

PRESTWICK ROAD SURGERY



305 Prestwick Road
South Oxhey
Hertfordshire
WD19 6UT

Tel: 020 8428 0608

www.prestwickroadsurgery.co.uk

Welcome To Prestwick Road Surgery

Our practice has been established in South Oxhey since 1991. Founded by Dr Samra, we have been serving the community under the NHS guidelines and we now have a list size of over 2000 patients. Along with other surgeries in the area we are part of the West Herts Primary Care Trust.

We provide a wide variety of services and advice and are fully computerised with friendly administrative staff to support the clinical professionals.

This booklet tells you about the services that we offer, therefore please read it carefully and keep it in a safe place for future reference.

The General Practitioner

Dr S.E.M.A. Samra LRCGP, LRCS Glasgow, LRCPS (Edinburgh 1974)

The Practice Staff

Practice Manager

Our practice manager is Debbie Ellens. She oversees the general running of the surgery and is available to take any comments you have about the service here. She also welcomes constructive opinions and suggestions as to ways of improving the service.

Receptionists

Our receptionists are your first point of contact and are a friendly, helpful and experienced team. They are fully bound by strict rules of confidentiality and are an invaluable part of the health care team. They are here to help with arranging appointments for the doctors and nurse, dealing with registration details, organising repeat prescriptions and handling your enquiries.

Please keep in mind that we have certain policies which the receptionists must follow. Their job is not an easy one and they appreciate your co-operation.

Practice Nurse

Our practice nurse is Amanda O'Neil who first joined us in 1999 and is a well qualified and experienced nurse.

She is available via appointment only. As well as carrying out normal nursing duties she runs special health clinics such as Asthma, Diabetes, Well Woman, Heart Disease, Cervical Smear, Blood Pressure, Child Immunisation etc.

Amanda also runs a Phlebotomy clinic once a week.

Locum Doctors

At least three sessions per week are covered by Locum doctors. They are here to cover routine appointments only and will not be able to assist with medical questionnaires or telephone consultations. Please keep this in mind when booking an appointment.

Surgery Opening Times

	MORNING	AFTERNOON
MONDAY	9:00am to 1:00pm	2:00 to 6:00pm
TUESDAY	9:00am to 1:00pm	2:00 to 6:00pm
WEDNESDAY	9:00am to 1:00pm	CLOSED
THURSDAY	9:00am to 1:00pm	2:00 to 6:00pm
FRIDAY	9:00am to 1:00pm	2:00 to 6:00pm

Doctors' Session Times

	MORNING	EVENING
MONDAY	9:00am to 11:00am	4:00 to 6:00pm
TUESDAY	9:00am to 11:00am	4:00 to 6:00pm
WEDNESDAY	9:00am to 11:00am	CLOSED
THURSDAY	9:00am to 11:00am	4:00 to 6:00pm
FRIDAY	9:00am to 11:00am	4:00 to 6:00pm

Our practice nurse offers an additional extended session every Thursday from 6.30 - 7.30pm.

Appointments

Routine appointments may be made by calling at the surgery on 020 8428 0608 ideally after 10:00am. Routine appointments may be made up to 48 hours in advance. If you cannot keep an appointment, please inform us as soon as possible so it could be offered to other patients.

In most cases of minor ailments, your local pharmacist can advise treatment. Please use their services as this will save you waiting for an appointment.

Telephone Appointments

Dr Samra also provides consultations over the phone. This is between 11:30am to 12 noon and booked on the day only. If you need a telephone consultation please ring the surgery on the day as early as possible.

Emergencies

If you encounter a serious health problem you can call the surgery and speak to a receptionist who may be able to offer you an emergency appointment. These are not pre-booked appointments and are ideally seen at the end of a session. As there is always just one doctor on site, it is likely that you may need to wait a long time before you are seen, depending on how busy the surgery is running on the day.

For an emergency appointment, you must ring the surgery as early as possible, between 9:00 and 10:00am to be seen in the morning session, or between 3:00 and 4:00pm to be seen in the evening session. You are not able to book an emergency before a session has started or after a session is over.

Be aware, if you feel severe chest pain or are bleeding severely, please call for an ambulance (telephone 999) before calling the surgery.

Chaperone

A person accompanying you in a consultation is usually referred to as a "chaperone". Consulting with a doctor or nurse is always confidential but there may be occasions when you wish to be accompanied by a member of your family or a friend. This is often helpful, leading to a better outcome from the consultation.

