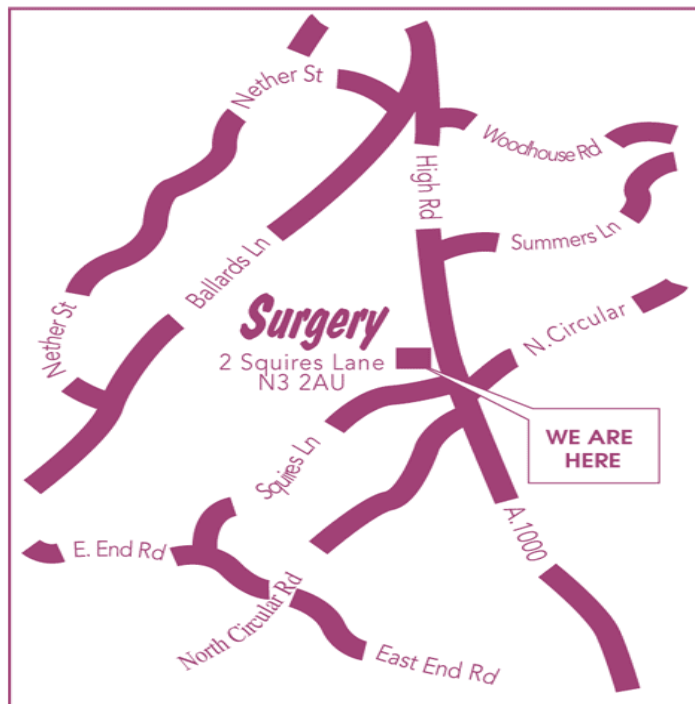


For details of primary medical services in the area contact:

Barnet CCG on Tel: **(020) 8952 2381**

We accept patients living at postal addresses N2, N3 and N12 that are within our catchment area boundaries (see map in reception)

**The map below shows where we are located:**



There is a ramp giving easy access to the surgery, as well as a disabled toilet on the ground floor. Disabled patients can always be seen on the ground floor if necessary.

# SQUIRES LANE MEDICAL PRACTICE

2 Squires Lane, Finchley, London, N3 2AU

Tel: **(020) 8346 1516** for Emergencies

**(020) 8346 3388** for Appointments, Results and other Enquiries

Fax: **(020) 8343 2537**



Doctors

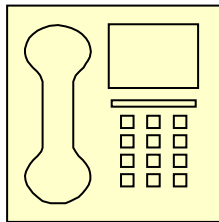
**Dr Elizabeth Barthes-Wilson** (Female) MBBS (London) 1997  
BScMRCGP DFFP

**Dr Geeta Thawani** (Female) MBBS (London) 2000 MRCGP DFFP DRCPG

*The doctors practise together as a non limited partnership*

## HOSPITALS – Useful Telephone Numbers

Barnet General Hospital	0845 111 4000
Chase Farm	0845 111 4000
Edgware Community	020 8952 2381
Finchley Memorial	0208349 7500
Middlesex	020 8965 5733
North Middlesex	020 8887 2000
Royal Free Hospital	020 7794 0500
University College	0845 155 5000
Whittington	020 7272 3070



Finchley Memorial Hospital – Walk-in Centre

**Telephone:** 020 8349 6371



## Welcome to Squires Lane Medical Practice

**There has been a General Practice Surgery at 2 Squires Lane since the house was built in the 1920s. We are committed to giving our patients high standards of care in a friendly and supportive environment. We aim to achieve this by working together with our patients.**

### How To Register

You will be required to bring proof of address e.g. a utility bill dated within the past 3 months and your NHS Medical Card. You will need to complete a New Patient Questionnaire and make an appointment with the nurse for a New Registration Check. (Please note: if you do not have a Medical Card you will be asked to fill in a Registration Form and provide identification and/or proof of residency in the UK.)

### Surgery Opening Times

Monday, Tuesday, Thursday, Friday 8.00am to 6.30pm

Wednesday 8.00am to 1.00pm

Closed between 1.00 and 2.00pm except for emergencies

## Telephones

Telephone lines are manned by the receptionists between 8.00am and 6.30pm. We are closed between 1.00 and 2.00pm except for emergencies.

