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| Regal Chambers Surgery |  |
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| Practice Information Leaflet50 Bancroft, Hitchin, Hertfordshire. SG5 1LL01462 453232www.regalchamberssurgery.co.uk |

# The Partners



## Dr Victoria Fraser

MB BCh MRCGP DCH DFSRH DRCOG Qualified University of Wales 1995

## Dr Alastair Cruickshank

MA MB BChir MRCP DFFP Qualified University of Cambridge 1993

## Dr David Barratt

BSc MB BS(Lon) MRCGP Qualified University of London 1996

## Dr Laura Czech

MB BCh MRCGP DCH DFSRH DRCOG Qualified University of London 2004

## Dr Padita Mehta

MB ChB Qualified University of Birmingham 2007

## Dr Emma Beeston

## MB ChB Qualified University of Manchester 2010

# Salaried GPs



## Dr Louise Randall

## MBBS, BSc, MRCGP, DRCOG, DFRSH Qualified University of London 2004

## Dr Valentine Goulstine

## MBChB,  BSc,  MRCGP

## Dr Ami Handa (currently on maternity leave). *Dr Handa’s role is being covered by Dr Basel Chamali and Dr Asha Handa.*

## Dr Fiona Sinclair

MB ChB MRCGP DRCOG DFSRH Qualified University of Sheffield 1986

## Dr Emma Wilkinson (currently on maternity leave)

MBChB, BSc University of Leeds (2016, 2013)

MRCGP (2021)

## Dr Rebecca Parente

## Dr Laura McNeilly

## MA(cantab).MBBS.MRCGP.DFSRH

# GP Registrars

## Dr Clara Beckert (currently on maternity leave)

## Dr Soe The

# Nursing & Allied Health Professional Staff



## Nurse Practitioners: Natasha Leeks (Nurse Team Leader), Lynne Keen, Keeley Williams



## Practice Nurses: Caroline Croft, Marilyn Lovell



## Healthcare Assistants: Lynn Southern, Sarah Chalkley and Katie Duguid

# Management & Administration Team



## Business Manager: Hayley Marshall

## Deputy Business Manager: Rachael Bibby

## Patient Services Team Leader: Katie Duguid

## Reception Team Leader: Mira

## Deputy Reception Team Leader: Tanya

## Nursing & Allied Health Professionals Team Leader: Natasha Leeks

## Patient Services Team:

## Receptionists: Mira, Tanya, Tiffini, Sara, Naomi and Charlotte

## Secretaries: Kathryn and Sheila

## Prescribing Administrator: Teri

## Social Prescribers: Tracy Haygarth

## Care Co-ordinator: Katrina

## Data & Facilities Team: Stephanie, Cathy, Sara, Ben and Adam

# Overview

The practice is based in modern, purpose-built premises near to Hitchin town centre. We cover Hitchin and a wide area of surrounding villages primarily to the south and west. These are Charlton, Gosmore, Holwell, Ickleford, Pirton, Preston and St Ippolyts. We do not accept registrations from patients living in Letchworth and other villages including Codicote, Whitwell, Kings Walden, Lilley, Shillington, Barton or any other village over the Bedfordshire border. Please visit our website to view our boundary map.

The practice has suitable access for all patients, step free access for wheelchair users and pushchairs, and adjacent to the waiting room there are patient toilets, a separate toilet for disabled patients and baby-changing facilities. There is one disabled car parking space at the rear of the practice and a pay and display car park situated closely. The practice has a lift for patients who need to access clinicians on the first floor of the surgery.

The waiting room offers a range of literature for all patient groups. A portable induction loop is available at reception for use by patients; please ask a receptionist for further information.

# How to Register

We are pleased to accept all patients from Hitchin and the surrounding areas as mentioned in the previous section. Please bring with you proof of identify and address and ensure you allow sufficient time to complete the registration process.

We will register you with your chosen GP, should you have a preference, but you do have a right to request to see a GP of your choice. It is recommended that you routinely see the same clinician for continuity of care but please remember that this might mean waiting until that clinician is available.

All patients will have a named GP. You can find out who your named GP is by asking at reception; this information is also shown on your repeat prescription form.

