

# The Eden Surgeries



## Hatfield Heath

Broomfields  
Hatfield Heath  
Bishop's Stortford  
Hertfordshire CM22 7EH

Telephone: **01279 730616**

Fax: **01279 730408**

## Hatfield Broad Oak

17 Cannons Lane  
Hatfield Broad Oak  
Bishop's Stortford  
Hertfordshire CM22 7HX

Telephone: **01279 718245**

Fax: **01279 718270**

Out of Hours: **111**

[www.edensurgeries.co.uk](http://www.edensurgeries.co.uk)

# Welcome to the Eden Surgeries

We are a progressive practice, with two sites – Hatfield Heath and Hatfield Broad Oak - on the Essex/Hertfordshire borders. We aim to provide the best possible health care for patients in a friendly and efficient environment. Our continuing development is very important to us and we welcome comments and feedback on every aspect of our service. You may also consider joining our Virtual Patient Group - the ideal place to share your opinions and ideas with other patients and practice representatives.

## PRACTICE HISTORY

The practice was founded by doctors John and Kate Bennison in 1959. It was originally based in their house in Hatfield Broad Oak, and was combined with a mobile surgery which they drove around the villages. The first surgery in Hatfield Heath was built in 1968 and then replaced with the present building in 1990. In 1989, the practice at Hatfield Broad Oak moved to Cannons Lane. Over the years, the number of patients we serve has increased from 700 to over 9000.

## DOCTORS AND STAFF

### Dr Katharine Orton - Partner

FRCGP MB BS DCH DRCOG Dip Add Beh London 1978 (Female)

Dr Katharine Orton registered with the General Medical Council in 1979. She offers general medical services; maternity medical services; addictive behaviour advice; diabetic care; contraceptive services and joint injections.

### Dr Saadet Lauble - Partner

State Exam/Germany 1993 MRCGP London 2000 DRCOG DFFP MSc Sport and Exercise Medicine (Female)

Dr Saadet Lauble registered with the General Medical Council in 1993. She offers general medical services; maternity medical services, contraceptive services and minor surgery.

### Dr Rasheed Aziz - Partner

MRCGP DRCOG DCH MB BS (Male)

Dr Rasheed Aziz registered with the General Medical Council in 2001. He offers general medical services; maternity medical services, child health surveillance, family planning and contraceptive services.

### Dr Rikin Patel - Partner

MRCGP MBBS BSc MRCS DFFP (Male)

Dr Rikin Patel registered with the General Medical Council In 2002. He offers general medical services; maternity medical services, family planning and contraception services and minor surgery.

### Dr Sara Astbury - Partner

MRCGP MRCP MBChB (female)

Dr Sara Astbury registered with the General Medical Council In 2000. She offers general medical services; maternity medical services, contraceptive services and is the MacMillan Nurse for West Essex.

## NURSING TEAM

Janet Reynolds	SRN BSc Nurse Practitioner Primary Care
Helen Annesley	Registered General Nurse/Prescriber
Jenny Bailey	Registered General Nurse/Prescriber
Lucy Peppiatt	Registered General Nurse/Prescriber
Barbara Warwick	Health Care Assistant
Wendy Robinson Tonkins	Health Care Assistant

## BUSINESS MANAGER

Jane Murray

## PRACTICE MANAGER

Louise Dobbyn

## PHARMACIST/DISPENSARY MANAGER

Judi Davies

## REGISTRATION

To register with the practice you need to reside within the area identified on the back of this booklet.

You will be required to complete Form GMS1 'Family Doctor Services Registration' - and a New Patient Questionnaire. Please collect one registration pack for each patient in your household. We have different packs for patients under 18 years old. You can also download these packs from our website [www.edensurgeries.co.uk](http://www.edensurgeries.co.uk)

At the time of registering you will be given a copy of the Practice Leaflet together with surgery times, Patients' Charter, copy of the practice's Complaints Procedure and a copy of the practice's Welcoming letter.

New patients will need to see a doctor if you require any medication. All new patients are invited to see the nurse.

