

Dear Patients

Re: Relocation of the Park Lodge Medical Centre patients services to Winchmore Hill Practice at Green Lanes Surgery, 808 Green Lanes, Winchmore Hill, London N21 2SA

Following the retirement of Dr Kouloumas, the remaining partners have been assessing the safety of operating two large patient lists over two sites. We have just concluded our consultation with you and other local services and the majority have confirmed they understand the reasons for wishing to relocating services onto one site.

We applied through the North Central London Primary Care Commissioning Committee in Common (PCCCC), who have approved the relocation; therefore Park Lodge Medical Centre at 3 Old Park Rd, London N13 4RG will be closing **from 1:00 pm on Friday 29 September 2017 and relocating to Winchmore Hill where services will be provided.**

As patients who are currently registered with Park Lodge Medical Centre you will continue to receive all your GP services from the Winchmore site from this date. You will **not be required to complete any registration forms.** Please note the new contact telephone number is **0208 350 5000.** (Calls to the old number will have a message with details relating to the move and the new number).

Following the move to Winchmore Hill, you will continue to have access to the full range of services being provided - including Doctors, Nurses and Health Care Assistant appointments, prescription services and access to on line services. We have full team in place at Winchmore Hill.

Park Lodge Medical practice will be sharing premises with our other practice Winchmore Hill Surgery. The premises are purpose built to provide medical services and are fully compliant with CQC (Care Quality Commission) requirements. The building has good access for patients and meets the needs for disabled, elderly and all other patient groups.

How to access services and the services being offered

APPOINTMENTS may be arranged by telephoning the Surgery, or in person at the desk between the hours of 8.00am – 6.30pm Monday to Friday. Many appointments are now available for booking via our website. We have an appointment system designed to offer quick access appointments within two working days to patients for all matters. To plan our work, and so minimise waiting, it is important that all quick access or urgent appointments are received in the morning whenever possible. We provide an extended hours service two evening a week currently every Monday and Wednesday between 6.30pm – 8.00pm. Please ask at Reception for details

TEST RESULTS may be obtained between 2.00pm-6.00pm by telephone.

HOME VISITS are provided only for totally housebound patients too ill to be brought to the Surgery. If a home visit is unavoidable, please make the request before 10.00am. Only emergency home visits can be requested after 12.00 noon.

If you wish to **spea k to the Doctor** on the telephone, please telephone 020 8350 5000 and follow the instructions. If your call is **medically urgent**, please advise the Receptionist. If it is not medical or non-urgent, your call may be returned any time within 24 hours of receipt.

REPEAT PRESCRIPTIONS must be requested in writing (not faxed or over the telephone) and will be ready after two clear working days. Your request can be submitted either through the post or the

internet, putting it in the box in the entrance lobby or via the chemist when the Surgery is closed. If you enclose a stamped addressed envelope, the prescription will be posted back to you. We can make special arrangements for housebound patients living alone. Please ask at Reception.

You will receive a counterfoil with each repeat prescription. Please tick the items you require. Please indicate on the counterfoil if there are any variations in prescription requests. Many local chemists will pick up your prescription and you can then pick the prescription up direct from them. You can also order on-line. Please ask in Reception for details. We issue 1 months' supply of medication at a time although arrangements can be made for extra supplies to cover holidays. We do not prescribe medications that are easily available over the counter as per the advice of the local Clinical Commissioning Group.

Midwives are employed by the Enfield Primary Care Trust and work here for two set surgeries a week.

Enfield Community PhlebotomyService.

A Phlebotomy service` is available at the Surgery every morning. This is run by North Middlesex Hospital. If the doctor has asked for a blood test, the details of the call centre will be on the form.

Other services:

For people with disabilities we have a lift to the first floor consulting rooms and disabled toilet facilities are available on both the ground and first floor.

Further information is provided on the practice website, <http://www.parklodgemedicalcentre.co.uk>
Local practices are aware of the relocation and if any patients wish to change to another practice, they have a choice to do so. Information on other local practices can be found by on NHS Choices <http://www.nhs.uk/pages/home.aspx> and putting in your post code.

Yours sincerely

Dr R Noor
Dr R Parbhoo
Dr C Sankaran
Dr V Thiagarasah
Dr T Takla