

Doctors Consulting Times

GP	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Colvin	✓	✓			✓	✓	✓		✓	
Dr Hancock	✓	✓	✓	✓	✓				✓	
Dr Mendes	✓	✓				✓	✓			
Dr Mulvihill			✓	✓	✓	✓	✓		✓	
Dr Sheppard	✓	✓	✓	✓	✓					
Dr Walker			✓	✓		✓	✓		✓	



a guide to our services

opening hours

Monday	8.00 - 13.30	14.00 - 18.30
Tuesday	7.30 - 13.30	14.00 - 19.15*
Wednesday	8.00 - 13.30	14.00 - 18.30
Thursday	7.30 - 12.30	CLOSED
Friday	8.00 - 13.00	14.00 - 18.30

2 Elizabeth Avenue, London, N1 3BS

Tel: 020 7226 6363 Fax: 020 7226 5048

Telephone lines open 08.00 - 18.30 daily

Evenings, Weekends & Bank Holidays: Please call 020 7388 5800

www.elizabethavenue.org.uk

* Access by pre booked appointment only 18.30 - 19.15

THE PRACTICE IS A MEMBER OF **NHS** ISLIN



welcome

The Elizabeth Avenue Group Practice was started in 1950 and has been providing quality healthcare to the people of Islington ever since then. We moved to our current purpose-built premises in 1986. We provide a full range of GP healthcare services and pride ourselves on being a GP surgery that offers first-rate, progressive and up-to date healthcare, whilst maintaining a friendly and family-orientated approach.

The practice consistently scores highly on local and national GP surgery performance indicators, and receives a very positive response on our annual patient survey. We offer a range of in house clinics and services. Disabled access is provided. Car parking is on nearby streets on a meter. Further information is available on our website www.elizabethavenue.org.uk.

We serve patients living within the area shown on our Boundary Map. Patients who move outside this area can remain registered with our surgery, however we will not be able to offer home visits.

On registration you will be required to complete two forms, one regarding your personal details, and the second regarding any health issues that you may have. We will also require proof of address and your NHS number.

You may be asked to see our Health Care Assistant so that basic medical details are taken from you before we receive your notes from your previous GP.

You will be registered with an individual practitioner at the surgery, but can see any doctor of your choice.

This leaflet is for both existing and new patients, it tells you about our services, how to access them and some general information on how our practice operates.

Minor Injuries Unit (Barts)	020 7601 7407 (Mon – Fri 8am to 8pm)
Homerton Hospital	020 8510 5555
UCLH, Gower St, WC1	020 7387 9300
Whittington Hospital	020 7272 3070

Local Pharmacies

Apex	020 7226 3907
Benzapharm	020 7704 9579
National Blood Donor Service	0845 771 711
National Drug Helpline	0800 77 66 00
NHS 111 (urgent but not emergency)	111
National Smoking Quit Line	0800 093 9030
Patient Advice and Liaison (PALS)	020 7527 1086/1087
Savemain	020 7226 8409
Turnbulls	020 7226 3645

Sexual Health Clinics

Barts & The London	020 7601 8090
Mortimer Market Centre	020 7530 5000
Archway Sexual Health	020 7530 5800/5801
The Samaritans	0345 90 90 90

Walk in Centres (NHS)

Soho Centre for Health	020 7534 6500 Mon – Fri 8am to 10pm
1 Frith St, London, W1D 3QS	
Whitechapel Walk in Centre	020 7363 9200 Mon to Fri 7am 10pm
174 Whitechapel Rd, E1 1BZ	Sat/Sun & Bank Hols 9am – 10pm

illnesses, seven days a week, 7am until 10pm Monday to Friday and 9am—10pm weekends at the Whitechapel NHS Walk in Centre, 174 Whitechapel Road, London (opposite Whitechapel Tube).

Minor Injuries Unit, St Bartholomew’s Hospital

Open Monday to Friday 8am to 8pm, closed weekends and bank holidays Nurse Practitioners are available for advice on 020 7601 7407. Can treat broken bones, cuts and grazes, bites and stings, minor burns, strains and sprains, minor head injuries and minor eye or ear problems.

