

HIGHFIELD SURGERY

**Cambrian Way
Hemel Hempstead
HP2 5TA
Tel: 01442 265322**

www.highfieldsurgery.co.uk

WELCOME TO HIGHFIELD SURGERY

Welcome to our practice, which is based in a purpose built, well equipped medical centre.

The premises are specially adapted to make it accessible to the disabled. This booklet outlines the services that we offer and introduces you to some of the staff. Please keep it safe and use it as a source of reference.

OUR DOCTORS

Dr ELIZABETH CRASKE

MB BS MRCP (Female)

Dr ASH JHA

MBBS MRCP MRCP (Male)

Dr KUHA NAVEENDRA

MBBS MRCP DRCOG (Female)

Dr CHRISTINE GREENING

MBBS MRCP DRCOG (Female)

OUR NURSE TEAM

Ameena Agowun (Advance Nurse Practitioner)

Lorraine Hatfield (Practice Nurse)

Varsha Keshkamat (Health Care Assistant)

PRACTICE MANAGER – Nina Booth

MIDWIFE – Clinic every Wednesday morning

SURGERY OPENING TIMES

Mondays - Fridays 8.00am - 6.30pm

Saturday and Sunday Closed

Bank Holidays Closed

SURGERY EXTENDED HOURS TIMES Every Tuesday, Wednesday and Friday 6:30pm – 7:30pm for pre-booked appointments only

OUT OF HOURS DETAILS

For life threatening conditions- Dial 999

NHS 111 service

NHS 111 is a fast and easy way available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Call 111 if:

You need medical help or advice but it's not a 999 emergency. You think you need to go to A&E or need another NHS urgent care service. You don't know who to call or you don't have a GP to call. You need health information or reassurance about what to do next.

APPOINTMENTS

Can be made in person at reception, by telephone during surgery opening times or via our website.

TELEPHONE APPOINTMENTS

We offer these as an alternative to visiting the surgery and may be more convenient for you to talk with a doctor. If you would like to book a telephone appointment, please contact the surgery.

We also operate a daily telephone triage service for urgent problems. You will be asked by our receptionist the reason for this appointment, which they have been asked by the doctor to ask all patients. Please also bear in mind it may not always be possible to see or speak to your own GP.

HOME VISITS

Whenever possible please request home visits before **11am**. Be prepared to give brief details of the problem so that we can assess the urgency of the visit. The doctor will call the patient / carer on telephone for assessment before the visit. Please remember that visits are only for patients who are too ill to attend surgery or are housebound. It is appreciated if patients can attend surgery if at all possible. This makes best use of the doctors' time and we have all the necessary equipment for examinations. It will not always be possible to see the doctor of your choice if you request a home visit.

CANCELLATIONS

Please inform the surgery if you cannot make your appointment as soon as possible. This will enable us to be able to offer this to another patient.

RESULTS

Results have to be checked by the doctor. **Please telephone for test results after 2.00pm.** We are not allowed to discuss your health, including results of your investigation, with any other person unless you have authorised us to do so in writing by completing the consent to disclose form (please see confidentiality section).

CHANGE OF PERSONAL DETAILS

If you change your name, address or telephone number please notify the surgery so that we can update your records, this can also be done via our website. Alternatively, you can complete a change of address/ name form from surgery and drop it at reception to notify us of the change.

ARE YOU A CARER?

If you look after someone who is ill, frail, disabled or mentally ill including parents of children with Learning difficulties or physical difficulties then you are a carer. Please ask for the Carer's form and we will record this in your medical records. We can even refer you to Carers in Hertfordshire for support and/or information.

A useful website <http://www.nhs.uk/carersdirect/carerslives>

NEW PATIENTS

Highfield Surgery welcomes patients who reside in our catchment area

Please see our map on the website for further details. We welcome patients regardless of disability or medical conditions, age, appearance, race, gender, social class, religion or sexual orientation.

If you wish to register with us, please collect a registration form and a new patient questionnaire from reception or you can submit these forms via our website www.highfieldsurgery.co.uk.

You will need to bring with you proof of address (utility bill etc.) and Photo ID (Driving License or Passport) or birth certificate and red book for newborn.

Please note no photocopies will be accepted, we will photocopy the documents whilst you are here.

If you are on medication, please make an appointment with a doctor before your current medication runs out as we will not be able to issue any medication before you are seen.

If you move out of our area it will be necessary for you to register with a practice nearer to your home.

REPEAT PRESCRIPTIONS

If you are on regular medication you can request a repeat prescription in one of three ways:

- Either, handing the counterfoil of your prescription form, indicating which medication you require by ticking it. You can hand the completed form at reception or drop it in surgery letter box
- Sending an email request to [**prescriptions.highfieldsurgery@nhs.net**](mailto:prescriptions.highfieldsurgery@nhs.net)
- Online via our secure online services. Please visit surgery website for details of how to register for this service or enquire at reception.

We **do not** accept telephone calls for repeat prescriptions as this could lead to mistakes. **Please allow 2 working days** for your prescription to be processed

ELECTRONIC PRESCRIPTION SERVICE

We can send your prescription electronically to the chemist of your choice. This will save time and you do not have to visit the surgery to collect your prescription. You will need to register with the pharmacy of your choice and let the reception know.

