



## Burvill House Surgery

### Practice Leaflet

52 Dellfield Road Hatfield Herts AL10 8HP

Tel: 01707 269091 Fax: 01707 282732

[www.burvillhousesurgery.org.uk](http://www.burvillhousesurgery.org.uk)

## Welcome to Burvill House Surgery

### The Team

The Practice has 6 partners and 2 salaried doctors. In addition we have doctors who are in training to become GPs.

#### **Current Doctors**

Dr C A Restell (f)     Dr R Johnson (f)  
Dr N Dytham (m)     Dr R Karia (f)  
Dr V Tangang (f)     Dr M Elder (f)  
Dr L Bateman (f)  
Dr N Hanna-Kaskos (f)

#### **Nurses**

Cathy Smith *Nurse Practitioner*  
Ruth Calthrop *Minor Illness Nurse*  
Geraldine Nicholson *Practice Nurse*  
Caroline Osmond *Practice Nurse*  
Erica Smith *Practice Nurse*

Our nurses undertake a variety of nursing duties. Please check with the receptionists when booking to ensure they are able to deal with your needs. We also have a Health Care Assistant (HCA) who deals with basic nursing tasks.

### **Reception and Administrative staff**

The Practice Manager is John Phipps and Deputy Practice Manager is Amy Daley who are responsible for the overall smooth running of the practice. We have an administration team of 15 staff who handle all the administrative work within the practice including repeat prescriptions, booking appointments, registering new patients and dealing with a myriad of patient enquiries. We have a secretary who deals with all the referrals to hospitals and other organisations.

### Opening Hours

The Practice is open from 8.30am to 6.30pm Monday to Friday.

In addition we are open for extended hours from 8.30am to 12noon on alternate Saturdays. Please check with reception for exact dates and details of which clinicians are working during these sessions.

### Disabled Access

Our surgery has access and toilet facilities for wheelchairs and all our consulting rooms are on the ground floor.

### Practice Area

We register new patients who live within our practice area. Please contact the surgery to register.

### Complaints

We hope that you do not have reason to complain about the service we provide but if you do, this can be done in writing or by speaking directly to the Practice Manager John Phipps. Complaints are dealt in accordance with the NHS Complaints Procedure.

### **Booking Appointments and Home Visits**

Due to the coronavirus pandemic, how you contact us is different at the moment. This is to limit face-to-face contact whenever possible and help stop the spread of coronavirus.

Face-to-face appointments are still available but you will be booked for a telephone consultation initially to discuss your condition with a GP or Nurse who will decide if a face-to-face consultation is required.

Please complete an eConsult form for any admin and clinician related issues (use the get started link below under eConsult). We will get back to you by the end of the next working day.

If you would like some medical advice urgently and cannot wait for the next routine telephone appointment, you will be offered an emergency triage telephone call from a doctor. Please be prepared to give the receptionist some details of your problem, you can speak about confidential problems to them, so the doctor can prioritise patients according to their clinical need.

Appointments with Nurses/HCA can be booked up to a month in advance at reception or over the telephone.

If you think you require a Home Visit from a doctor please contact the surgery before 10.30am so we are able to manage our visits appropriately. Please note all home visits need to be agreed by a doctor and are based on the clinical need.

### **Out of Hours**

If you require medical assistance when the surgery is closed please ring the surgery telephone number for further information (01707 269091). When the surgery is closed our patients are usually looked after by Herts Urgent Care (HUC) who are the out of hours provider, commissioned by the CCG to provide care for patients when surgeries are closed. They can be contacted by dialling **111**. *Please only use this service if your problem cannot wait until the surgery is next open.*

### **Local Walk-in Clinic**

The Urgent Care Centre  
The New QEII Hospital  
Howlands, Welwyn Garden City, Herts AL7 4HQ  
Open 24 hours a day, every day of the year

### **Repeat Prescriptions**

Repeat prescriptions can be re-ordered by post, in person, over the internet or via a pharmacist. We cannot accept telephone requests for prescriptions due to the risk of errors being made. Please allow 48 working hours for repeat prescriptions to be produced. If you have an urgent need for your repeat prescription please ask the receptionist who will do their best to help. The Electronic Prescription Service (EPS) is available please see reception for details. Please do not request a printed prescription unless it is essential.

### **Clinics**

The practice offers a number of different clinics for conditions such as diabetes, respiratory conditions, minor surgery and cryotherapy. The practice will contact patients to offer them appointments in these clinics.

The nurses and HCA run clinics for new patient checks, baby immunisations, cervical smears, smoking cessation and travel immunisations and advice. Please check with reception to book an appointment in these clinics.

### **NHS England / Clinical Commissioning Group**

Details of primary medical services may be obtained from Charter House, Parkway, Welwyn Garden City, AL8 6JL  
01707 685000.

### **Attached Staff**

We have a number of attached staff who provide services for patients.

