



DR STOTT RETIRES

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After 35 years of caring from the patients at Ware Road (and before that Queens Road) Dr Kate Stott has decided to hang up her stethoscope.

Dr Stott joined the practice of Dr Jory and Dr Robinson in Queens Road in 1970, which then re-located to our current Ware Road site in 1988.

We had many kind donations made by patients in the weeks leading up to her retirement and were able to give her 2 pieces of Lladro, one entitled “wonderful mother” and the other “time for bed” as well as John Lewis vouchers.

We gave her an official “send off” on Wednesday 5th October at the Hertford Club and was attended by past and present members of staff.

Dr Stott’s retirement plans include spending more time with her grandchildren and playing tennis and golf.

Special points of interest:

- Dr Stott’s retirement
- Results of patient surveys
- Surgery consultation times
- Flu vaccinations
- Locum Cover
- Branch Surgery Closure
- Holiday Vaccinations

Results of Patient Surveys

A survey of 150 patients was carried out in 2004 as required by the New Contract 2004 (between PCT\GP Practice)

The overall satisfaction with clinical services was good. The most common

comments were with regard to Saturday morning surgery and ease of access to GPs. Currently no practices in Hertford run a Saturday morning surgery, the is run by the Hertfordshire Out of Hours. We do offer appointments now from 0800 (previously from 0.900 only).

Results of Practice Survey (contd)...

There was also some dissatisfaction over times of telephone consultations but we could not see a way around this, as there are not enough doctors in the practice to have a separate doctor just taking calls.

We are aware and apologise when surgeries run late. This is sometimes

caused when emergencies need to be fitted in but this is simply due to pressure on appointment slots. Patients can help us by keeping their appointment time and if they are going to be late to notify the surgery. Appointment times are for 10 minutes and patients with complex problems may need longer. Patients with

lists of problems may need longer.

Some of you may have already been asked to complete this year's questionnaire—so a big thank you in advance for you time and suggestions.

We will keep you posted on these results!

SURGERY CONSULTATION TIMES

Just to update you on our current surgery opening and consultation times.

The surgery is open between 8.00 am and 6.30 p.m.

From 8.45 am to 6.30 p.m. a receptionist is available.

.8.00—11.00 Doctors do consultations at these times

11.50-12.30 Urgent on the day consultations (bookable on the day only)

12.30 onwards As necessary for other urgent consultations.

16.00—17.30 Afternoon surgeries (not all doctors do the

late afternoon surgeries)

PNEUMONIA VACCINATIONS

We are now offering all of our patients who are over the age of 65 years the chance of having the pneumonia injection.

If you would like to have this done please see the receptionist, who will book you in.

The clinics will be going ahead in the summer.

CALLING ALL PATIENTS OVER THE AGE OF 65

THE PNEUMONIA VACCINATIONS IS AVAILABLE TO YOU

NOW!!!

OUR SERVICES TO YOU

Within this practice we offer our patients:-

General medical services

Minor surgery (performed by Dr White)

Skin clinic (Dr Titcombe)

Cervical smear clinics

Family planning (exc IUCD fitting)

NEW LOCUM COVER

Dr Sam Lee is now a long term locum with this Practice at least until the New Year.

Dr Lee is located next to Dr White's surgery on the first floor landing.

Dr Nutley who helped us out with extra surgeries at the early part of the year, has moved on to various locum positions but will always be willing to come back and help us out in a crises.

OUT OF HOURS

**(18.00-08.00
weekdays and bank
holidays) can be
contacted on**

0845 3670147

BRANCH SURGERY CLOSURE

Due to Dr Stott retiring, it has become necessary to close the branch surgery at the Pinehurst Estate. This will be from the New Year.

I'm sure that the current residents will not find the transfer not too stressful and those who find it too difficult to get out, we will be happy to make a house call.

We have been running a very skeleton service since the summer with the final closure due over the Christmas period.

All patients will now be able to make use of the full services at Ware Road from now.

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Ware Road Practice is a long established practice in the town.
We moved from our previous Queens Road site in 1988.

Our Practice List covers the whole of Hertford and a small part of Ware (west of the High Street only). The following villages are also covered by the Practice.

Wadesmill	Hertingfordbury	Brickendon
Thundridge	Letty Green	
Tonwell	Hertford Heath	
Stapleford	Bayford	
Waterford	Little Berkhamstead	



HOLIDAY VACCINATIONS

Although the nights are now getting darker, some of you are thinking to booking holidays to sunnier locations

Just to remind you that the Practice Nurse needs 4-6 weeks advance notice of holiday vaccinations

You will need to let the receptionist know when and where you are going on holiday and they will issue you with one of our holiday vaccination forms. You will need to fill this in and from there the nurse/receptionist will contact you with the vaccinations

you will need and an appointment time to come along.

There are some charges for holiday vaccinations

Meningitis A&C £10.00

There is also a fee for malarial tablets, in that you need to pay £10.00 for a private prescription for these to be dispensed.

