

Warden Lodge Medical Practice

Practice Information for our Patients

Glen Luce
Cheshunt
Herts
EN8 8NW

Tel 01992 622324

Fax 01992 636900

Website www.wardenlodge.co.uk

Out of Hours, in an emergency please call **03000 333 333**
or the surgery number and follow the instructions on the recorded message.
Alternatively for Healthcare information or advice call
NHS Direct on **0845 4647**.

Practice information

Welcome to Warden Lodge Medical Practice. We hope this booklet will give you all the information that you require about the services provided by our Primary Health Care Team. We are committed to providing high quality care to our patients

New patients List

We welcome patients within our boundary area. Patients wishing to register with the practice will be asked to complete a simple medical questionnaire, and provide two pieces of ID dated within the last three months.

Change of personal details

If you change your name, address or telephone number, please notify us immediately so that we can amend your records. If you change address and move out of the practice area, we will have to ask you to register with another practice nearer to your new home.

Carers

Please let us know if you are looking after someone who is frail, ill, has a disability or mental ill health. There's plenty of support that could help you.

The Doctors

Dr Angela Goodwin MB BS

Dr Melvyn Jones MB BS MSc MD MRCGP DFRSH DRCOG

Dr Mohammed Dabbagh MBChB

Dr Alison Blakeley BA(hons) BM BCh DRCOG MRCGP (dist)

Dr Louise Monk MBChB MRCP DRCOG nMRCGP

Dr Edward Bosonnet MBBS MRCGP BSc

Practice Manager Helen Moth

Nurse Practitioner Ros Thrussell

Practice Nurses Sue Rolfe, Jacqueline Shuttleworth, Kim Kelly

Health Care Assistant Nicola Twine

Senior Receptionists Jayne Reaney, Maggie Short

Health visitors & Midwives are based at Waltham Cross Clinic
(01992 621613)

Surgery hours

We are open Monday to Friday between 8.00am – 6.30pm

Appointments

You can call during our surgery hours to make an appointment, please be aware that our peak time for phone calls is between 8am and 9am so you may find the lines busier at this time.

You have the right to express a preference for the doctor of your choice, however you may find you are offered an earlier appointment if you see any of our doctors in the practice. If you are unable to keep an appointment, please telephone the surgery to cancel, as your appointment can be offered to someone else.

Urgent appointments

Urgent cases will always be seen on the day; otherwise you will be offered the next appointment.

Telephone advice

Doctors are available for telephone advice, please leave your name, telephone number and brief details and the doctor will call you back when convenient.

Home visits

The doctors make home visits to the infirm and severely disabled. Please phone **before 10.00 am** to make arrangements. All other cases including children with temperatures or rashes are usually best seen at the surgery.

Out of hours

In an emergency please call **03000 333 333** or the surgery number and follow the instructions on the recorded message. Alternatively for Healthcare information or advice call NHS Direct on **0845 4647**.

Urgent Care Centre

The Cheshunt Urgent Care Centre, a new type of "walk-in" service, is open to patients at the Cheshunt Community Hospital. Walk-in service - no appointment necessary, open from 8am - 8pm, seven days a week, and is for treatment for injuries that are severe but not immediately critical or life threatening.

Repeat Prescribing

Some regular medications may be prescribed without you having to make an appointment, but please see the doctor at least once a year for a check-up. To avoid mistakes, requests for repeat prescriptions must be made **in writing, fax or on our practice website**. Prescriptions will be made available for collection within **48 hours** (excluding weekends & Bank Holidays).

Blood tests and x - rays

Blood tests are carried out at Cheshunt Community Hospital, Hoddesdon Health Centre and, for fasting patients by appointment only, at Stanhope Clinic, Waltham Cross. Ask at reception for opening times and contact details. For x-rays you will be given a form to take to Cheshunt Community Hospital Tel 01992 622157 for an appt).

Results of test and investigations

If your doctor has organised swabs, blood or urine tests to be carried out, the results of these tests should be available within 7 days, please telephone us between 1pm and 3pm for your results.

