



## MULBERRY MEDICAL PRACTICE

**Main Site:** 3 Sefton Avenue, Mill Hill, 0208 959 1868  
London, NW7 3QB 020 8201 0759

**Branch:** Gervase Road, Burnt Oak, 0208 959 1868  
Edgware, Middlesex HA8 0EN

**Branch:** 2 Willow Court, Stanmore, 0208 958 6438  
Edgware, Middlesex HA8 8AG

**Email:** [mulberry.medicalpractice@nhs.net](mailto:mulberry.medicalpractice@nhs.net)

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

**Opening Hours:** Monday to Friday 8:15 am –18:30 pm  
Closed between 1 pm and 2 pm for Lunch

# WELCOME

The team at Mulberry Medical Practice consists of 5 GPs, 3 Nurses, 1 Clinical Pharmacist as well as the Practice Manager, Reception team and Admin team. From time to time we also have additional doctors to help with the demand. We offer a full General Practice Service and run various clinics including Chronic Disease Monitoring. We aim to treat all our patients promptly, courteously and in complete confidence.

**Teaching/Training Practice:** Mulberry Medical Practice is a training practice which means hospital doctors, medical students, nurses and occasionally work experience candidates spend time with us in order to gain experience. You may be seen, on occasion, by a doctor in training at the surgery or at home. As a training practice your medical records may be used for clinical educational purposes.

## DRS AT MULBERRY MEDICAL PRACTICE

### GP Principal:

Dr Anthony Tobias	MB ChB 1991 Manchester	Male
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### GP Associates:

Dr Maria Gomes	MRCs LRCP 1974 England	Female
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Dr Leonie Miller	MB ChB 2009 Birmingham	Female
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Dr Mairead Conneely	MB BS 2009 London	Female
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Dr Devika Tharumaratnam	MB BS 1994 London	Female
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Dr Stephanie Freedman	MB ChB 2010 Birmingham	Female
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Dr Sri Nishaharan	MRCGP 2020 North East London	Female
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## Services Provided

**Mother and Baby Checks** - 6 weeks post natal checks by appointment with a doctor.

**Baby clinics—Well Babies** - Developmental checks by appointment. Babies may also be weighed at Hartley Avenue. Contact no. 020 8959 3005 for clinic times.

**Child Immunisation** - Routine child immunisation by appointment with the Practice Nurse.

**Diabetic Clinic** - Routine checks by appointment with the practice nurses.

**Asthma Clinic** - Routine checks by appointment with the practice nurses.

**Smoking Cessation** - For support to give up smoking, please make an appointment with one of the doctors or nurses.

**New Patient Health Checks** - by appointment with the practice nurse.

**Minor Surgery (wart cryotherapy and joint injections)** - If needed you will be booked into one of our clinics following a routine appointment with one of the doctors.

**Family Planning Services** - Dr Gomes provides family planning services and Sexual Health services including coil insertions but excluding contraceptive implants. Please check at reception for further details.

**Interpreting Services including BSL** - Please enquire at reception for availability.

**Chaperone Services** - If you would like a chaperone to be present during a physical examination, please ask at reception or speak to your doctor.

# Appointments

We offer a range of same day and pre-bookable appointments with the aim of allowing patients to be seen when they wish to be. There are slots for emergency appointments after 11am at Mulberry Medical Practice once all the regular slots are full. These emergency appointments are prioritized for children under 5 years old and elderly patients.

Appointments can be pre-booked up to four weeks in advance. If you wish to be seen on the day, please ring the surgery at 8.15 am in the morning or 2 pm in the afternoon to make an appointment. Please note that this may not be with a doctor of your choice.

Should you require an emergency appointment please inform the receptionist who will fit you in with any GP and advise you when to come in.

**Appointments can be booked by telephone or in person. You can also pre-book appointments via Online Access. If you would like to register for this service, please enquire at reception.**

When booking appointments please ask for a separate appointment for each person that needs to be seen, as we cannot see more than one patient per appointment. Each appointment slot is 10 minutes long, therefore please allow one issue per appointment..

We operate a text messaging service to remind patients of their appointments. Please ensure we have your correct mobile telephone number on your records.

**If you are unable to keep your appointment please contact us to cancel, please try to give at least 24 hours notice so that we may offer it to another patient who needs it.**

If you are late for your appointment the doctor or nurse has the right to refuse to see you and you may be asked to make another appointment.

# Telephone Consultations

A Telephone Consultation can sometimes be a useful alternative to a face to face appointment, for example, to discuss test results or medication queries.

Should you wish to speak to a doctor on the telephone, please call between 9 am and 11 am. If the doctors are still in clinic, you may be asked to call back or to leave a message for the doctor.