## SURGERIES, CLINICS AND DISPENSARY

### HATFIELD HEATH

Monday, Wednesday and Friday	8.00am - 6.30pm
Tuesday and Thursday	8.00am - 4.30pm
Saturday opening for routine pre-booked appointments	

### HATFIELD BROAD OAK

Monday, Tuesday and Thursday	8.00am - 6.30pm
Wednesday	8.00am - 1.00pm
Friday	8.00am - 1.00pm

## APPOINTMENTS

### CONSULTATIONS

Individual doctors' surgery times vary in order to provide a range of appointment times for patients. Please speak with a receptionist for details. We prefer patients to see one doctor for one problem whenever possible.

Patients are invited to make an appointment with a doctor of their choice. For continuity of care we recommend that you try to see the same doctor about an ongoing problem.

We have both male and female doctors available on most days.

### TO MAKE AN APPOINTMENT

Routine appointments can be booked up to two weeks in advance.

Same day appointments for urgent problems can be booked from 8.00am for the morning surgery and from 2.00pm for the afternoon/evening surgery.

If you wish to see a named doctor you may have to wait a few days, so please try to book in advance.

In order to offer you the best service we can, the receptionist will request some details:

- How can I help?
- Can you give me a rough idea of the problem?
- Is this an on-going, new or urgent problem?

The receptionist WILL NOT be making a clinical assessment. This information is necessary to put you in contact with someone from our clinical team who is best skilled to deal with your problem. Please try to co-operate with the receptionist and understand that it may be more appropriate for a nurse, healthcare assistant or a nurse practitioner to see or speak with you. It is not always essential to be seen by a doctor.

We would recommend that follow-up appointments are made at the reception desk before you leave the surgery. If possible, please avoid booking your follow up appointments on a Monday as this is our busiest day.

Online booking is available through SystmOnline (via [www.edensurgeries.co.uk](http://www.edensurgeries.co.uk)) for routine doctor and nurse practitioner appointments, but you will need to register for access. Please ask reception for your username and password. You will need to bring picture identity in the form of a passport or photo driving license to complete the registration process. Each member of your family will need to register independently. A parent or guardian can register a person under 16 years. In the interest of privacy, patients registered for SystmOnline under the age of 16, will have their passwords deactivated on or around their 16th birthday, when they will be required to register themselves independently.

### NON-ATTENDANCE

Many appointments are wasted because patients fail to turn up and do not let us know beforehand. If you are unable to keep your appointment, please tell us in advance so we can offer it to another patient.

### RUNNING LATE

Appointments are usually 12 minutes long. We aim to see patients as close as possible to their appointment time. However, some patients, for a variety of reasons, may require more time. Please be tolerant if this means we are running late - extra time would also be given to you

if required. We will make an effort to keep you informed if a clinician is running particularly late, but if we have not done so please ask reception for an update.

### CHAPERONES

Chaperones can be provided upon request.

If you would like a chaperone present during all or part of your examination, then please advise the clinician.

### TELEPHONE ADVICE

Your doctor or other health professional can advise you over the telephone. Please ask for a telephone consultation with your preferred clinician. When booking please notify us of any changes to your contact details. We do not make international calls. Please be aware that in the interest of all parties your telephone consultation may be recorded.

Telephone consultations are usually made at the end of morning surgery (12 noon - 1.00pm) but we cannot be specific about the time you will be called. Please book your call on a day when you can easily answer your phone, and when you will be somewhere suitable if you need to talk privately.

Although we will try and resolve what we can over the telephone, you may still be required to attend the surgery. It is a good idea to have your calendar available should we need to arrange to see you in person.

### HOME VISITS

If you think that your medical condition may require a home visit by a doctor or nurse, please telephone before 10.30am. A clinician will telephone you back to discuss your situation.

We encourage patients where possible to attend the surgery, as we can view your complete medical record and the facilities are better for examination. We also have access to tests, equipment and treatments which may not be available in your home. A visit to your house is also very time consuming, meaning we see fewer patients.

### OUT-OF-HOURS EMERGENCIES

Please dial 111 to connect to the NHS Out-of-Hours service for urgent medical problems, which cannot wait for the surgery to open. Please note that in most cases they will not have access to your medical record.

Please dial 999 for life threatening emergencies only.

The surgery is kept informed of any contact that you have had with the out-of-hours service.

## TEST RESULTS

If we need to speak to you about a result we will try to contact you, so please make sure we have your current details.

A brief comment (made by one of the clinical team once they have seen your test results) is usually available over the telephone by contacting us after 2.00pm.

