our patients.

Please ask at reception for details.

Prescriptions

Routine – If you are on repeat medication, please contact your nominated pharmacy directly to request further supply. You can also request those through NHS App or dropping off the request to our surgery. **We do not accept requests for prescription through telephone or e-mail.**

It takes up to 48h for the request to be processed and to be sent to your nominated chemist.

If you are almost running out of your medications, please inform the pharmacy so they can mark the request as `Urgent` when necessary.

Additional services

We can facilitate access to :

- Chartered physiotherapist
- Nutritionist
- Massage
- Craniosacral therapy
- Back rehabilitation

Please ask reception for more details.