## Home Visits

Please come to the surgery if at all possible as the facilities here are far better for examination. Additionally the doctors can typically see four patients at the surgery in the time it takes to do one home visit. The doctor can visit you at home if your condition warrants it. Please make your request as early as possible before 10 am. Please give the receptionist a brief outline of the problem to enable the doctor to prioritize the calls. The doctor will call you back.

## Out Of Hours

If you are unwell and the surgery is closed the following services are available:

Mondays to Fridays between 1 pm and 2 pm, please call BARNDOC on **020 8865 0350**

Monday to Fridays from 6:30 pm and 8:00 pm and during Weekends and Bank Holidays for 8 am to 8 pm contact the GP evening and weekend service (run by Barnet Federated GP's Ltd) on **020 3948 6809**

For medical attention outside of these times please contact NHS111, call **111 from any phone.**

A walk in service for minor injuries is available at Edgware Community Hospital, Burnt Oak Broadway, Edgware, Middlesex HA8 OAD Tel: 020 8732 6459

For serious illness or injury please attend the nearest Accident and Emergency Department.

## Test Results

Your doctor will advise you how long you can expect your test results to be processed.

It is the patients responsibility to call for the results. We will contact you only if your results are abnormal. You may be contacted either by text, telephone call or in writing.

Please call for results between 11 am and 12 noon Monday-Friday

## Registrations

Registration is open to anyone who resides in the Practice area (NW7 and Edgware).

When you come to register please bring proof of your address (utility bill dated within the past 3 months) and your NHS number. This number can be found on your medical card or obtained from your previous doctor. Official photographic ID is also needed in order to access full services e.g. online registration.

Registering a child aged 5 years or under, - please bring in any records of childhood immunisations, these can be found in your Childs' red book. If your child has had immunisations abroad, please provide details, preferably in English. We will update the medical records accordingly and ensure your child is included in the routine immunisation programme.

You will be asked to complete a registration form., for which we will need details of your previous address and previous doctor, where relevant.

You will then be offered given an appointment for a new patient health check. This appointment enables you to give us information regarding your health needs, medication etc.

All patients are registered with the Practice **but are allocated a named GP** who is a partner of the practice, patients are not restricted to book appointments with their allocated GP and can book appointments with any GP in the team.

## Carer Aware

Are you a carer? Do you look after someone who is ill frail or disabled? Is that someone a member of you family, a friend or neighbour? Please let us know so that we can update our records and provide support.

## Medical Research

The practice is a research active practice and participates in research studies that have been approved by the National Institute for Health Research (NiHR).

All studies are approved by the GPs and patients may be asked from time to time to consider participating in a research study. You will always have the opportunity to discuss any study with your GP.

## Repeat Prescriptions

If you are put on a repeat medication by the doctor there is no need to make an appointment every time. The doctor will tell you when you need a review. There are several ways for you to request your repeat prescription:

- Bring or post your repeat slip to the Surgery
- You may also request medication online via the NHS App

<https://www.nhs.uk/using-the-nhs/nhs-services/the-nhs-app/>

We aim to have repeat prescriptions ready within 2 working days, but please allow some time for your request to be processed efficiently.

You may collect your prescription in person or you may wish to make arrangements with your preferred pharmacy to collect it for you or arrange for this to be sent to them electronically via EPS (Electronic Prescribing Service).

If you are having difficulties please enquire at reception.

## Non NHS Work

The Government's NHS contract with GP's covers the provision of ongoing medical treatment. There are certain areas of work that are not covered by the NHS, including but not limited to :

- ◇ employment medicals
- ◇ private sick notes,
- ◇ fitness to drive/travel certificates
- ◇ PCO/HGV Medicals
- ◇ completion of insurance claim forms
- ◇ Certain travel vaccinations and vaccination certificates

For current fees, please check with reception.

# Staff

## **Executive Management Team Lead—Caroline O’Dwyer MSc**

Oversees the the smooth running of the practice. If you have any comments, suggestions to make about the services provided by the surgery, these should be made to Caroline at the Surgery via written letter or email [mulberry.medicalpractice@nhs.net](mailto:mulberry.medicalpractice@nhs.net)

## **Practice Nursing Team**

**Nurse Practitioner** - Lian Panetta (ANP) - as well as general nursing care, the nurse practitioner provides minor illness clinics, supporting the doctors of the practice. The Nurse Practitioner is able to prescribe.

**Practice Nurse** - Yingji Paio (SRN) provides a wide range of nursing services to patients, including Well person checks, Health promotion clinics, Chronic disease monitoring, Family planning, Cervical smear tests, Smoking cessation, Childhood and adult vaccination as well as general advice on diet and healthcare.

**Clinical Pharmacist** - Sarika Patel (BSc Pharm) provides general medication review and synchronisations, Issues blood test forms for routine drug monitoring, minor illness clinic, Pill checks and blood pressure checks.