Your Local CCG

The area is served by NHS Islington who can be contacted on 020 7527 1000, and are based at 338—346 Goswell Road, London, EC1V 7LQ. NHS Islington is responsible for ensuring you get all the services you need.

Accident and emergency/999

Whatever the day or time, if you or someone else experience severe chest pain, loss of blood or suspected broken bones, go to your nearest Accident and Emergency Department, or call 999. A&E departments are open 24 hours a day, 365 days a year and can assess injuries and provide emergency care.

Please call NHS 111 on 111 or call our out of hours provider on 020 7388 5800 for telephone advice when the Practice is closed.

useful telephone numbers

Alcohol Advisory Service	020 7530 5900
Drinkline	08009178282
Islington Peoples Rights	020 7359 2010/7627
NHS Islington	020 7527 1000
Local contraception clinics	020 7530 3600
Local Hospitals	
Barts & The London	020 7377 7000



North including St Paul’s Road and Balls Pond Road. East up to Whitmore and De Beauvoir Road, South down to Murray Grove and Poole Street, West Upper Street and (but not including) City Road.

Please check at reception that your road is covered within our boundaries.

Practice Team

General Practitioners:

Dr Hilary Mulvihill (Female) BA MB DCH MRCGP DOWH DOccMed DFFP

Dr Fiona Walker (Female) MA MBChir MRCP MRCGP DFFP

Dr Ian Colvin (Male) BM BS BMedSci (hons) Msc DRCOG MRCP MRCGP DFSHR

Dr Marie-Claire Hancock (Female) MRCGP MBChB DRCOG DFFP DH&TM

Associate GP's:

Dr Nigel Mendes (Male) MA (Cantab) MBBS MRCGP DRCOG DCHSci

Dr Joanna Sheppard (Female) MRCGP BMChB (hons) DRCOG DFSRH DCH

Nursing Team

Fleur Bennell (RGN), Sarf Opoku-Boateng (RGN)

Health Care Assistant Shela Blaskovics

Practice Manager

Colin Johnson MBE

Administrator

Susan Breuilly

Reception Team

Yvonne Cornish, Ann Hartnett, Sonia Moth, Bina Patel & Jessica Quinlan

Attached Staff

District Nursing Team Direct Line 020 7530 3456

Alcohol Counsellor Chris Glover

Graduate Mental Health Workers Huma Yasmin

Bousfield Clinical Psychologist Maria Demosthenous

Interpreters

We can arrange interpretation and translation services in person or by phone for patients where their first language is not English. Please let us know if you need this service when booking an appointment

Minor Ailments Scheme

Islington PCT, local pharmacies and doctors have worked together to enable you to receive medication from an agreed list to treat a range of common illnesses, such as hayfever, diarrhoea, coughs and colds. Please see reception or your local pharmacist for further details.

Psychology and psychotherapy

The doctors or nurses are happy to discuss any emotional or family problems. Referrals may be made to see the practice's psychotherapist or psychologist.

other local NHS services

Angel Medical Centre, Ritchie Street, N1

Is open 8am—8pm 7 days a week and will see patients when our surgery is closed for matters that cannot wait.

Your local pharmacist

Will be able to give you free health advice at any time—you don't need an appointment. Many pharmacists operate extended hours on a rota basis. Please call NHS 111 on 111 for details.

NHS 111

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. Calls are free from landlines and mobile phones.

Whitechapel NHS Walk in Centre

You can see an experienced nurse for treatment of minor injuries and

clinics

Asthma/Diabetes/High Blood Pressure/Heart Disease

The doctors and nurses work together for patients who suffer one of the above conditions and will provide regular follow up care, advice and support.

Benefits Advice

Citizens Advice hold a weekly advice session each Monday morning. Please make an appointment at reception.

Blood tests

If you require a blood test make an appointment with our Health Care Assistant or at the River Place Health Centre walk in clinic.