You can download a registration form online, and further information can be found at [www.regalchamberssurgery.co.uk](http://www.regalchamberssurgery.co.uk)

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at [www.regalchamberssurgery.co.uk](http://www.regalchamberssurgery.co.uk) or by phoning or speaking to a member of the reception team.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records. For a change of name, the practice will need to see proof of this, i.e. a Marriage Certificate or Deed Poll.

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

*Please note that it is the patient’s responsibility to ensure that we have their up-to-date contact information, including mobile phone numbers, email addresses and postal addresses. To provide the best possible healthcare services we rely on accurate and current contact information to communicate with our patients about appointments, test results and other healthcare information.*

*We kindly request that patients inform us of any changes to their contact information as soon as possible and keep up to date with any changes in the future. This can be done by contacting our reception team or updating your details via our website or online consultation portal.*

*Please note that failure to provide us with accurate and up to date contact information may result in missed appointments, delays in receiving important healthcare information or information being sent to the wrong recipient. We appreciate your cooperation in keeping your contact details current.*

# Hours of Business

Monday: 08:00 – 18:30

 Tuesday: 08:00 – 12:30 (closed for 1.5 hours) 14:00 – 18:30

Wednesday: 08:00 – 18:30

Thursday: 08:00 – 18:30

 Friday: 08:00 – 18:30

GP appointments are available between the following hours: 09:00 – 11:30 and 15:00 – 18:00.

To book an appointment, please call the reception team or submit an online consultation via our website. In order to allocate you the most appropriate clinician, the receptionist will ask you about the nature of your appointment.

A face to face appointment with a GP is 15 minutes and a telephone appointment is 7.5 minutes. Should you have complex or multiple health concerns, please ask to book a double appointment; this will help us to adhere to our appointment schedule and avoid undue delays to other patients.

Appointments with the nursing team are available between 08:30 – 11:30 and 13:30 – 17:30.

# GP Telephone Assessment Appointment System

Please see details below of how the GP Telephone Assessment Appointment System works. This new system was implemented in May 2019.

Patient is added to the duty doctor’s telephone list, with a brief description of the concern and preferred contact number. Appointments can be booked via reception or online.

The duty doctor works through the list calling each patient and will aim to call the majority of patients back within 2 hours. Urgent cases will be prioritised

The duty doctor may call certain patients before others depending on the symptoms and the age of the person.

The telephone assessment service is in place to provide same day access to GP advice and if an appointment is required, we will allocate you to the clinician best suited to manage your concern.

The duty doctor can also provide advice and/or a prescription which can be sent electronically to the pharmacy or collected from reception.

# Home Visits

Home visits are at the discretion of the GPs and are for those patients who are housebound or have significant health issues and cannot be moved. Should you require a home visit, please call before 10am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 and 13:30, Monday to Friday. However, please be aware that depending on demand, visits do sometimes take place later in the day.

# Our Services

Along with the routine appointments, the practice offers the following services:

**Family Planning –** Please ask reception to be booked in with the relevant clinician

**Immunisations –** The nursing team are responsible for the administration of both adult and child immunisations.

**Travel Immunisations –** The nursing team are able to provide the required vaccinations / medications available on the NHS. Please review our website or ask reception for a travel questionnaire. Travel questionnaires are required to be submitted a minimum of 6 weeks before you travel.

**Cervical Smear Testing –** This is carried out by the nursing team an should be done every three years for women aged between 25 and 50 and every five years for women aged between 50 and 65. You will be contacted by a central administration team when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

**Chronic Disease Management –** We hold a range of clinics to help our patients manage the following:

* Respiratory
* Diabetes
* Cardiovascular disease

**Maternity Services:** Please note that patients can access the early bird service at East & North Hertfordshire NHS Trust as early as five weeks pregnant and self-refer for an appointment without having to see the GP. The referral form and email address can be accessed via <https://www.enherts-tr.nhs.uk/patients-visitors/our-services/maternity/finding-out-your-pregnant/>

We also offer the following services:

* Antenatal clinic – provided by the community midwife at the surgery.
* Post-natal mother and baby check – provided by the GP at the surgery
* Smoking cessation – hosted service provided by Public Health
* Phlebotomy – hosted service provided by East & North Herts NHS Trust
* Anticoagulation – hosted service provided by Herts Community NHS Trust
* Hertfordshire Wellbeing Service – hosted service provided by Hertfordshire Partnership NHS Trust. Patients can self refer via the following link <https://www.iaptportal.co.uk/ServiceUser/SelfReferralForm.aspx?sd=7786d2d0-c021-415d-b8a9-b2a50ab8e22e>

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

# Out of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

Within this area, the local Urgent Care Centre is located at the New QE11 Hospital, Howlands, Welwyn Garden City, Herts AL7 4HQ and can be reached on 01438 314333.