If you arrive alone but would like another person present during a consultation or especially during an examination, please point this out to the doctor or nurse. It is more difficult for us to provide a chaperone early in the morning and at the end of the day so please keep this in mind when booking an appointment.

There could also be occasions when a doctor or nurse feels it appropriate to have a colleague present. This would always be explained to you in advance.

Home Visits

Dr Samra will visit you at home if you are too unwell to come to the surgery. If you require a visit you must call the surgery before 11:00am. We advise that you give the receptionist as much information as possible to enable the doctor to allocate priority to house calls.

Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

Out-of-Hours Service

Every effort is made to accommodate and see as many patients as possible in surgery hours. However, if the surgery is closed and you need immediate medical attention you may contact our out-of-hours service on 03000 33 33 33.

Alternatively, you can call NHS Direct on 0845 46 47 where a team of qualified personnel are available to take your call and provide necessary medical advice.

NHS Direct

If you want any information there is always someone available to provide an answer at NHS Direct, a 24-hour nurse-led helpline. Their national number is 0845 46 47. They also have a patient-friendly website with a wealth of healthcare advice and information at <http://www.nhsdirect.nhs.uk>

New Patients

We have an open list and accept new patients. You have the right to register and receive treatment regardless of your age, sex, disability, ethnic origin, religion etc, provided that you are a resident within our practice catchment area.

If you have had a doctor before, please make sure you have your NHS number and previous doctor's details when you request registration. You will be given a GMS1 form to complete. Parents/guardians of a newborn are provided with a registration letter and NHS number at the hospital. It is essential that this letter is brought in to the surgery as soon as possible for registration. You will still need to complete a GMS1 form for registering at the surgery.

Patients that are registering under the NHS for the first time would be asked to provide ID and proof of address. As a new patient, you will be offered an appointment with our practice nurse for a full health check, and any previous medical notes would be requested through the health authority. Please be patient as this could take up to four weeks.

Change Of Details

If you have moved home or have changed your telephone number, please make sure that you inform us as soon as possible. This will ensure that we can contact you whenever we need to.

Repeat Prescriptions

We have a 48-hour policy (two full working days) for repeat prescriptions. Patients are requested to order their medication a few days before it runs out. If you are travelling and require extra medication, please tell us so we can arrange this accordingly. Please also note that we cannot issue quantities in excess of three months.

With every prescription, you will be given a copy at the back. This copy prints your personal details and a list of your medication with a tick-box next to each item. Each time you re-order, you must present this copy with a tick next to the items you are requesting. Any additional medication not listed on the back copy will require the doctor's authorisation and you may be asked to make an appointment with the doctor. Your back copy will also indicate when your medication review is due.

Please note that as per guidelines, prescriptions cannot be ordered over the telephone as there must be some form of written request. Patients can therefore order their prescriptions via fax, a nominated pharmacy or by post (with a stamped addressed envelope for return).

Ideally a patient should collect his/her own prescription. In circumstances where this is not possible, a member of their family, a carer or a nominated pharmacy where applicable can collect prescriptions on the patient's behalf. Please note that we keep a record of all prescriptions that have been issued and those that are collected.

SUSTAINED AN INJURY?



Accident Managers
supporting you from start to finish



CONTACT US TODAY!

0800 5677 700 | www.accidentmanagers.co.uk

If you've sustained an injury due to the negligence of another, or have been involved in an accident that wasn't your fault, then Accident Managers can help. When you make a claim with Accident Managers our expert team of claim handlers will advise you of each stage of the process, whilst ensuring you receive the best rehabilitative medical care and the best rates of comprehensive Injury Compensation.

Road Traffic Accidents | Cyclist Accidents | Slip, Trips and Falls | Accidents at Work | Asbestos/Mesothelioma
Industrial Deafness/Tinnitus | Vibration White Finger | Repetitive Strain Injury | Dermatitis | Asthma

Caring Accident Managers

Accidents are unfortunate incidents that none of us really want to think about, but the reality is many of us are involved in accidents every day. If you have personally been involved in an accident of any kind that occurred as a result of a negligent third party or if you know of someone who has been, we are here to help by providing free access to our select panel of specialist Personal Injury lawyers, your direct route to 100% of the compensation you deserve.

Accident Managers is authorised by the Ministry of Justice to provide claims management services, whether you've been involved in an accident at work, a road traffic accident, cycling accident, accident abroad, slip trip or fall, we can provide all the assistance you will need to complete a successful claim.

