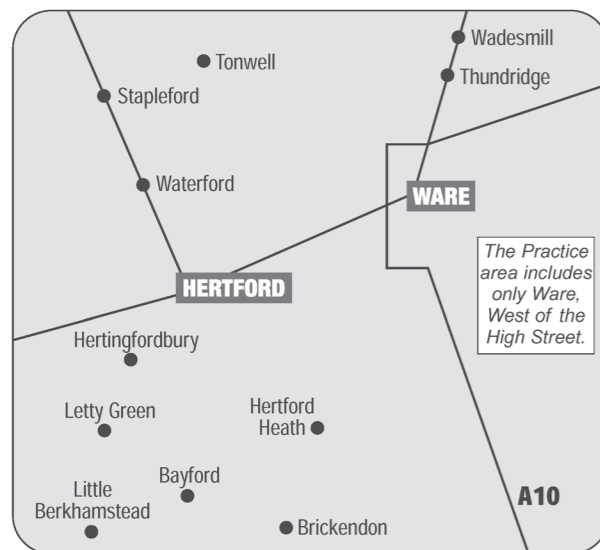


OUR PRACTICE AREA



SERVICES AVAILABLE

- General medical services
- Minor surgery (Dr White/Dr Ukera) patient must have been seen on a normal consultation to discuss the problem
- Skin Clinic (Dr Titcombe)
- Immunisation/Travel clinics
- Cervical smear clinics
- Family Planning (Dr Ukera for IUD/mirena enquiries + implanon insertions)

PATIENT CONFIDENTIALITY

All health information is kept confidential and secure, anonymised statistics are often requested by the Primary Care Trust and other NHS agencies. You have a right to see information held on you and can discuss this with one of the staff though the doctor has to be informed first. (See our website for further details or ask at Reception)

TO REGISTER AS A PATIENT

Please approach a member of the reception staff who will ask you to fill in a form to obtain records from your previous practice and will also ask you to fill in a simple questionnaire. Non UK citizens need passport & contract of employment.

DISABLED ACCESS

Downstairs consulting facilities and toilets are available but we are also willing to visit you at home if you have any difficulty with access.

YOU CAN HELP US BY

- Being on time for your appointment
- Letting us know if you need to cancel
- Calling for a home visit before 11 am
- Ringing for results of tests after 10 am

OTHER NHS AGENCIES

NHS DIRECT

NHS Direct offers free expert health information and advice 24 hours a day on 0845 4647 or at their website www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647. If English is not your preferred language, you can choose to use a confidential translation service.

ACCIDENT AND EMERGENCY/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and Emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

COMPLAINTS

At Ware Road we aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know. Speak to whomever you feel most comfortable – your GP, our Office Manager or our reception staff will be happy to help. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, you can write to the Complaints Manager, Charter House, Parkway, Welwyn Garden City, Hertfordshire, AL8 6JL.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. 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.

Ware Road Surgery

(A Partnership in contract with the NHS)

77 Ware Road
Hertford
Herts. SG13 7EE

Tel: 01992 414500
www.wareroadsurgery.co.uk



GP's (in partnership)

Dr Jane L. M Titcombe
MB ChB (Dundee 1977) MRCP

Dr Andy White
MB BS (London 1983) DRCOG MRCP

Dr Amra Ukera
MBBS (Adelaide 1999) FRACGP DRANZCOG DFFP

GP's (salaried)

Dr Anne Horsman
MB ChB (Glasgow 1972) MRCP M.F. Hom

77 WARE ROAD

Welcome to Ware Road, we are a long established practice in Hertford and moved from to our current premises from Queens Road in 1988.

This leaflet is for both new and existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from the reception desk. You will be registering with the practice rather than an individual GP and so are free to see whichever GP you want (though as a general rule it is easier for you to see the same GP for the same problem each time). You may express your preference of GP to the Receptionist.

Infrequently teaching or training of health care professional may occur though you would be Informed prior to consultation and have the right to decline their presence.

MEMBERS OF STAFF

PRACTICE NURSES

Mrs Pat Bardle RGN 1971
Mrs Jessica Daniells RSCN 2000

OFFICE MANAGEMENT/SECRETARIAL

Mrs Heather Wren
Mrs Karen Cassell
Dr Steve Stott (Accounts)

COMPUTER/CLERICAL

Mrs Carolyn Stephenson

RECEPTION STAFF

Mrs Sharon Wood
Mrs Carole Chaplin
Mrs Pat Thorpe
Mrs Jan Cormack
Mrs Kath Boutell
Mrs Jacqueline Ronco

HEALTH AUTHORITY ATTACHED STAFF

Miss Dawn Parcell (District Nurse)

Mrs Georgina Berg (Health Visitor)
SRN, BSc(Hons)
Community Health (HV)

Helen Muggeridge
Isobel Hospice Nurse
RGN 1971, RSCN SCM, DnCert
Dip in Palliative Care 1996

Various Midwives attached to Surgery

OPENING HOURS/AVAILABILITY

At all times telephone 01992 414500

Between 0800-08.30:

Urgent calls only please. You would be asked to phone a doctor already in consultation with patients or in transit and should not be used for queries that can wait until:

08.45 – 18.30:

A receptionist is available
Please do not ring between 8.30 and 10.00 for test results and routine matters.

13.15-14.00:

Urgent calls only please

CONSULTATIONS TIMES

08.00-11.00:

Doctors do consultations at these times variably in the week.

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:

(not all doctors do the late afternoon surgeries)

If your condition is non-urgent you can expect to see a GP within 2 working days – if you want to see a particular GP the wait may be longer. You can expect to see a Health Professional within 1 working day. If you wish to talk to a doctor without making an

appointment please then ask the receptionist for the preferred time to ring the doctor concerned. You may sometimes be asked to leave your number for the doctor to ring back.

HOME VISITS

These are only for people who cannot attend the surgery for reasons of disablement or illness; they should be requested before 11.00 am daily.

OUT OF HOURS

(18.15-08.00, weekends and Bank Holidays)

A full GP service is still available but still require the patient to phone the practice to obtain the Herts out of hours number. This service is commissioned by the PCT. Telephone number 0845 3670147

LOCAL PCT

Our Practice is covered by the East & North Herts PCTs:

Charter House
Parkway
Welwyn Garden City
Herts AL8 6JL

Telephone No: 01707 390855

REPEAT PRESCRIPTIONS

Please allow 48 hrs notice. For prescriptions sent to a pharmacy please allow 72 hrs. We do not take repeat prescriptions over the telephone.

Repeat prescriptions may also be requested via our website www.wareroadsurgery.co.uk