

Parkwood Drive, Warners End, Hemel Hempstead, HP1 2LD
Tel: 01442 250 117, Fax: 01442 256 185
Website: www.parkwoodsurgery.nhs.uk
Twitter: [@ParkwoodSurgery](https://twitter.com/ParkwoodSurgery)

Practice Leaflet

The Partners in the Practice are:

Dr Trevor Fernandes BSc MBBS MRCGP
Dr Jon Brazier MBBS DCH DRCOG MRCGP DSEM
Dr Susan Stier MB ChB DRCOG MRCGP
Dr Henrietta Antscherl MBBS DCH DRCOG MRCGP
Dr Gary Solomons BSc MB BS MRCP DCH DRCOG MRCGP
Dr Penny Oliver MB ChB DCH DRCOG MRCGP
Dr Nadia Rahman BSc MB ChB MRCGP
Dr Smitha Addala MBBS BSc DRCOG MRCP DFSRH

The Practice is not a limited partnership.

We are supported by our Associate GPs:

Dr Marina Nicholas MBBS BSc MRCGP DRCOG
Dr Claire Jensen MBChB BSc DFFP MRCGP DRCOG
Dr Christine Greening MBBS DRCOG MRCGP
Dr Danielle Franzmann BM BS DRCOG MRCGP
Dr Sheila Murphy MBBS BSc MRCGP
Dr Stella da Silva MBBS MRCPH MRCGP

Our Healthcare Professionals provide services at this Surgery:

Lead Nurse	-	Clare Jones RN DIP
Nurse	-	Caroline Yearwood RN
Nurse	-	Elaine Whittaker RN
Nurse	-	Amanda Rodgers RN
Healthcare Assistant	-	Karen Dancer NVQ 3 (Care)

Personal Medical Services Practice

On 1st October 1999, Parkwood Surgery became a PMS Practice with the aim of enhancing the quality of service provision to our Patients by developing and delivering a range of primary and secondary services in a primary care setting, as near to the Patients' homes as possible.

Additional Secondary Care Services

The Practice has expanded its range of secondary care services to include the following:

- ↪ a service for the treatment of possible malignant lesions and the removal of skin lesions and other minor 'lumps and bumps';
- ↪ joint injections; and
- ↪ vasectomies.

Other staff

Colin Neal is the Practice Manager and is responsible for the overall management and running of the Practice. He is supported by Nina Booth, who is also responsible for quality data management.

Carol Edwards is the Patient Services Manager, who is responsible for the day to day service for our Patients. Please speak with Carol if you have enquiries of an administrative nature, or if you wish to make a complaint.

We are also supported by twenty four administrative and Reception staff.

The Receptionists and Medical Secretaries are fully trained and have a difficult and demanding job to do. They are always pleased to help you with any problems or queries you may have. We apologise if you are kept waiting, or asked what may appear to be irritating questions, but they are trying to help you, so please try to provide the information requested.

We are a Training Practice and are accredited for the training of GP Registrars (future General Practitioners).

GP Registrars are fully qualified doctors who have decided to specialise as GPs, rather than in a hospital and are usually attached to the Practice for a period of twelve months. At Parkwood Surgery we normally have two Registrars training at any one time.

On occasions, you may be asked whether you mind your consultation being video recorded for teaching purposes. Written permission will be sought from you prior to your consultation. Only the Registrar and their GP Trainer will see

the video.

The Practice is also accredited for training medical students and nurses.

Attached Staff

Health Visitors –Health Visitors work with the Surgery to deal with all aspects of childcare for children aged from birth to five years. They can be contacted on 01442 255 882.

District Nurses – We also have District Nurses attached to the Practice to deal with those Patients who are housebound and in need of medical treatment.

We also have the services of Community Midwives, a Dietician and a Counsellor, all of whom conduct clinics at the Surgery.

Citizens Advice Bureau advisors also offer help and advice in clinics run from both Parkwood Drive and Gadebridge Surgeries.