- Non-emergency tel. no: 020 8346 3388
- Emergencies: 020 8346 1516

## Consulting Times

The names of the doctors are Dr Barthes-Wilson and Dr Thawani. Other General Practitioners will also be available. Details of these doctors can be obtained when making an appointment. Patients will normally be seen by their regular doctor, but may be seen by another doctor in emergencies. Morning surgeries are held every weekday, afternoon surgeries are held on Mondays, Tuesdays, Thursdays and Fridays. The surgery closes at 1.00pm on Wednesdays. Our practice also offers **extended hours** allowing patients to book late afternoon appointments from 6.30pm to 7pm on Monday, Tuesday and Thursday. These appointments are bookable in advance only. Access for patients with pre-booked appointments is via the buzzer. All other services begin at 8.00am as usual. All appointments with a doctor are of 10 minutes duration (standard length in UK).

## Telephone Consultations

All doctors take phone calls for 45 minutes after each morning surgery. Telephone appointments can be booked with the doctor via reception

## Practice Nurses

Appointments to see a practice nurse are available at varying times on Monday, Tuesday, Thursday and Friday.

## Childhood Infections

### Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off. Oily calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints. It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date. The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor. Immunisation can prevent this disease.

### Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date. Immunisation can prevent this disease.

### Mumps

Symptoms are swelling of the glands in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor. Immunisation can prevent this disease.

## **Stomach ache**

Most attacks are not serious and are usually caused by indigestion or wind. A hot-water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help. If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

## **Sunburn**

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.



## **To Make an Appointment**

Please phone or come to the surgery during our opening times, 8.00am - 6.30pm (closed between 1.00 - 2.00pm).

Please make separate appointments for each patient.

**Appointments may be booked up to two months in advance. A small number of appointments are released each day for emergencies.**

If you cannot keep your appointment, please inform us as soon as possible so that the appointment can be offered to someone else. Lateness – if you are late for your appointment you may have to wait to be seen or if you are too late, the doctor may ask you to rebook the appointment.

## **Test Results**

Please telephone us for all results. Results of any investigations may be obtained by phoning between 2.00 and 3.30pm on Monday, Tuesday, Thursday and Friday. Please allow at least one week for blood tests, urine tests, stool tests and ECG results, two weeks for x-ray results, and four to six weeks for smear tests.

## **Home Visits**

If a visit is essential, please attempt to phone before 10.30am on (020) 8346 1516 in order to be seen by your own doctor.

## **Emergencies**

In an emergency phone (020) 8346 1516 when the doctor on call or the out-of-hours service provider (see below) will offer telephone advice, an appointment or a visit as necessary.

## **Out-Of-Hours Service**

Barnet Primary Care Trust provide the out-of-hours service which is presently run by BarnDoc. If you need urgent medical attention or advice between 6.30pm and 8.00am the following day, please telephone **0845 389 0945** or contact NHS 111 by dialling 111.

## Repeat Prescriptions

Please use the request slip from your previous prescription to order repeats and **allow two working days** for your repeat prescription to be issued. Repeat prescriptions are never urgent. Drugs not previously prescribed for you cannot be ordered on repeat.

In order to prevent mistakes, a written request is advised. **NO REQUEST WILL BE TAKEN BY PHONE.** Prescriptions can be posted if a stamped addressed envelope is provided.

## Temporary Residents

If you have someone visiting you who needs to see a doctor urgently and who is registered elsewhere in the UK, they can be seen in the usual way on completion of a temporary residents' form. A record of the consultation will then be forwarded to their registered doctor. (For overseas visitors please check with reception.)

## The Primary Health Care Team

Ours is a group practice of four doctors, who are supported by a friendly practice health care team, also equally committed to looking after you.

In addition to the doctors, the team is made up of two nurses, a district nurse and a health visitor. There are also receptionists and a team of administrators. We provide a range of General Medical Services.

## Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

## Insect Bites and Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms. Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

## Minor Cuts & Grazes

Wash the wound thoroughly with water and a little antiseptic. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

## Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

## Sprains

R.I.C.E. - Rest, Ice, Compression and Elevation.

Firstly apply a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Apply, firmly, a crepe bandage and give the sprain plenty of rest in an elevated position, until all discomfort has subsided. Further strain will inevitably lead to further swelling and a longer recovery period.



## USEFUL INFORMATION

### Practice Nurses

➤ Mrs June Shelley

The practice nurse see patients by appointment for asthma, diabetes, immunisations, travel vaccinations, blood and urine tests, blood pressure checks, ECG, ear syringing, cervical smears, smoking cessation, family planning advice, as well as giving general health and healthy living advice.

### District Nursing Team/ Health Visiting Team

The district nursing team sees patients referred to them by the doctors. They are based at Torrington Park Health Centre.

The health visitor is of great assistance to new mothers and their young babies, as well as to the elderly. She can be contacted at Torrington Park Health Centre, North Finchley N12 9SS. Tel: (020) 8492 6400.