If you have been involved in an accident that was not your fault, you have every legal right to claim the compensation available in recognition of the disruption/pain or suffering you experienced. Many individuals that have been involved in such accidents put off making a claim due to the perceived stress, hassle and cost of doing so, it is our business to make the process as easy and simple for you as possible, ensuring you receive 100% of the compensation you are entitled to - at no cost to you whatsoever.

Accident Managers will give you peace-of-mind, consistently supporting you from start to finish.

Call Accident Managers with confidence today! 0800 5677 700 or 0203 463 2057

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

Headline Hair And Beauty Salon

Hair Styling and Dermalogica Skin Care Specialists
18 The Parade, Delta Gain, Carpenders Park
Tel: 020 8428 8151

Come to us for the complete hair and body makeover!

Hairdressing | Vertical Sunroom | Facials | Massage
Waxing | Manicures | Pedicures | Reflexology

**Special rates for Senior Citizens
Tuesdays and Wednesdays**

Open Tuesday to Saturday 9am - 5pm

Headline Hair and Beauty Salon

A trip to Headline Hair and Beauty Salon can make you beautiful from the ends of your hair right down to the nails on your toes. As well as a full range of hairdressing and beauty treatments, we offer the services of a manicurist, so you can have your hair and nails done at the same time. A wide selection of affordable, top-to-toe body treatments is available; the list is endless.

What better gift than being pampered? If you are stuck for a gift idea we sell gift vouchers to be exchanged for treatments or products.

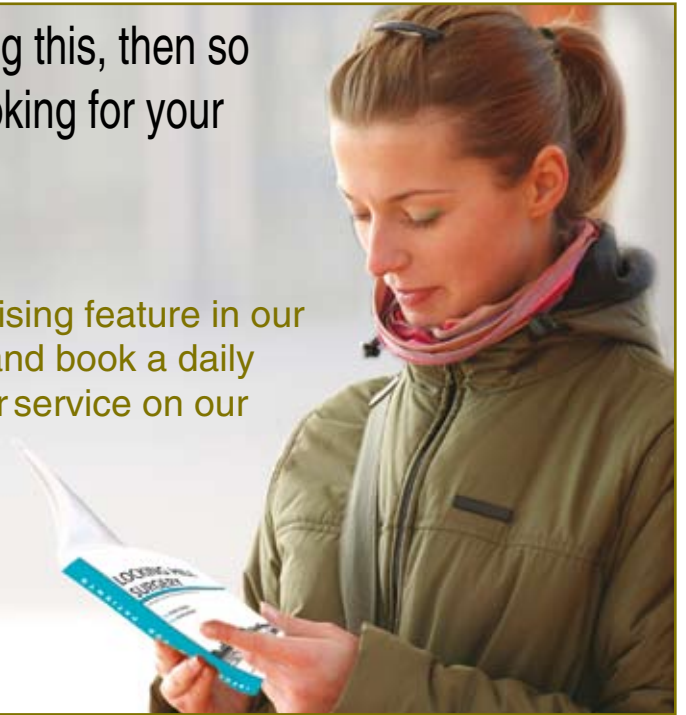
Why not call into the salon and check out our range of treatments and meet the team? Looking good makes you feel good, and increases self confidence. You deserve to spoil yourself!

If you thought the world of pampering was reserved for the rich and famous, well, think again. We all deserve to be pampered – and in this busy, stressful world what better way to relax and unwind than a visit to Headline Hair and Beauty Salon. Come along and see just what treatments are on offer!

ADVERTISING FEATURE

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516.



ADVERTISING FEATURE

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

Dispensing

Our surgery now runs a Repeat Dispensing Scheme for those patients that are on long-term and stable medication.

The objective of this scheme is to provide convenience and efficiency to such patients by issuing them six months' worth of prescriptions in monthly or two-monthly batches. These prescriptions would remain with a nominated pharmacist until medication is due and therefore no ordering of repeat prescriptions would be required for the next six months. If you are on stable long-term medication, you could benefit from this scheme. For more information, please ask a receptionist.

Test Results

If you would like to know your results after a blood, urine or smear test, x-ray or scan, please ring the surgery after 2:00pm. This will allow time for the doctor to check and comment on the results received on the day.

Please bear in mind that some results take longer than others to arrive. If your results have not been received at the time of your call, one of our receptionists would be able to give you an idea of how long you are likely to wait.