**Midwives** hold ante-natal clinics on Monday and Tuesday afternoons. Appointments should be booked at reception.

**District Nurse/Community Matron** provide care to our patients who are housebound. Please contact the surgery to arrange this.

## **Patient Charter**

These are the standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

### **Our Responsibilities to you:**

We will endeavour to treat you with courtesy, respect and sensitivity at all times. Patients will be treated as individuals and partners in their health care, irrespective of their ethnic origin, religious and cultural beliefs, gender, social class, disability or age.

We strive to maintain the highest standards of medical practice at all times. The doctors and health professionals concerned maintain these standards through continuing audit of your care and through professional learning.

### **Waiting time:**

We run an appointment system at this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. Whilst we always try to see you at the allocated time, please be patient if you are delayed, this is usually due to previous patient appointments over running.

### **Telephone:**

We will try to answer the telephone promptly and ensure that there are sufficient staff members available to do this. The telephone has a queuing system and you will be advised that you are in a queue.

### **Test results:**

If you have undergone tests or x-rays ordered by the practice it is your responsibility to contact us for your results. We will follow up any abnormal results and treat as necessary. You will be advised when to contact the surgery for your results. Please do not request results in the mornings before 11am when the surgery is very busy.

### **Health promotion:**

The practice will offer patients advice and information on steps they can take to promote good health and avoid illness and self-help which can be undertaken without reference to a doctor in the case of minor ailments. The nurses are happy to discuss health promotion with any interested patients. Minor illness advice can be obtained from your pharmacy.

### **Health Records**

Information contained in your health records is kept confidential at all times and only disclosed to others for purposes related to your health care (except when you have given permission).

However, NHS auditors have a duty to carry out routine checks of practice records from time to time, to determine if claims for payment by the practice have been made correctly. In the course of these checks, it may be necessary to verify details from patient records.

Everyone working in the NHS has a legal duty to keep information about you confidential. If you have any concerns or objections about your records being inspected for any purpose, please notify us. Your wishes will be respected.

### **How your health records are used to help you**

Your records are important to help ensure that you receive the best possible care from us.

Your records are used in the following ways to guide and administer the care you receive:

- To ensure that your doctor or nurse has accurate and up to date information to assess your health and decide what care you need when you visit in the future.
- To ensure that full information is available should you see another doctor, change doctors, or be referred to a specialist or another part of the NHS.
- To ensure that there is a good basis for looking back and checking on the type and quality of care you have

Whilst always preserving your confidentiality, your records can also help us to help you by:

- Assisting with the teaching and training of health care professionals (but you can choose whether or not to be involved personally).
- Assisting with health research (if you need to be personally involved with the research, you will be contacted to see if you are willing to participate. You will not be identified without your agreement).

If you do not want certain information recorded on your records, please talk to your doctor.

#### Keeping your records confidential

Your doctors, their staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information.

In some instances, you may be receiving care from other people as well as the NHS. We may need to share some information about you with them, so that we can all work together for your benefit. Anyone who receives confidential information about you from us is also under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose your information to third parties without permission.

We will only give your relatives, friends and carers information if you want us to.

In certain circumstances we are required by law to report information to the appropriate authorities. This information is only provided after formal authority has been given by a qualified health professional.

However, our guiding principle is that we are holding your records in strict confidence.

#### How you can arrange to see your own records

Everyone has the right to see the information that is kept in their health records. If you would like a copy of your medical records please make a request at reception or in writing. It can take up to 28 days to produce a copy of your records. Third party information will be redacted from your notes before they are released.

#### Copies of letters about you

Please ask if you wish to have a copy of a referral letter written about you, by your GP, to another clinician.

#### Your responsibilities to us:

Please remember, you are responsible for your own health and the health of any of your dependants. We will give you our professional help and advice. Please act upon it.

We ask that you treat the doctors and practice staff with courtesy and respect. Abusive or threatening behaviour will not be tolerated and will result in removal from the service and our practice list.

Please let us know if you change your name, address or telephone number. Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, giving us 24 hours notice if possible. Repeated non attendance could result in removal from our practice list. If you are referred for a hospital outpatient appointment please keep it, if you cannot please inform the hospital and not us. The NHS can ill afford to have appointments unused. It is also very important to tell us and the hospital of any new address or contact details if you are on a waiting list for an operation.

Please ask for home visits by the doctor only when the person is too ill to visit the surgery. Home visits are usually only for elderly, immobile and terminally ill patients.

Please keep your telephone call brief and avoid calling during peak morning time for non-urgent matters.

Test results take time to reach us. The practice will contact you should any treatment or follow up be required. Enquiries about tests ordered by the hospital should be directed to that hospital, not to the practice.

We do not offer a replacement service for hospital or private patient prescriptions. They must be collected from the hospital pharmacy.

***Further information can be found on our website [www.burvillhousesurgery.org.uk](http://www.burvillhousesurgery.org.uk)***