

Harvey House

13-15 Russell Avenue
St Albans
AL3 5HB
Tel: 01727 831888
Fax: 01727 845520

www.harveygrouppractice.co.uk

@HarveyMedical

Opening Times

Monday to Friday: 8.00am—6.30pm

Harvey Group Practice

Dr Ian Hamilton (m)
Dr Mike Walton (m)
Dr Devoshree Chatterjee (f)
Dr Rachel Spendlove (f)
Dr Faisal Chowdhury (m)
Dr Julia Morgan (f)
Dr Jane Ho (f)
Dr Alice Butler (f)
Dr Tiral Kothari (m)
Dr Miles Oo (m)
Dr Anushka Ward (f)

Jersey Farm

2 St. Brelades Place
St Albans
AL4 9RG
Tel: 01727 831888
Fax: 01727 846992

Opening Times

Monday, Tuesday: 8.00am—12.00pm
3.00pm—6.00pm
Wednesday: 8.00am—12.00pm
2.15pm—4.45pm
Thursday, Friday: 8.00am—12.00pm
3.00pm—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 111.

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



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.

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.

Accident & Emergency Departments are located at: Watford Hospital, Vicarage Road, Watford, WD18 0HB and Lister Hospital, Coreys Mill Lane, Stevenage, SG1 4AB

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.

Our website has a complete section of COVID information and also self help pages. Please help us to help you by looking at this information before trying to make an appointment. You can also use the Online Consultations for a non urgent query with a two day response time.

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.

Urgent appointments with a Doctor on the day: SPEL (Single Problem Emergency Line) clinics run every day with a number of our clinicians covering urgent medical needs of our patients. Telephone us as early as possible from 8am in order to book on the day.

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

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

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 between 11am and 2pm.

Due to COVID our clinicians will deal with your queries initially on the telephone, rather than call you in to the practice, but we will see you face to face if this is needed.

St Albans locality offer pre-bookable appointments in evenings, weekends & bank holidays. Appointments are booked through our reception team.

Harvey Group Practice are part of HLH PCN Group. We already have pharmacists, physiotherapists, care coordinators and social prescribers as a shared workforce between our practice, Lodge Health Group & Hatfield Road Surgery and this team will extend to support the workload expected within the primary care setting. Our Clinical Director is Dr Mike Walton.

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.

Extended GP Access As a member of St Albans and Harpenden Federation (STAHFED) patients who are registered at our practice are now able to book an appointment to see a GP in evenings and weekends. These appointments are especially beneficial to those who work or find daytime appointments difficult. This service is additional to our normal core weekday hours, managed by STAHFED and commissioned by HVCCG and appointments are booked by our reception team. By accepting one of these appointments you are consenting to your name and date of birth to be shared with these groups for monitoring purposes. (No clinical data is shared with STAHFED or HVCCG). Please note that this is not a walk in service, appointments must be made through our reception team. The appointment may be held at another local practice, but the site location will be made clear on booking.

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. 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, Jo Shipperlee, & Tara Ogbourne.

Health Care Assistants: Kay Lockstone, Angela Woodley & Sybil Pearson.

- ◆ Treating Minor Illness
- ◆ Childhood immunisations
- ◆ 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. 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, generally at the Jersey Farm site due to parking.

We are a Research Active Practice led by Dr Chatterjee 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.