In the interest of privacy if the patient is over 16 years we will have to speak to them about their result, unless they indicate otherwise.

Our reception staff cannot offer advice on interpretation of your test results, so on occasion they may suggest that you book a telephone consultation if you would like to discuss things further.

## REPEAT PRESCRIPTIONS

If a clinician has agreed that your medicines may be supplied for a certain time period without the need for further consultation, it will be added to your repeat prescriptions.

You can use any of the following methods to contact us about your repeat prescriptions.

### **SystemOnline**

Please log onto the SystemOnline site (via [www.edensurgeries.co.uk](http://www.edensurgeries.co.uk)) to order your repeat medication. You will need to register for this service in person to obtain your username and password. Please enquire at reception. You will need to bring picture identity in the form of a passport or photo driving license. Each member of your family will need to register independently. A parent or guardian can register a person under 16 years. In the interest of privacy, patients registered for SystemOnline under the age of 16, will have their passwords deactivated on or around their 16th birthday, when they will be required to register themselves independently.

### **FAX**

Hatfield Heath - 01279 730408

Hatfield Broad Oak - 01279 718270

### **TELEPHONE**

If you have no other way of requesting a repeat prescription you may telephone your request between the hours of 11.30am and 1.30pm.

### **BY HAND OR BY POST**

Please give at least THREE full working days' notice to collect medication.

Please give at least TWO full working days' notice to collect a signed prescription.

However you choose to contact us please indicate from WHICH SURGERY you wish to collect your prescription.

## DISABLED ACCESS

At both surgeries we have adjacent car parks with disabled parking spaces and a ramp for wheelchair access. We also have a toilet for our disabled patients.

If you need assistance from the car park please telephone reception.

## SERVICES AT EDEN SURGERIES

### **HEALTH CARE ASSISTANTS**

We offer the following services:

- Blood pressure checks
- Some dressing
- ECG recording
- New patient checks
- Shingles vaccinations
- Suture/clip removal
- B12 injections
- Ear syringing
- Hearing tests
- Pneumonia and flu vaccinations
- Smoking cessation
- Weight monitoring

### **NURSE SERVICES**

In addition to the services offered by the health care assistants Helen, Jenny and Lucy, our practice nurses can also offer:

- Arterial doppler assessments
- Cervical cytology
- Diabetes management
- Family planning/contraception advice
- Hypertension management
- Menopause advice
- Well woman health promotion clinics
- Asthma/respiratory disease management
- Child immunisation
- Dressings
- Foreign travel vaccination/information
- Male hormone injections
- Well man health promotion clinics

### **NURSE PRACTITIONER SERVICE**

Janet Reynolds our nurse practitioner offers consultations to patients wishing to see a health care professional. Janet is a senior nurse who may be able to help you or refer you on to appropriate services within or outside the practice. This service can be of use to those seeking a same day appointment, or for advice regarding a chronic disease.

### **OUR PRACTICE HOSTS THE FOLLOWING SERVICES AND CLINICS:**

#### **Addictive Behaviour**

- As a practice we have a particular interest in the community management of drug and alcohol problems. Please ask at reception for an appointment with Dr Katharine Orton or Dr Rikin Patel.

#### **Asthma And Chronic Respiratory Disease Management**

- With the continuing advances in asthma and respiratory disease treatment, all adult patients in this group should receive an annual check to ensure that the best treatment is being delivered. All asthmatic children under 16 should receive 6 monthly reviews. Self-referral is encouraged, but if you do receive an invitation please try to attend.

#### **Contraceptive Coil Insertion**

- This service is provided by nurse Helen Annesley.

#### **Diabetes Clinic**

- Our diabetic clinic is available to diabetic patients who are being treated with insulin, tablets or diet. At the clinic patients have the opportunity to meet a doctor, practice nurse and dietician to discuss all aspects of their diabetes care.

#### **Dietician Clinic**

- Our dietician can provide advice and support to help with weight reduction. This clinic can also help patients with diabetes, raised cholesterol, irritable bowel syndrome, cystic fibrosis and many other conditions where dietary modification is necessary.

#### **Dispensary Service**

- We are able to dispense prescription medicines to a large number of our patients, however, due to government regulations we are unable to offer a dispensing service to anyone living within one mile of another pharmacy.