Services

There is a range of Healthcare professionals working at the surgery providing a range of services.

You may not always need to see a doctor, and, in fact, you can often get an appointment sooner with another member of the team. Our reception staff will help guide you to the most appropriate member of the clinical team.

The most common tasks undertaken by our nursing team (by appointment) include:

- Specialised clinics e.g. diabetic, asthma
- Vaccinations (both child and holiday)
- Minor illnesses
- Blood Pressure checks
- Cervical smears
- Smoking Cessation Advice
- Dressings / Removal of stitches
- Emergency triage
- Ear syringing

Self help/ minor ailments

We provide advice and literature on how to maintain a healthier lifestyle and treat minor ailments yourself. Please ask for further details.

GP registrar

We are a GP training practice, and will normally have a Registrar attached to the practice. The Registrar will have already spent a considerable time working in hospital medicine before spending a year with us to gain experience in general practice. Part of this training requires video consultation, and from time to time we may ask patients to help us with this valuable aspect of the training year. This would, of course, only be done with your written agreement. The recordings are only used for teaching and training purposes, and confidentiality will always be maintained.

Private fees

Certain services provided by your doctor, eg. **private certificates, employment medicals, insurance claims, holiday vaccinations, holiday cancellation certificates**, are not covered by the NHS, and the receptionist will advise you when a fee is payable.

Disabled Access

The surgery entrance, consulting rooms and toilets are suitable for wheelchair access.

Discrimination policy

We are committed to a policy of equality in the provision of our services and our aim is to ensure that no patient, or any other person wishing to access and make use of our services, receives less favourable treatment on the grounds of race (includes colour, age, nationality, ethnic and national origins), sex, sexual orientation, marital status, disability, or of other conditions not justified in law.

Your medical records and confidentiality

The sensitivity of patient information is well-understood within the NHS. As a patient of this practice your medical records are confidential, and are accessible only to the members of the Primary Health Care Team involved in your care. All our staff are trained to respect their duty of confidentiality to you, and have this written into their Contracts of Employment. We keep paper and electronic records securely to prevent unauthorised access or misuse. Whenever practicable we remove references to personal details such as your name and address, and often restrict this further to reduce the chances of anyone identifying a record as relating to you.

As a teaching/training practice there may be occasions when other healthcare professionals—such as audit/research assistants—require access to your medical records as part of approved research projects, or medical visitors who require access to ensure high standards of care are being maintained by the practice. You should be reassured that all persons who have access to your medical records are bound by the same rules of ***absolute confidentiality*** as members of the Primary Health Care Team.

Research Data Collection

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The database to which we contribute anonymised records is known as The Health Improvement Network (THIN)¹. This data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside the NHS which does not have access to your personal details, only to anonymous medical records. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, please let your doctor know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part: You will not be identified in any published results.

Note that you have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, you can speak to The Practice Manager.

Computer

All our patient records are kept on computer, and we can assure patients of complete confidentiality. We are registered in the Data Protection Register, and your rights are protected by the Data Protection Act

Actions from abusive patients

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients and will not be tolerated under any circumstances. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Comments, suggestions and complaints.

The doctors and staff at Warden Lodge strive to give our patients the highest possible standard of care, and to act quickly if problems arise.

If you have any comments, suggestions or complaints on any aspect of the service we provide, please bring this to our attention as soon as possible to allow us the opportunity to address your concerns and, if necessary, conduct a full investigation.

In the first instance we would ask that you speak to our Reception Supervisor with your comment, suggestion or complaint, however if your complaint cannot be resolved please ask to speak or write to the Practice Manager who will only too happy to discuss the matter with you.

If you wish to make a formal complaint, please ask the receptionist for a **Practice Complaints Leaflet**

Patient Advice and Liason Service (PALS)

The Patient Advice and Liaison Service (PALS) is based at East & North Herts PCT provide confidential advice and support, helping you to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS

The Patient Advise Liaison Service (PALS)

Charter House

Parkway

Welwyn Garden City

Hertfordshire

01707 361281