

Harvey House Surgery

13-15 Russell Avenue

St Albans

Hertfordshire

AL3 5HB

Tel: 01727 831888

Fax: 01727 845520

@HarveyMedical

Opening Times

Monday to Friday: 8.00am—6.30pm

Saturday extended hours: 8.40am—

12.00pm (no phone access)

Pre-booked appointments only, to help

people unable to get to the surgery

during the week.

Harvey Group Practice

Dr Ian Hamilton (m)

Dr Matt Parfitt (m)

Dr Mike Walton (m)

Dr Carolyn Maton (f)

Dr Devoshree Chatterjee (f)

Dr Rachel Spendlove (f)

Dr Ajeet Bagga (m)

Dr Julia Morgan (f)

Dr Jane Ho (f)

Dr Amanda Allen (f)

Jersey Farm Surgery

2 St. Brelades Place

St Albans

Hertfordshire

AL4 9RG

Tel: 01727 831888

Fax: 01727 846992

www.harveygrouppractice.co.uk

Opening Times

Monday, Tuesday: 8.00am—12.00pm

3.30pm—6.00pm

Wednesday: 8.00am—12.00pm

2.15pm—4.45pm

Thursday, Friday: 8.00am—12.00pm

3.30pm—6.00pm

Anyone living, or staying temporarily, in St Albans, Sandridge, Colney Heath and Park Street may register with us by visiting either surgery and completing a registration form and health questionnaire. Following registration, appointments can be made online (ask for details at reception), by telephone, or in person. You can attend appointments at either surgeries and we offer a wide range of healthcare services. Please be aware that you may need to attend a particular site for specific urgent or specialist care. If you need urgent GP medical attention outside of Surgery hours, telephone Herts Urgent Care on 111.

Getting the help you need in Herts

For urgent health advice **Call NHS 111** who can advise on medical treatment and local services. NHS 111 is available 24 hours a day, 365 days of the year.



Advice and information is also available on www.nhs.uk

Your **Pharmacist** can help with medicines, offer treatment for minor illnesses or injuries, and advise whether you need to see a doctor. They have a consulting room for privacy.

Urgent Care: For minor injuries, such as sprains, cuts and minor burns, no appointment is needed at the **Minor Injuries Unit**, St Albans City Hospital, Waverley Road, St Albans, AL3 5PN. Telephone 01727 897182 or 897184. Open 9am - 8pm.

For most injuries that are not life threatening such as broken bones or burns, the **Urgent Care Centres** at Hemel Hempstead Hospital and QEII Hospital, Welwyn Garden City are available—visit their websites for opening times.

Emergencies: For life-threatening or critical injuries and illnesses, **Call 999**.

Accident & Emergency Departments are located at: Watford Hospital, Vicarage Road, Watford, WD18 0HB and Lister Hospital, Coreys Mill Lane, Stevenage, SG1 4AB Other help and support available in Herts, speak to **HertsHelp** on 0300 1234044, email info@hertshelp.net or visit our website www.harveygrouppractice.co.uk

Your care at the Surgery

We offer a variety of services for when medical attention is needed. Our receptionists will help you find the right service so will ask you some questions. Your personal details will remain confidential.

Telephone Advice: A GP is available Monday –Friday mornings for simple, self-limiting health problems where an examination is not required.

Minor Illness & Infections with our Nurses: for coughs, colds, infections, rashes, aches and pains that won't go away or are getting worse - and rest and pharmacy medication is not working.

Pre-bookable appointments with Doctors and Nurses are normally available at least four weeks in advance.

Urgent appointments with a Doctor on the day:

A number of appointments are not released for booking until within 48 hours or less of the appointment time.

Telephone us as early as possible from 8am in order to book on the day. Please note these appointments are for one problem only.

Home visits: If you are too ill to attend the surgery please ring between 8am & 10.30am. The receptionist will ask for a description of the symptoms and a GP will ring back later.

Test results: Results are normally received from our local Trust in 2-10 days; xray & ultrasound in 2 weeks. Please telephone for results.

Are you a Carer? Do you look after someone with an illness or a disability? If so there is support available to you. There are information leaflets and dedicated noticeboards in the waiting areas. Please ask for a carers pack from our reception team and complete the carers registration form so that we can update your records.