### **Family Planning Clinic**

• All our nurses provide family planning services and advice on all forms of contraception, including pill checks, coil checks, cap fitting and advice about sterilisation and coil fitting. Emergency contraception is available to all ages from all GPs and nurses.

### **Foreign Travel Clinic**

• The nurses are able to provide comprehensive information regarding your health when travelling, including the administration of all necessary vaccinations. We are also a registered centre for Yellow Fever vaccinations. If relevant you will be offered advice on malaria and its prevention. Vaccinations need planning, so if possible give us eight weeks' notice before your journey. Please note that some travel vaccines and malaria medication will incur a cost (prices available upon request).

### **Heart Disease Management**

• Nurse practitioner Janet Reynolds and nurse Helen Annesley offer all patients with existing heart disease an annual heart disease management check. This is in line with government and local policy to help optimise your health and prevent secondary problems. Invitations are sent to all patients in this group, so if you receive one please try to attend.

### **Hypertension**

• The nurses take an active role in the control of blood pressure. This care is shared with the doctors so patients may still have to see their doctor from time to time. If you monitor your own blood pressure, these clinics can review the results with you and offer guidance on how to monitor your blood pressure most effectively. If you are taking medication for hypertension you may be asked to attend one of these clinics. If you receive an invitation please try to attend.

### **Maternity Services**

• We provide antenatal care in partnership with our local Rodings midwifery team.

### **Minor Surgery**

• We perform some minor surgical procedures at the practice. You will be advised on an individual basis on the most appropriate course of action.

### **Over 75s**

• You may be aware that from April 2014 all practices are required to provide all their patients aged 75 and over with a named GP who will have overall responsibility for the care and support that the surgery provides to them. All patients in this group will be informed of their named GP, but this will not prevent them seeing any GP in the practice as they currently do. We also offer this group an annual health check on request. Please contact the surgery to book an appointment with one of our practice nurses.

### **Palliative Care Support**

• The Eden Surgeries believe that everyone approaching the end of life has the right to the highest quality of care and choice as to their preferred place of care. Where appropriate, we are part of a strong team dedicated to the management of final illness at home. This is facilitated by regular meetings involving the practice team, district nurses and support from the St Claire's Hospice nursing team.

### **Smoking Cessation**

• All our nurses are trained in smoking cessation and offer a committed service to helping those who wish to stop. Self-referral to this nurse led clinic is encouraged.

### **Well Baby Clinic**

• In conjunction with our health visitor we provide a well baby clinic, which includes our child immunisation service. This clinic offers the opportunity to have your child's development checked and for you to discuss any concerns.

### **Well Man And Health Promotion Clinic**

• This includes blood pressure, BMI (body mass index) and if necessary urine and blood tests. Our aim is to promote men's health and to detect early signs of disease.

### **Well Woman And Health Promotion Clinic**

• This includes blood pressure, BMI (body mass index) and if necessary urine and blood tests. We will also arrange cervical screening where appropriate. Our aim is to promote women's health and to detect early signs of disease.

## **HELP FOR CARERS**

It is important to let us know if you are a carer for one of our patients.

When people are looking after a relative or a loved one they sometimes get tired or frustrated and would like to know that there is someone outside the family who might understand and can help them. If we know you are a main carer, we can offer you that help.

We know that caring for someone is an important and valuable role in the community. We also believe carers should receive appropriate support by way of access to accurate information on a range of topics, such as entitlement to benefits and respite care and not least, a listening ear during particularly difficult times.

Not only can we take greater care of you, but we also need to know who is supporting our patients. The information you give us will be added to the notes of the person you are caring for, so we can contact you quickly in an emergency or if we have any other concerns. Also if you have concerns we know we can talk to you, as the main carer, with the patient's permission.

As a carer, you are also entitled to have your needs assessed by Adult Care Services. A carer's assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. This could be done separately, or together, depending on the situation. There is no charge for an assessment.

If you are a carer, this is an opportunity to let the practice know so that we can update our records and pass on your details to the carers service who can provide relevant information and advice, local support services, newsletters and telephone link line.

## **CHOOSE AND BOOK**

This is a national service that allows patients to choose their hospital or clinic and book an appointment with a specialist. Patients can choose from several named hospitals or clinics and book the date and time of their appointment themselves. Please discuss this option with your clinician.