## **Practice Receptionists Team**

This is the team who look after you when you arrive at the surgery or when you telephone. They are trained to deal with your queries. All staff wear name badges and should be easy to identify. Staff will give you their first name when taking your telephone call.

## **Practice Administration Team**

This team provides the background administration for the practice, including dealing with the incoming and outgoing post, scanning of correspondence, referrals and medical records administration.

## **District Nurses**

A team of district nurses are available to provide continuing care once you leave hospital. A home visiting service is available for those who are housebound.



## Help Us to Help You

- \* Do not call the surgery between 8.15 am and 9.00am unless you require a same day appointment
- \* Always check in at reception when you arrive for your appointment. If you are attending an appointment at Sefton Avenue, there is a self check in machine in the waiting room.
- \* Keep us informed of any change of address and contact telephone number. This is particularly important for follow up of results or if you wish to receive appointment reminders or practice updates by text
- \* Be on time for your appointment
- \* Please be patient if you are kept waiting, urgent unplanned situations can occur from time to time which may cause delays
- \* Make an appointment for each person who wishes to be seen
- \* Tell us if you need to cancel an appointment with 24 hours notice
- \* Call for Home Visits before 10.00 am
- \* Ring for test results between 11 am and 12 noon

## Rights and Responsibility

We aim to treat our patients courteously at all times and expect our patients to treat the staff in a similarly respectful way.

Mulberry Medical Practice operates a policy of '**Zero Tolerance**'. If you are discriminatory, abusive or violent towards anyone on the premises we reserve the right to remove you from our list and inform NHS England and possibly the police. Action may be taken against anyone threatening or assaulting our staff.

Patients who persistently do not attend for booked appointment (DNA'S) may be asked to register with another Practice.

## Privacy Notice.....How we use your Medical Records

The Practice handles medical records in-line with laws on data protection and confidentiality. Please note that medical records are shared with those involved in providing you with medical care and when the law requires us to do so.

In some circumstances medical records are used for research. For further information, please see the full privacy notice which can be accessed via the practice website [www.mulberrymedical.nhs.uk](http://www.mulberrymedical.nhs.uk)

## Freedom of Information

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. This scheme is available from reception.

## Patient Participation Group

We welcome any patients ideas and suggestions on how we can improve our services. The Patient Participation Group (PPG) consists of existing practice patients who help us shape the running of our services.

The PPG aims to hold meetings on a quarterly basis to discuss current services and share ideas. If you are interested in getting involved then please contact the group via the dedicated email: [mulberrypg@nhs.net](mailto:mulberrypg@nhs.net)

## Comments and Compliments—Friends and Family Test

We aim to deliver high quality of service with an open and honest approach and value your feedback on the services we provide. The friends and family test is one way for patients to give feedback. Please tell us what we are doing well as well as what we are not doing so well, any suggestions for improvement are welcome. Please ask our receptionist for a feedback form.

## Making a Complaint

There may be times when you feel a formal complaint is necessary. The Practice operates a complaints procedure in line with the NHS regulations. You can make a complaint orally, in writing or via email ([mulberry.medicalpractice@nhs.net](mailto:mulberry.medicalpractice@nhs.net)) to the Executive Management Team Lead, Caroline O'Dwyer, who oversees the complaints procedure. Please enquire at reception for a copy of the Practice Complaints Procedure.

## NHS England

Mulberry Medical Practice operates under the auspices of NHS England

Their contact details are:

NHS England, PO Box 16738, Redditch B97 9PT Tel: 0300311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## Useful Contacts

Barnet Carers Support	0208 343 9698
Barnet Council	0208 359 2000
Edgware General Hospital	0208 952 2381
Royal Free NHS Foundation Trust	0203 758 2000
Northwick Park Hospital	0208 864 3232
Age UK	0800 169 6565
Samaritans	08457 90 90 90



Our Practice Area is outlined above but for more detailed information please go to our website (<https://www.mulberrymedical.nhs.uk/the-practice/catchment-area-map/>) where there is a facility to check if your postcode is within our catchment area.

### Disabled Facilities

There is disabled access and disabled toilet facilities at Sefton Avenue and Gervase Road. If you have difficulty climbing stairs, please ask to be seen downstairs when booking an appointment. A hearing loop is available at reception if needed.

### Transport

Site	By Car - Parking	By Bus - Routes	By Tube - Nearest
<b>Sefton Avenue</b>	On street parking	303	Mill Hill Broadway Burnt Oak Station
<b>Gervase Road</b>	Limited on street parking	204, 215, 114, 302	Burnt Oak Station
<b>Willow Court</b>	Limited on street parking	142	Stanmore Station

Produced in conjunction with the Patient Participation Group as well as the Practice Team  
Reviewed August 2020