Parkwood Surgery Times

We are responsible for your care between 8:00am and 6:30pm, Monday to Friday, except for bank holidays. The Surgery is open from 8:30am to 6:30pm. Between 8:00am and 8:30am, we will deal with any emergencies by telephone.

Additional appointment times: In response to Patient feedback and to make it easier for those Patients working during our normal opening hours, we are also open until 8:00pm on Monday evenings, from 7:00am on Tuesday & Wednesday mornings and alternate Saturdays from 9:00am to 12:00pm for pre-booked appointments. **Please note that the Surgery is closed from 12:30pm to 1:30pm every Thursday for staff training.**

Appointment times

Monday:	8:30am – noon & 3:30pm – 8pm
Tuesday:	7:00am – noon & 3:30pm – 6pm
Wednesday:	7:00am – noon & 3:30pm – 6pm
Thursday:	8:30am – noon & 3:30pm – 6pm
Friday:	8:30am – noon & 1:30pm – 6pm
Alternate Saturdays:	9:00am – 12:15pm (pre-booked appts only)

To access services **during opening hours**, please contact a Receptionist, either in person or by telephone.

Booking routine appointments by telephone: Please note that you can book routine appointments using our automated booking service, 24 hours a day, seven days a week. If you do need to book an appointment via our Receptionists, the telephone lines for this are only available between 8:30am and 6:30pm. The switchboard is usually very busy until 10:00am and therefore, if your call is not related to booking an appointment, please avoid calling at this time.

Online booking of appointments: Appointments can be booked online. To use this facility, speak with a Receptionist, or visit our website, as you will need to register for this Service.

If you require a Doctor **in an emergency** between 8am and 8:30am, Monday to Friday (except bank holidays), please call 01442 250 117 and a Receptionist will deal with your query. Please do not call before 8:30am for any other service.

Out of Hours: If you have a life threatening medical emergency, please dial 999. If you require medical assistance that cannot wait until the Surgery reopens, please call 111; calls to the 111 service are free from landlines and mobiles. The Out of Hours Dental Service can be contacted on 03000 333 224.

Branch Surgery Times

Boxmoor: 8:30am – noon, Monday – Friday

105a St Johns Road, HP1 1QG, Tel: 01442 253 133

Gadebridge: 8:30am – noon, Monday – Friday

300 Galley Hill, HP1 3LE, Tel: 01442 262 514

APPOINTMENTS

Routine/Review Appointments

These appointments are ten minute appointments and can be booked up to four weeks in advance, to help you to plan ahead. These are to deal with your ongoing medical problems.

Telephone Triage

All Patients who have a new medical concern will be called by one of our Doctors, who will discuss the problem and decide on the most appropriate manner. It may be that only advice is required, but if an appointment is required, the Doctor will book you in to an appointment on the same day if you need to be seen urgently, or over the next few days if it is not urgent. If it is difficult to take a phone call from the Doctor, please let our Receptionist know when you can take the call and we will try our best to call at this time.

Our Receptionists will ask the purpose of your call, as this will help our Doctors to prioritise any urgent cases. If you would rather not say, that is fine; just say so to the Receptionist.

Nurse Appointments

Our Nurses see Patients for a variety of reasons including wound dressing, smears, contraception, phlebotomy, anticoagulation, immunisations, travel advice, as well as clinics for diabetes, respiratory conditions and NHS Health checks.

Home Visits

Please try to make requests for home visits before 11am, if possible. You may well be called back by a Doctor, whose job it is to assess whether a visit is necessary. Doctors are not obliged to visit anyone, rather to assess what is necessary for a Patient's care.

Home visits are reserved for Patients who are unable to leave the house, due to ill health or general frailty. We do not normally visit children at home, as they can usually be brought to the Surgery. ***Lack of transport is not a reason for a home visit.***

We would ask all other Patients to attend the Surgery if possible, as home visits are time consuming for Doctors and a Surgery consultation generally offers a higher quality of care. Following these guidelines will enable us to offer the home visiting service to those who really need it.

