

# **Warden Lodge Medical Practice**

## **Important Information for our Patients**



**Glen Luce  
Cheshunt  
Herts  
EN8 8NW**

**Tel 01992 622324**

**Website [www.wardenlodge.co.uk](http://www.wardenlodge.co.uk)**

**Services available on our website include;  
Appointment Booking, Repeat Prescriptions, Test Results,  
Appointment Cancellations,**

**Out of Hours**, in an emergency please call 111  
or the surgery number and follow the instructions on the recorded message.  
Calls to NHS 111 service are free of charge from both landlines and mobile numbers.

### **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 a passport or picture driving licence for ID check and a utility bill or bank statement dated within last 3 months.

For details of our boundary area, please refer to the 'How do I register' section on our website or contact Reception.

### **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 Catherine Orji MRCGP MBBS BSC

Dr Raza Rashid MRCGP

Dr Muna Sheikh MBBS BSc DRCOG DFRSH MRCGP PGdip Clinical Dermatology

Dr Kwasi Appiah MBBS (London) MRCGP DRCOT DFRSH Diploma in Dermatology

**Practice Manager** Rebecca Coleman

**Practice Nurses** Sue Rolfe, Nicole Stanley, Olivia Shaw

**Prescribing Nurse Practitioners** Marcia Fisher, Sue St Clair

**Health Care Assistants** Nikki Twine, Kelly Brooks

**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  
We also offer an extended service on between 6.30pm and 8.00pm Monday – Friday  
And Saturday and Sundays.

### **Named Accountable GP's**

From 1<sup>st</sup> April 2015, practices are required to allocate a named accountable GP to all patients, including children.

All patients registered before the 1<sup>st</sup> April 2015 have been allocated a GP. All new patients registering after the 1<sup>st</sup> April 2015 will be allocated a GP at time of registration.

Please ask reception if you wish to know who your named accountable GP is. Should you express a wish for this to be changed to another GP we will do our best to accommodate your wishes.

Please be aware that this does not affect your ability to make an appointment with any GP's in the practice.

Your named GP will not be available at all times and all of your records are viewable by every doctor in the practice.

### **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. We offer both telephone and face to face appointments with a doctor, and you will be asked at the point of booking for your preference. If you book a telephone consultation the member of reception team will take brief details of the nature of your request and a contact number. If you do not wish to give your reason to the receptionist then you do not have to divulge this.

If you are unable to keep an appointment, please telephone the surgery to cancel, as your appointment can be offered to someone else.

Appointments can also be booked/changed or cancelled via our website.

Please be aware that if you are waiting for a call back from the surgery, this will be from a withheld/unknown number.

If our clinicians have attempted to reach you on two occasions and have been unsuccessful you will need to call back to arrange another telephone call.

Therefore if you do not hear from us on the same day you have requested a call please call back the following day.

### ***Urgent appointments***

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

If you are booking an urgent appointment you will be asked the reason for the appointment, this will enable the Doctor to assess the urgency of the call.

The member of the reception team will take brief details of the nature of your request and a contact number. If you do not wish to give details of the reason for your appointment to the receptionist, then you do not have to divulge this.

You will then receive a call back from the duty doctor who will discuss with you the problem or concern and will advise what to do next.

### ***Chaperones***

If you would like a chaperone present during your consultation, then please advise the receptionist when booking your appointment or when checking in.

### ***Home visits***

The doctors make home visits to the infirm and patients with severe disabilities, 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 111 or the surgery number and follow the instructions on the recorded message. Calls to the NHS 111 service are free of charge from both landline and mobile numbers.

### ***Minor Injuries Unit***

***Cheshunt Community Hospital***

***King Arthur Court***

***Cheshunt EN8 8XN***

The Minor Injuries Unit (MIU) based at Cheshunt Community Hospital is a nurse – led service that is open 8am-8pm every day. It is for people with cuts, sprains, fractures and other non urgent, but not life threatening injuries. You do not need an appointment to be seen.

There are no doctors at the MIU, it is staffed by specially trained practitioners.

### ***What can be treated at the MIU?***

The MIU can see adults and children over the age of one. An experienced nurse will diagnose and treat:

Bites and stings/Cuts and grazes/Limb Injuries/Minor burns/Minor eye injuries/Minor head injuries/Removal of foreign bodies from the ears and nose/Removal of splinters/Sprain and strains/Sudden neck pain/Suspected fractures or broken bones.

### **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 with Chase Farm forms are carried out at Cheshunt Community Hospital.

Blood tests with QEII forms are carried out at 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, results are available between 2.00pm – 6.30pm daily and you can also sign up to our online services which will enable you to view your test results 24 hours a day.

### **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.

We also have ST1 and ST2 doctors who spend four months with us before going back into hospital medicine.

GP learner workload is carefully controlled to be at a level consistent with their abilities and experience. In practice this means seeing patients alone only after an induction period, initially with 20 minute appointments. (the standard for the practice is 10 minutes). 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)<sup>1</sup>. 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 you have 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 and Complaints Form**

We do hope that if you have a complaint you will use our practice complaint procedure. We believe this will give us the best chance of resolving the issue satisfactorily and provide an opportunity for us to improve our practice. However, this does not affect your right to approach NHS England if you feel that you cannot raise the complaint directly with us or if you are dissatisfied with the result of our investigation.

**NHS England** on 0300 311 2233 (Monday to Friday 8am-6pm, excluding English Bank Holidays)

[England.contactus@nhs.net](mailto:England.contactus@nhs.net)

NHS England  
PO Box 16738  
Redditch  
B97 9PT