TEXT MESSAGING SERVICE

We provide a Text Messaging Service which may be used to notify you of, for example:

- Appointment reminders or changes to your booked appointment
- National issues such as flu pandemics
- The practice being closed due to unforeseen circumstances
- Cancelled clinics including GP, nurse and health care assistant
- Other notifications the practice deem necessary to your health care provision.

If you are happy for the GP Practice to contact you by these means, please provide us with your mobile telephone number

Disclaimer:

- The mobile phone number and email address will only be used by the GP Practice and will not be passed to any other parties.
- If at any time you would like to opt out of the above services, please make a personal request to the Practice and you will be opted out of the service. You may like to include your reason for opting out, to help us review and improve this service in future.
- Your mobile phone number and email address will solely be used by the GP Practice in relation to the health care services offered by the practice.

NURSES CLINIC

Our nursing team can offer a wide variety of services such as

Childhood immunisations

Cervical screening

Vaccinations for holidays

Monitoring of long-term conditions

Blood Tests

Dressings

Removal of stitches

Travel health advice

INR / Warfarin clinic

Asthma Checks

Diabetes Checks

Routine Injections

Contraceptive and Sexual health Advice

Please ask at reception for further details.

CONFIDENTIALITY

Each member of staff is required to sign a confidentiality agreement ensuring they comply with strict rules regarding medical confidentiality. We also adhere to the Caldicott principles which includes restriction of access to personal information on a strict "need to know" basis.

Please understand if we are unable to divulge information about a patient who is a partner, family member or close friend. We can only do so if we can be sure that you are acting on the patient's instructions.

We would need a signed and completed '**Consent to Disclose Form**' which can be obtained from reception. Alternatively, we can also accept a written letter from the patient to specify who can act on their behalf; we will then put a note on your record to ensure your wishes are respected. If the patient is not able to do this, please contact reception for further information.

ACCESS TO MEDICAL RECORDS

The Practice will ensure that it is as easy as reasonably possible for patients and their representatives to exercise their legitimate rights of access to Medical Records. Please write to the Practice so that we can have a proper record of the request. We will respond to a written request within 14 days, with agreement to provide access or with a legitimate reason why access has been refused. There will be a small charge for providing access to medical records and for providing copies of records if this is required. Details of these charges are displayed at Reception. We will require proof of identity before making records available.

SUMMARY CARE RECORD (SCR)

Summary Care Record (SCR) is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

Storing information in one place makes it easier for healthcare staff to treat you in an emergency, or when your GP practice is closed. Access to Summary care Record is strictly monitored and recorded.

This information could make a difference to how a doctor decides to care for you, for example which medicines they choose to prescribe for you.

Only healthcare staff involved in your care can see your Summary Care Record.

It is not compulsory to have a SCR. If you choose to opt out of the scheme, then you will need to complete a form. Please enquire at reception

For further information visit the NHS Care records website.

COMPLAINTS

We try always to provide good service but, inevitably, we sometimes fail to meet our own high standards. If this is your experience, please let our Practice Manager, Nina Booth know so that we can learn from our mistakes. You can also email on surgery email address.

Please tell any member of our staff that you wish to make a complaint and give full details, including your address and telephone number. We have a formal complaints procedure, which follows national guidelines. We will always try and resolve problems quickly and efficiently. We will acknowledge your complaint within 2 working days, investigate the problem, take action if appropriate and respond to you, telling you what has been done. We will then review your complaint at a Practice Meeting so that all members of staff can be informed. If you would like further details of our complaints procedure, please ask at reception.

FOR PATIENTS AND STAFF SECURITY

Zero Tolerance Policy

We operate a zero-tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list.

PATIENT PARTICIPATION GROUP

We would like to expand the number of patients which are actively involved in shaping Highfield Surgery PPG. It does not take a lot of your time, it would normally involve meeting as a group approximately 2-3 times a year (if you cannot make every meeting that is fine)

We do understand that not everyone can commit to coming to regular meetings and if you cannot we would still love to have you on our 'virtual committee' so we can contact you for your input and thoughts via email, for improvements and feedback on the range and quality of services at our Practice and to help out at events and fundraising.

Please contact the surgery if you wish to join either or both. You can opt out at any time.

NON-NHS SERVICES

The NHS does not pay for some of the services we provide. These include private sick notes, insurance forms, private medical (HGV,PSV,Taxi,Pre-employment etc.) holiday cancellation forms, medical reports, fitness to travel certificates, private prescriptions, and some vaccination services. Patients will have to pay this fee in cash. Our fees for these services can be obtained from reception.

HIGHFIELD SURGERY QUICK GUIDE

Partners: Dr Craske (female), Dr K Naveendra (female), Dr A Jha (Male)

Practice Manager: Nina Booth

Surgery Opening Times: Monday – Friday 8am – 6.30pm
Saturday, Sunday and Bank Holidays Closed

Surgery Extended Hours: Tuesday and Friday 6:30pm – 7:30pm

Out of Hours: Call 111 Herts Urgent Care

Highfield Address: Highfield Surgery, Cambrian Way,
Hemel Hempstead Herts HP2 5TA

Tel no: 01442 265322

Website: www.highfieldsurgery.co.uk

Prescription only email prescriptions.highfieldsurgery@nhs.net

Local Chemists: Jupiter: 01442 256096
Woods: 01442 254712
Tesco Jarman Park: 01442 700001
Lloyds Pharmacy: 01442 264071
(Queens Square)

PRACTICE BOUNDARIES