Cervical Smears

Cervical smears are offered every three years to all women aged 25-50 years. Please book an appointment with our Practice Nurses.

Child health and immunisation clinics

Childhood immunisations are given by the Practice Nurse on Mondays and Tuesdays between 2.00 and 5.00pm. Call reception to make an appointment. A health visitor is available for weighing and advice at each Tuesday afternoon clinic. In addition you are able to contact the Health Visiting Team directly on 020 7530 2980.

Contraception

The doctors and nurses provide a wide range of contraception that is free of charge, including IUD fittings, sexual health screening including Chlamydia tests. For emergency contraception phone the surgery and ask for a same day appointment with the nurse. All staff are able to provide free condoms.

Dietician

A dietician is available on the first Monday of every month. Please speak to a nurse or your doctor to be referred to this clinic.

Health Visitor Can be reached on 020 7530 2980

Citizens Advice Bureau

Dietician

appointments

You are able to make appointments with the Practice in person, by telephone (on 020 7226 6363) or via the internet using EMIS Access. Please ask at reception for details on our internet booking service.

You can book appointments up to 14 days in advance. Please register your mobile phone number with reception for automatic text messaging appointment reminders one day before your appointment is due.

Should you feel you need to speak to a doctor urgently please call reception as early as possible. The Duty Doctor will call you back and arrange for you to be seen by an appropriate clinician or deal with your query over the telephone. We also offer a telephone consultation service. You may book this option via reception .

We try to ensure that you see the doctor of your choice. This is not always possible and it may be necessary for you to see someone else.

Please let us know if more than one person in the family needs to be seen. You will need one appointment for each family member.

Tell us if you want someone to accompany you during an examination, or a private room to discuss any matters.

Missed appointments deprive other patients from seeing the doctor or nurse. Patients who continually fail to attend for appointments may lose the ability to book appointment in advance, or be asked to find an alternative GP.

Home Visits

We ask patients to come to the practice. However we may visit you at home if your condition requires this. Please telephone reception before 10am to request a home visit. A doctor will call you back to discuss it further.

Evening, weekends and bank holidays

Should you require to talk to a doctor urgently when the surgery is closed, please call our out of hours provider on; - 020 7388 5800

Repeat Prescriptions

Please deliver, fax or post written requests for repeat prescriptions to the Practice. Allow two working days for collection. Please ask at reception to sign up for our internet service. If you would like us to post your prescription please provide a stamped addressed envelope. For safety reasons prescription requests cannot be taken over the telephone.

Minor Surgery

The Practice undertakes some minor surgery including cryotherapy (freezing) and joint injections. Please speak to a doctor or nurse for further information.

Patient Group

Care about your health care? We have an active Patient Participation Group who meet regularly to discuss issues regarding the surgery and the wider NHS. Please contact reception for further details.

Patient Library

We have a selection of books and videos for patients to borrow on specific health subjects. Please ask at reception for further details.

Patient Pod

Is available in our waiting room for all patients to use. You are able to take your blood pressure, height, weight and update some medical details without having to book an appointment to see a clinician. Your details are automatically put onto EMIS our medical database.

Smoking Cessation Clinics

Please make an appointment to see our Smoking Cessation Advisors for help with giving up smoking. Alternatively you can see your local pharmacist, or call Quitline on 0800 093 9030.

Test results

Are available over the telephone, please call the Practice after 10.30am.

Travel Immunisations

Are offered by our Practice Nurses. The practice is an approved Yellow Fever Certificate Centre. Charges apply to some vaccinations, please enquire at reception for costs. We only accept cheque or cash. Book your appointment, when possible two months before the date of travel. Please note you will be charged for malaria tablets at the Pharmacy in addition to a private prescription fee.

other information

Complaints

The Practice is committed to providing a quality service. Should you have a complaint about any of the services that we provide, please ask at reception for a copy of our complaints leaflet. Comment boxes are available in all the waiting areas or on our website. We welcome your suggestions.

Patient confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please call our practice manager.

Zero Tolerance Policy

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed immediately and the patient will be required to find a new GP in the Islington area.