Cancellations

Each week, an average of fifty appointments are wasted as a result of Patients failing to notify the Surgery of their inability to attend a booked appointment. If you are unable to attend your appointment, or no longer require the appointment, please notify us as soon as possible so that it may be made available to another Patient.

If we have your mobile number, you will receive a text message confirming your appointment. If you can no longer attend that appointment, please reply to the text to cancel it. You can also cancel appointments by texting the Surgery's mobile phone on **07780 529 862**. This mobile will only accept texts cancelling appointments and any query texts *will not* be answered.

It is possible to cancel/check your appointments by dialling the Surgery on 01442 250 117 and using the automated booking service.

If a Patient regularly fails to attend booked appointments, or fails to advise the Practice that they are unable to attend, consideration will be given to removing that Patient from the Practice list.

Nights, Weekends and Public Holidays

NHS England is responsible for the commissioning of Out of Hours Service. These are provided by Herts Urgent Care **who may be contacted on 111**. Their services are available between 6:30pm and 8am weekdays, weekends from 6:30pm Friday to 8am Monday, and all Public Holidays.

Urgent Care Centre

You may also visit the Urgent Care Centre at Hemel Hempstead Hospital, Hillfield Road, HP2 4AD, which is open 24hours a day, seven days a week.

Out of Hours dental care can be accessed by calling 03000 333 224.

NEW PATIENT INTERVIEW / HOW TO REGISTER

To register as an NHS Patient at this Practice, you need to be permanently residing at an address within our catchment area (see map).

You will need to complete a registration form and database card, which can be obtained from Reception, or from our website. These forms should be completed *before* arranging an appointment with a Doctor or Nurse. You may also be asked for proof of your identity and address.

All new Patients to the Surgery are asked to attend an interview. This provides an opportunity for the Nurse to ask any questions they may have, to carry out some basic health screening tests and to collect data that will ensure the best care for you.

Practice Boundary

We accept Patients onto our list who live within the boundaries shown on the map below:

We welcome Patient comments and suggestions on the provision of our services.

If you are dissatisfied with any of the services provided, please feel free to raise your complaint, either verbally or in writing, with the Patient Services Manager, Carol Edwards in the first instance. A copy of our Complaints Procedure is available upon request.

Confidentiality and Data Protection

The Doctors, Nurses and other staff at the Surgery have a duty not to disclose information about a Patient without their consent, except in the most exceptional circumstances; for example, if the health, safety or welfare of the Patient, or others, is at risk.

We treat all information about Patients as confidential and adopt this policy whatever the age of the Patient. We keep information about you on paper and on the computer system, under the requirements of the Data Protection Act 1998. If you require a copy of your medical notes, we will provide the same however, you will need to:

- ↪ put your request in writing, detailing the dates to be covered and ensuring that the request is signed by you; and
- ↪ pay our fee for this work, which is £10 for a printout from the computer record, or up to £50 for copies of all or part of your notes.

If you wish other people, such as solicitors or insurance companies, to have information or copies of your notes, you will need to complete and sign a Form of Consent before this can be provided.

If you require medical information to be disclosed to a relative, you will need to sign a Disclosure of Medical Information Consent Form, authorising us to provide this service. This form can be obtained from our Reception, or on our website.

Non NHS Fees / Examinations

We provide various services for which no reimbursement is available from the NHS. Should you require to make use of these services, eg private certificates, medical examinations, some travel vaccinations, etc. a fee will be payable either in advance (in the case of medicals) or at the time that the item is collected (in the case of certificates, etc.).

A list of our charges for these services is displayed at Reception, in the waiting room and on the Practice website – www.parkwoodsurgery.nhs.uk.

Repeat Prescriptions

If you are on regular medication, your Doctor will issue a computer generated repeat prescription slip for you. This should be handed into the Surgery, or posted in when further medication is required.