Specimens

Please bring in any urine/stool specimens before 10:00am in the morning or 2:30pm in the afternoon (except for Wednesdays) in time for courier collection by the hospital.

Sick Certificate/Sick-note

An NHS certificate is not needed if you are off work for less than seven days (including weekend); this period is covered by a self-certificate – available from your employer. You need to see a doctor if the absence is for longer or if your employer requires a private certificate, for which a charge is payable.

Clinics

Nurse's Clinic Times

	MORNING	EVENING
MONDAY	9:00 to 11:00am	-
WEDNESDAY	9:00am to 1:00pm	-
THURSDAY	-	3:30 to 7:30pm

Please note: Monday 9:00 to 11:00am is a Phlebotomy clinic only. If you are unable to get an appointment and need an urgent blood test, you may take your blood form to the hospital for the test to be done.

Baby Clinic

The baby clinic is run on every alternative Wednesday only from 9:00 to 11:00am. Please make sure you have an appointment when your baby is six to eight weeks old. Appointments sent by post must be confirmed with the surgery by ringing us on 020 8428 0608 as our clinics could vary from the times sent to you by the health authority.

Postnatal checks are done by Dr Samra only. Mothers are advised to book an appointment with him for their six week checks.

Travel Immunisation/Vaccinations

Please make an appointment with our practice nurse for travel injections at least four weeks prior to your holiday to ensure adequate cover. There is a charge for certain immunisations and vaccinations which are not covered by the NHS. Please ask at the reception about the charges before you attend your appointment with the nurse.

Flu Vaccination

Every October, all patients over 65 and those with chronic diseases such as diabetes, asthma, bronchitis, heart disease etc are invited to have an influenza vaccination. Carers and residents of nursing and rest homes are also recommended for vaccination. Please call the surgery if you have not been invited for a flu vaccine and ask for an appointment with the practice nurse.

Minor Surgery

Dr Samra carries out minor surgical procedures by appointment only. Please book an appointment with Dr Samra for advice.

Counselling

We refer for counselling services. Please consult the doctor who will make a referral for you.

Patients 75 Years And Over

If you are 75 years of age or over, you should be seen at least once a year by the doctor or nurse, or a district nurse or health visitor. If you have not been seen by any health professional this can be arranged at the surgery. If you are unable to attend the surgery a home visit will be arranged.

Non-NHS Services

These include, amongst many other things, medical examinations for private insurance purposes, private certificates, PPP and BUPA forms, fitness to drive and driving photo permits, passport renewal, some foreign travel certificates and prescriptions, immigration, sickness benefit, holiday cancellation etc. These examinations are carried out by appointment only and there is a fee payable by the patient for these services which is set by the BMA. Some examinations such as for life insurance are paid for by the company. Please ask about fees at the reception before requesting any of the above services. Do note that the doctor will not write a report or send any medical information without a signed consent.

Comments And Suggestions

We do try to provide you with the best services possible and follow guidelines set out by the Primary Care Trust, but we realise that on occasions you may not feel that this has happened. We therefore welcome any comments and suggestions about our services that you feel may be of benefit. Please put this in writing to our practice manager who would be happy to look into any matter.

Complaints And Concerns

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, this does not affect your right to approach the Local Primary Care Trust if you feel you cannot raise your complaint with us or you are dissatisfied with the result of our investigation. You can write to the PCT at West Herts PCT, Charter House, Parkway, Welwyn Garden City, AL8 6JL. You can also use The Patients Advice and Liaison Service (PALS) by email: pals@whht.nhs.uk or by phone on: 01923 217198 who will look into the matter independently.

We hope that most problems can be resolved quickly and easily. Please speak to the practice manager who would suggest the best way forward, or put your complaint in writing to her within six months of the incident that caused the problem; or within six months of discovering that you have a problem, provided this is within 12 months of the incident. We shall acknowledge your complaint within two working days and aim to have looked into your complaint within 10 working days.

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be needed.

Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on our computer system and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. Our staff are all contracted by strict rules of confidentiality and failure to observe these rules is regarded as serious or gross misconduct.

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.

Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

Disabled Access

Our surgery is accessible by wheelchair via a ramp near the back entrance. Our disabled patients' WC facilities are also provided by the back entrance. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

Useful Telephone Numbers

NHS Direct	0845 46 47
Out-of-Hours Emergency	03000 33 33 33

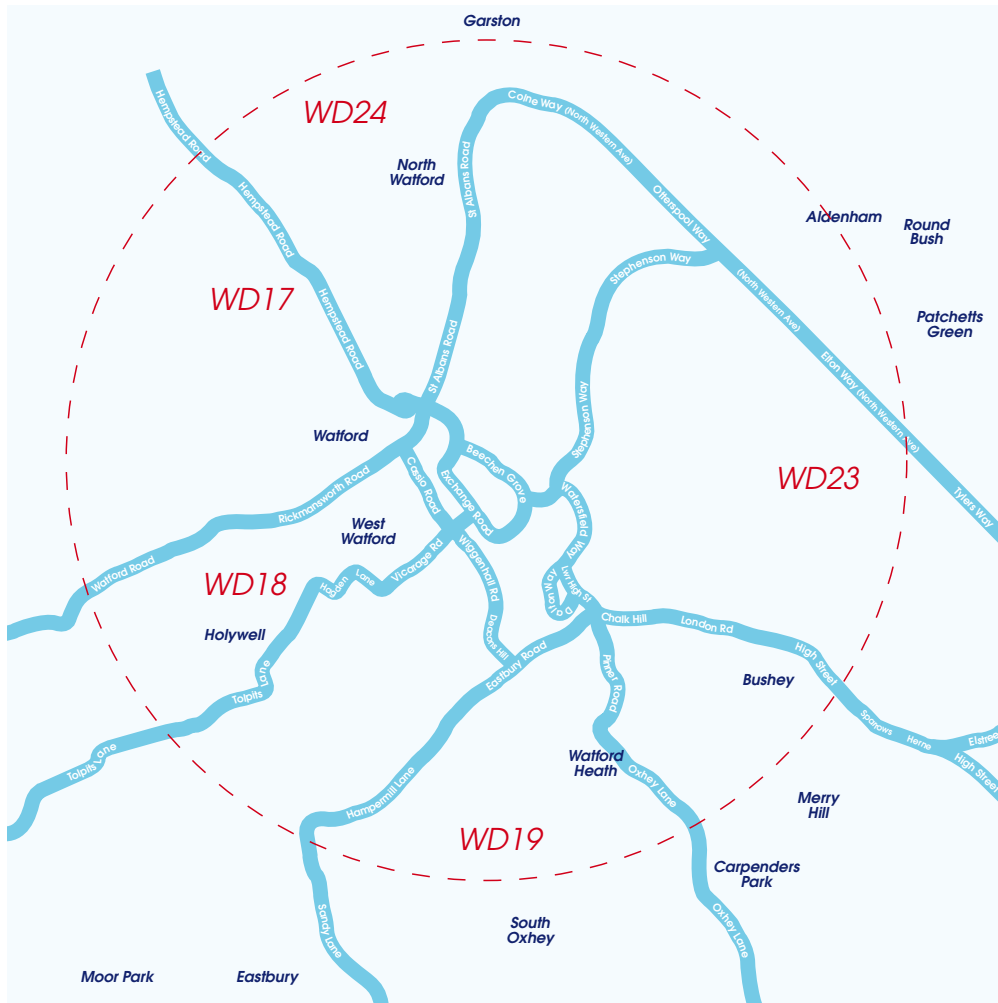
Hospitals

Watford General Hospital.....	0845 402 4331
St Albans City Hospital	0845 402 4330
Hemel Hempstead.....	01442 213141
Mount Vernon Hospital	01923 826111
Hillingdon Hospital.....	01895 238282
Harefield	01895 823737
Northwick Park.....	020 8864 3232

Administration, Advice And Support

Health Authority.....	01707 390855
Social Services	01923 471400
Watford Borough Council	01923 226400
Breast Screening	020 8951 4045
Citizens Advice.....	0844 8269726
Samaritans	08457 909090
RELATE (Marriage Guidance).....	01923 241803
National Childbirth Trust.....	01923 229805
AIDS Helpline	01727 842532
CRUSE (Bereavement).....	0870 167 1677
Southwest Herts Bereavement Forum	01923 229595
Age Concern	01923 256361
Alcohol Advice Centre	01923 221037
Drug Concern.....	01923 801802
Victim Support.....	01707 280580
Signpost (Teenage Counselling Service).....	01923 239495
Watford Women's Centre.....	01923 816229
West Herts Primary Care Trust.....	01923 281600
Police (Local, Oxhey)	0845 33 00 222

Area Map



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