## GENERAL PRACTITIONER TRAINING SCHEME

The Eden Surgeries is a training practice and trains doctors to be General Practitioners. Known as GP Registrars during training, they are fully qualified doctors with hospital experience who are training to move into General Practice. They consult in their own surgeries on a regular basis with appropriate supervision.

Some consultations are recorded (with the patient's consent) for teaching purposes.

## MEDICAL STUDENT ATTACHMENT

The University College London Medical School and the Royal Free Hospital Medical School retain our practice to train their 4th and 5th year students. The supervising doctor will always ask your permission before you see a medical student and you are free to inform us if you do not wish to be involved with this training.

## CONFIDENTIALITY

This practice is registered in accordance with the requirements of the Data Protection Act 1998. We record medical information on our practice computer and these records are, of course, confidential.

We treat all your information in complete confidence be it something you have told us or results or letters that have arrived from outside appointments. Our staff are trained to respect these standards at all times.

## FREEDOM OF INFORMATION

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to "classes" of information the practice intends to routinely make available through the Freedom of Information website.

## NHS CARE RECORDS

A key part of the NHS Care Records Service will be the gradual development of a Summary Care Record. This will eventually be available to NHS staff involved in your care, anywhere in the country. If you want to put limits on access to your information please speak to reception.

## ACCESS TO MEDICAL HEALTH RECORDS

Upon application patients have the right to access their personal health records, The practice adheres to strict guidelines in order to protect personal information.

If you wish to see your records, please apply to the practice manager for a copy of the "How to Access your Personal Health Records" policy and an application form.

## SUGGESTIONS AND COMPLAINTS

The practice aims to ensure you receive the highest quality health services.

We care about getting it right for you the first time and every time and welcome your comments, compliments, concerns and complaints.

We take you seriously, listen carefully and do everything we can to ensure you are satisfied with our services.

We are committed to feeding back patients' experiences to staff and learning from these.

All matters are dealt with in confidence. However, it may be necessary to share certain information with other parties, in which case we will seek your permission and written consent in advance of this.

Information relating to your concerns will be stored securely and separately from your health care records. This will not impact on your health care and will not be used to discriminate against you.

We know it is not easy to complain and we want to make sure that when you do you have a positive experience.

In the first instance please speak to our practice manager.

## PATIENT PARTICIPATION GROUP

Patient participation is very important to us. Our own patient group makes a positive contribution to the services and facilities offered by the practice. In conjunction with this there are also regular patient surveys to gain wider opinions.

## PATIENTS RIGHTS AND CHOICES

The practice will promote its patient's rights and choices. We will involve you in identifying your care, treatment and support options, explaining alternatives, risks and benefits. We will help you to make an informed decision either for yourself or a person acting on your behalf.

## SAFEGUARDING CHILDREN AND YOUNG PEOPLE

We recognise that all children have a right to protection from abuse and the practice accepts its responsibility to protect and safeguard the welfare of children with whom staff may come into contact.

## EQUALITY AND DIVERSITY

We value and respect equality ensuring that individuals or groups of individuals are treated fairly and no less favourably, specific to their needs. With regard to diversity we aim to recognise, respect and value peoples' differences. We strive to ensure that both patients and staff can contribute and realise their full potential by promoting an inclusive culture.

## RESEARCH AND DEVELOPMENT

The practice is proud to be research active.

On occasion you may be asked to participate in a study. If you are, further information of what is involved will be offered at the time. Your participation is entirely voluntary and will not prejudice your care if you choose not to take part. You will never be entered into a study without your consent.

We only take part in high quality, suitably approved medical research which helps to move medicine forward and improve the health and the wellbeing of the nation.

## ZERO TOLERANCE

Though committed to the care of all our patients, there can be no excuse for violence or abuse towards doctors and staff working within the practice. We are determined that such behaviour will not be tolerated. To this end and as a last resort, we reserve the right to remove any patient from our list when the relationship between doctor and patient has irretrievably broken down or when the patient has been violent or used threatening behaviour towards the doctor or practice staff.

## PRACTICE CHARTER STANDARDS

Please refer to the Patients Charter leaflet. This will be included with your registration pack. You can request further copies from reception.

## PRACTICE AREA MAP