Requests can only be accepted by letter, email (parkwood.prescriptions@nhs.net), via the Practice website (www.parkwoodsurgery.nhs.uk), in person, or by fax. **Telephone requests cannot be accepted.**

Our email address can be also accessed through our website, which is www.parkwoodsurgery.nhs.uk

You should allow *two full working days* from request for your prescription to be completed. If you require it to be returned to you by post, please enclose a stamped addressed envelope with your postal request.

Test Results

You may telephone in or call at the Surgery for the results of tests carried out. To avoid busy times, please enquire between 12noon and 6pm. In the interest of confidentiality, the results can only be given to the Patient concerned.

Carers

If you are looking after a friend or relative who is ill, or disabled, an adult, or a child, you are a Carer. You may have a friend or relative who regularly helps you with washing, dressing, preparing meals, etc – they are a Carer. We would like to know who the Carers are amongst our Patients so that we can provide them with support. Advice and assistance is also available through *Carers in Hertfordshire* and *Age Concern*. Please ask at Reception, or visit our website, for a Carer's Form. Carers' Clinics are also provided at the Surgery to help Carers and is run by *Carers in Hertfordshire*.

Chaperone

Any Patient having an intimate examination by one of our Doctors is entitled to have one of our trained staff act as a Chaperone. Please feel free to ask your Doctor for this.

Disabled Access

For the disabled, there are two reserved parking bays at the front entrance of the Surgery, providing easy access to the Surgery facilities. We have electric front doors and the consulting rooms, treatment rooms, waiting rooms and the toilet are fully accessible to wheelchair-bound Patients. Our Reception staff will be willing to help, if requested. There is an intercom at the front door, allowing you to speak with our Receptionists.

Message in a Bottle

In collaboration with the *Lions Club of Dacorum*, we provide the ‘message in a bottle’ data link, a voluntary national scheme for anyone living at home who might be reassured to know that essential information would be readily available to the Emergency Services, should they suffer an accident or sudden illness. Please ask at the Reception for a bottle.

Clinics Available at the Surgeries

Anti-coagulation

Antenatal

Asthma / COPD

Carers’ Help (provided by
Carers in Herts)

Cervical smears

Child Health Surveillance

Child Immunisations

Citizens Advice Bureau Clinics

Contraception & Family Planning
(inc coil insertions / Implants)

Cholesterol

Counselling

Diabetic

Dietician

ECG

Immunisations (Flu & Pneumococcal)

Menopause

Minor Surgery

New Patient Interviews

NHS Health Checks

Non NHS Services

Respiratory

Smoking Cessation

Travel Immunisation/advice

Vasectomies

OUR EXPECTATIONS OF YOU

- ↪ Treat Doctors, Nurses and other staff as you would wish to be treated yourself. We fully support the NHS Zero Tolerance Policy – violent or abusive Patients will be removed from our Practice List.
- ↪ Please advise us of any change to your address or telephone number.
- ↪ Please keep any appointment you have made with us. If this is not possible, then please provide us with as much notice of a cancellation as possible, so that that appointment may be offered to another Patient.
- ↪ Please ask for a home visit **only** if you are too ill to visit the Surgery.
- ↪ Please avoid telephoning during the peak morning time for non urgent matters.
- ↪ Test results take time to reach us, so please do not call before you have been asked to do so, and then call either in person, or between 12noon and 6pm. Enquiries about tests ordered by the Hospital should be directed to the Hospital and *not* the Practice.
- ↪ Do ensure that you understand the information that you are provided and please ask questions if you are unsure of anything.
- ↪ Use our car parking facilities considerately. There is limited parking space for Patients; if there are no spaces available, please *do not* use the disabled bays unless you have a permit, *do not* use the doctors' spaces and *do not* double park. Please also drive carefully. The use of car parking is at your own risk.
- ↪ Please remember that you are responsible for your own health and the health of your children. We will provide our professional help and advice. Please act upon it.