Along with our locality we are offering pre-bookable appointments in the evenings and weekends including bank holidays. Appointments are booked through our reception team. Please ask for more details or see the website

Online Services via Patient Access: Ask at Reception

Patient Access, online or via a telephone app, offers you access 24 hours a day to a variety of services:

- ⇒ Keep your contact details up to date
- ⇒ Manage your appointments online
- ⇒ Order repeat prescriptions
- ⇒ View parts of your medical record
- ⇒ Send a message

To register for Patient Access, ask reception for a Patient Access registration form.

Please complete and return with identification in the form of photo ID (driving licence or passport) and a utility bill to confirm your address. Patient Access is strictly controlled so that only you have access to your personal details.

Compliments and Complaints

Are you happy with our service?

We welcome compliments and take complaints seriously.

Friends and Family feedback forms are available at reception.

Special Services (at Harvey House unless indicated otherwise)

- ◆ Minor surgery— at Jersey Farm with Dr Bagga
- ◆ Sports Clinic— for acute injuries & problems related to sport, exercise or rehabilitation with Dr Hamilton
- ◆ Midwife-antenatal clinic. Harvey House on Monday, Jersey Farm on Wednesday mornings
- ◆ Counsellor—for anxiety, stress, depression, or relationship problems. Referral by GP

Prescription Requesting

Please allow 2 full working days for your prescription to be prepared. Requests can be made:

- ◇ Online via Patient Access
- ◇ In writing or with your repeat prescription list—drop into surgery or post through our letter box
- ◇ Via your local pharmacy

Please state from where you would like to collect your prescription/medication.

- ◇ Electronic Prescribing Service (EPS):

Sends your prescription electronically to the pharmacy of your choice—no need to collect from the Surgery. With your consent, a pharmacy can set up the 'nomination' for the link or please advise on your request where you would like to collect it from. Once you have selected a pharmacy, your prescription will continue to be sent electronically to them until you tell us otherwise.

We are unable to accept requests by telephone.

Services from our Nursing team

Practice Nurses— Dawn Spooner, Sybil Pearson, Joanne Shipperlee.

Health Care Assistants—Carolyn Downs, Kay Lockstone.

- ◆ Treating Minor Illness
- ◆ Childhood immunisations
- ◆ Travel health & vaccinations (the Practice is an accredited Yellow Fever Vaccination Centre)
- ◆ Long-term disease management, including diabetes, COPD and asthma
- ◆ ECGs and heart monitoring
- ◆ Family planning, contraception and cervical screening.
- ◆ Sexual health services including chlamydia screening
- ◆ Annual influenza vaccinations for at-risk groups
- ◆ Vaccination services against shingles, whooping cough, pneumococcal and meningitis
- ◆ 24hour blood pressure monitoring

Training Practice We are an accredited Training Practice by Health Education England. This means that we meet the high standards of care set, allowing us to train medical students and Doctors in their Foundation and Specialist training years. You may be asked to see one of these and your agreement ensures that future doctors get the necessary experience and are well trained. All learners are closely supervised by our regular GPs. We also participate in the training of senior medical students & nurses. Our trainees are with us for between 4 months and 2 years depending on their experience and make a valuable input to our practice.

Rights and Responsibilities We aim to treat all patients and visitors with dignity and respect. In return, we expect the same for our staff. Abuse and violence will not be tolerated and will result in a patient being removed from the Practice list. The Practice is registered with the ICO under the DPA (1998) and GDPR compliant. Medical records are held on the computerised clinical system as well as paper records. Information will not be disclosed without the patient's written consent. For full information please see our website. Please help us to help you and ensure we have your up to date contact details including telephone and email details in our system, there are slips available at reception at both sites.

Patient Participation Group Feel free to join our Patient Participation Group to keep up to date with not only what is going on at the Surgery but also healthcare across the whole of Hertfordshire. To become a member, please leave your details at reception. Meetings are usually held in an evening—twice or three times a year, generally at the Jersey Farm site due to parking.

We are a Research Active Practice led by Dr Parfitt supporting studies locally and nationally with a view to improving health care. Should you be identified as being suitable for any such study consent will be sought for this.