### In-House Clinics

- Asthma Clinic • Diabetes Clinic • New Patient Health Checks
- Child Health Surveillance
- Smoking Cessation • Counselling
- Immunisation • 75 Years and Over Health Check
- 3 Year Check for Patients Not Seen Within That Time

\*Provided in partnership with other agency.

Doctors will refer patients to these clinics which all take place in the surgery.

For current clinic days/times please ask reception.

All the doctors provide Maternity Medical Services and Contraceptive Services.

## Doctors

- Dr Barthes-Wilson
- Dr Thawani

## Travel Vaccinations & Certificates

The practice nurse can give these. Please have them done two months before you travel, if at all possible. Reception will give you an appointment. There is a charge for some vaccinations and certificates.

## Family Planning

Your own doctor will advise you on forms of contraception and will prescribe as required.



**IF YOU ARE UNABLE TO ATTEND YOUR APPOINTMENT,  
PLEASE CONTACT RECEPTION AND INFORM OUR  
RECEPTION TEAM SO THAT WE CAN OFFER YOUR  
APPOINTMENT TO ANOTHER PATIENT**



**IF THE DOCTOR ASKS YOU TO HAVE FURTHER INVESTIGATIONS SUCH AS X-RAYS, ULTRASOUNDS OR A BLOOD TEST – IT IS YOUR RESPONSIBILITY TO HAVE THESE TESTS CARRIED OUT AND YOUR RESPONSIBILITY TO CONTACT THE SURGERY FOR YOUR RESULTS. PLEASE ALLOW AT LEAST ONE WEEK FOR BLOOD TESTS, URINE TESTS, STOOL TESTS AND ECG RESULTS, TWO WEEKS FOR X-RAY RESULTS, AND FOUR TO SIX WEEKS FOR SMEAR TESTS.**

be removed from the practice list with immediate effect and without a second chance. Extreme cases will result in the offender being reported to the police. This applies to all patients, all members of staff, not just the GPs, and includes contact over the phone.

### **Freedom of Information - Publication Scheme**

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

### **Access to Medical Records**

If you would like to see the information held about you on computer, please ask at reception.

Copies can be obtained by written request at a standard fee.



### **Treatment of Minor Ailments**

Many common aches and pains can be simply treated at home without the need to consult a doctor.

#### **Back Pain**

Back pain causes 13 million working days to be lost in Britain each year. The spine, being made up of 24 fragile bones and associated cartilage and tendons, supports the whole weight of the upper body and therefore it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back. Take aspirin or paracetamol which will relieve the pain. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

#### **Bed Sores**

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible and taking care to smooth out creases in the bottom sheet which could lead to localised irritation. Keep your eye open for red marks appearing at the pressure points such as heels, elbows, buttocks and hips and if they begin to appear, inform the doctor before they get worse.

#### **Burns**

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.



## **Colds**

Even in this day and age there is still no magic cure for the common cold. Go to bed ,take plenty of drinks. If you have a headache or are feverish, adults should take aspirin or paracetamol. If you are 16 years or under, take paracetamol. Do not bother to take any antibiotics you may have in the house - these will have no effect!

## **Diarrhoea**

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. It is advisable to stop eating solids and take plenty of clear fluids. Holiday diarrhoea is often due to bacteria. Again, stop eating and take plenty of clear fluids. In both the above cases, consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding with any proprietary rehydration sachets available at any pharmacy (with pharmacist's advice). If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

## **Gastroenteritis**

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed, medicines are often immediately vomited up.

Large quantities of water, orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

## **Private Services**

Private medical insurance reports, solicitors' reports and private medical certificates can be provided following a private consultation. BMA charges apply.

## **Comments/Suggestions/Compliments/Complaints**

Please enter any comments/suggestions or compliments in the Compliments/Suggestions Book located at the reception desk.

If you wish to make a complaint, please either speak to the practice manager or ask the receptionist for a complaint form.

To discuss any aspect of our services please ask to see the practice manager.

## **Disclosure Of Patient Information**

In accordance with the Data Protection Act 1998 everyone working in the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Your medical history is recorded on our computer system and in paper records which are accessed by authorised users only.

Disclosure of identifiable patient information to any outside agencies will only be done after receiving permission from the patient.

## **Use Of Personal Health Information**

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 the Primary Care Trust, or its 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.

## **Violence & Abuse towards Staff**

In keeping with NHS guidelines this practice operates a 'zero tolerance' policy with respect to the protection of its entire staff. This means that anyone who is violent or abusive in any way to any member of staff may.