

## THE PRACTICE TEAM

### Doctors:

Dr Renu Hans, MBBS, MRCGP Female Partner  
Dr Heskell Kateb, MBBS MRCP MRCGP Male Partner

|                      |                     |
|----------------------|---------------------|
| Dr Hena Begum        | Female sessional GP |
| Dr Afsana Bhuiya     | Female sessional GP |
| Dr Shamim Chowdhury  | Female Sessional GP |
| Dr Priyank Jani      | Male Sessional GP   |
| Dr Alice Jardine     | Female Sessional GP |
| Dr Philip Matthewman | Male Sessional GP   |
| Dr James Mulhall     | Male Sessional GP   |
| Dr Fatima Shaik      | Female Sessional GP |

### Practice Nurses:

Mrs Christina Kateb RGN (minor surgery)  
Mrs Catherine Larkin RGN  
Mrs Kathleen O'Reilly RGN

### Health Care Assistant:

Mr Viengxai Southahak

### Administration:

Mr Jim Knox DPM – Practice Manager  
Mrs Nadezda Belous – Also HCA  
Mrs Christina Kateb

### Receptionists:

Miss Odess Anareta  
Mrs Helen Garcia  
Mrs Claire Hunte  
Miss Dorothy Neighbour  
Mrs Janice Schlesinger  
Mrs Raksha (Jazz) Tahir  
Mr Lance Velayo  
Mrs Kim Zahra

## SURGERY OPENING HOURS

The Practice is open from 0800 until 1830  
Monday to Friday and from 0900 to 1300 on  
Saturdays

The **BEST** way of Contacting us is, **PLEASE**,  
to use our E-CONSULT Service by going to  
our Website:

[www.junctionmedicalpractice.co.uk](http://www.junctionmedicalpractice.co.uk)

and filling in the on-line form

**You will receive a reply by 1830 the next  
working day**

For medical advice outside surgery hours please  
telephone **111**. For **medically urgent cases**  
**only** please dial 999.

## APPOINTMENT TIMES

|                   |                                 |             |
|-------------------|---------------------------------|-------------|
| <b>Monday :</b>   | 0830 – 1200                     | 1400 - 1800 |
|                   | 1430 -1800 Minor Surgery        |             |
| <b>Tuesday:</b>   | 0900 – 1200                     | 1500 - 1800 |
| <b>Wednesday:</b> | 0900 – 1300                     | 1500 - 1800 |
|                   | 1330 - 1500 Walk-In Baby Clinic |             |
|                   | 1600 -1800 Minor Surgery        |             |
| <b>Thursday:</b>  | 0900 – 1230                     | 1500 - 1800 |
|                   | 1430 -1800 Minor Surgery        |             |
| <b>Friday:</b>    | 0830 – 1230                     | 1400 - 1800 |

Telephone appointments can be booked by  
using our E-CONSULT Service via our  
Website. You will receive a reply by 1830 the  
next working day.

**For Emergencies: Please ring the Practice.**  
**Note: a preference cannot be offered for  
doctor if it is an emergency appointment.**

## SERVICES

1. CHILD DEVELOPMENT & VACCINE CLINIC  
Run by health visitor and doctor Wednesday  
1.30 - 3.30pm
2. HEALTH CHECKS, DIABETES CHECKS & CHRONIC  
DISEASE CHECKS
3. TRAVEL VACCINATIONS
4. WOMEN'S HEALTH
  - Contraceptive Pill
  - Full sexual health advice & screening service
  - Free condoms and general advice
  - Coils and Implants offered.
  - Cervical cytology (Smears)
  - Health Checks
  - Dietitian
  - Phlebotomist
  - Psychology & Drug & Alcohol Counselling

## EXTRA SERVICE

- Minor Surgical Procedures:
- Cysts, Moles, lumps and bumps removed
- Joint injections given

## PRACTICE CHARTER

**All patients can be assessed at either site by any of the doctors.**

If you are a new patient you will be offered a routine health check. The practice does not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation disability or medical condition.

Like all our patients you will be treated with courtesy and with respect for your privacy and personal beliefs.

We aim to see you on time but delays occur. If this happens we shall try our best to keep you informed.

You can expect to be given a clear explanation of your treatment including any risks and alternatives before you agree to the treatment.

You can expect to be referred to a specialist if the doctor believes that you will benefit from this.

We can give you access to your health records in accordance with the General Data Protection Regulations (GDPR) 2018 or Access to Health Records. Please note there may be a fee attached to this request. Please give a week's notice in writing so the surgery can facilitate your request. All staff at the Practice are bound to keep the contents of your records confidential.

Please arrive on time for your appointments and let us know if you cannot keep an appointment so that we can fit someone else in on your cancellation.

Please treat the team at the Practice with the same courtesy and consideration that you expect to receive.

If you need to see the doctor urgently, please telephone the surgery early in the morning and the receptionist will advise you when to come. Please be prepared to wait.

**Interpreting Services can be booked in advance. Please ask at reception prior to booking appointments.**

## ACCESS FOR DISABLED



We have easy access for wheelchair users and Hearing Loop for patients with impaired hearing.

## REPEAT PRESCRIPTIONS

If the Doctor agrees, you may obtain repeat prescriptions in the following ways:

- **via reception using the repeat prescription slip**
- **completing an online request form via our E-CONSULT Service on our Website**
- **posting your request with a stamped addressed envelope**

**We do NOT accept requests by telephone.**

**Please note - 48 hours notice is required for all repeat prescriptions**

## HOME VISITS

**Please phone the Practice but remember that is often quicker to be seen in the surgery.**

## COMMENTS & COMPLAINTS

Complaints and suggestions are welcomed by the Junction Medical Practice and will be dealt with in the strictest confidence. Please address any correspondence to the Practice Manager.

# THE JUNCTION MEDICAL PRACTICE

Email: [junction.medicalpractice@nhs.net](mailto:junction.medicalpractice@nhs.net)  
Website: [junctionmedicalpractice.nhs.net](http://junctionmedicalpractice.nhs.net)

**SITE  
ONE**

**244 Tufnell Park Road  
London N19 5EW  
Telephone: 0207 272 9105**

**SITE  
TWO**

**18 Dartmouth Park Hill  
London NW5 1HL  
Telephone: 0207 272 9105**