The Urgent Care Centre is open 24 hours a day, every day of the year and can treat:

Muscle and joint injuries, such as strains, sprains, sudden back or neck pain, tendonitis and soft tissue injuries.

Suspected fractures or broken bones

Bites, stings, cuts, bruises and grazes

Burns and scalds

Foreign bodies that are stuck in ears or noses

Minor eye injuries

Minor head injuries

Minor illness

Additionally, there is an Urgent Treatment Centre (UTC) located at the Town Centre Surgery, 14-16 Chapel Street, Luton, Bedfordshire LU1 2SE which is open from 8.00 a.m. to 8.00 p.m. Monday to Friday. The following can be treated:

Bites, stings, cuts, bruises and grazes

Minor burns and scalds

Foreign bodies that are stuck in ears or noses

Minor eye injuries

Minor head injuries

Minor illnesses

Muscle and joint injuries

From 6.00 p.m. each day the UTC will be accessible via appointment only. Please telephone NHS111 and you will be directed to the most appropriate service for your condition which may not always be the UTC.

# Prescriptions

Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated box by the front entrance
* Via patient online. If you would like to be set up for this please ask at reception
* Using a form on our website at www.regalchamberssurgery.co.uk

**Please allow 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.**

**NB Please allow up to 5 working days if medication needs to be re-authorised.**

Should you run out of your medication when the practice is closed, visit your local pharmacy who may be able to give you an emergency supply.

From time to time your medication will need to be reviewed and re-authorised. If we need to see you to arrange this, a member of the practice team will contact you.

# Training

We are a teaching and training practice. This means that we have been approved by the Deanery to train doctors who to undertake additional training (from 4 months up to one year depending on where they are in their educational process) to become general practitioners, and by major teaching hospitals who have accredited us so that medical students come and join us for short periods as part of their general medical education. We also participate in nurse mentoring programmes.

# Complaints & Comments

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Business Manager, Hayley Marshall, who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comment cards are available in reception.

# Patient Responsibilities

Our receptionists are here to help and will always try to accommodate your requests and give you an appointment with your named GP or with a clinician you have requested. However, this may not always be possible, but the team will do their utmost to assist you.

We request that you arrive promptly before your appointment, ideally five minutes early. If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

Appointments that are not cancelled constitute as a ‘Did Not Attend’ (DNA) and will be recorded in your health record. Three DNAs within a twelve-month period will be discussed with the management team and it may result in your being asked to register at another practice.

Please ensure that we have up to date contact information for you including mobile phone numbers, email addresses and postal addresses. To provide the best possible healthcare services we rely on accurate and current contact information to communicate with our patients about appointments, test results and other healthcare information.

# Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients.

A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

# Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

MyCare Record allows health and care professionals directly involved in your care to access information about you. There is a form available on our website if you wish to opt out. More information on MyCare Record can be found on the following website <http://www.mycarerecord.org.uk/>

A copy of our Privacy Notice is available via our website. Alternatively, you can ask a member of our reception team to provide you with a copy.

# Patient Participation Group

We have an active Patient Participation Group (PPG) which is run by Hitchin & Whitwell Primary Care Network (PCN), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at [www.regalchamberssurgery.co.uk](http://www.regalchamberssurgery.co.uk) Alternatively, contact Hayley Marshall who is the nominated point of contact for all PPG matters.

We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

# Integrated Commissioning Board

The Integrated Commissioning Board (ICB) for this area is:

Hertfordshire & West Essex ICB

Charter House, Parkway, Welwyn Garden City, Hertfordshire AL8 6JL

01707 685000

[**www.hertsandwestessex.icb.nhs.uk**](http://www.hertsandwestessex.icb.nhs.uk)

Further information about local services can be found by visiting the NHS Choices website.

# Useful Information

The following telephone numbers may prove useful:

* East & North Hertfordshire NHS Trust (Lister Hospital) 01438 314333
* NHS 111
* HertsHelp 0300 123 4044 or email info@hertshelp.net