

Online Services via Patient Access: Ask at Reception

Patient Access, online or via a telephone app, offers you simple access 24 hours a day to a variety of services:

- ⇒ Manage your appointments online
- ⇒ Keep your contact details up to date
- ⇒ Order repeat prescriptions
- ⇒ View parts of your medical record

Ask at reception to register for Patient Access. You will be asked for identification in the form of photo ID (driving licence or passport) and a utility bill to confirm your address.

Patient Access is strictly controlled so that only you have access to your personal details.

NOW AVAILABLE: Your medical record is now available to view online—ask at reception to get this activated.



RIGHTS AND RESPONSIBILITIES

We value our patients and we also value our staff. Abuse and violence will not be tolerated and will result in being removed from the Practice.

The Midway Surgery takes its responsibilities under data protection laws very seriously. Further information can be found on the Privacy Notice available on the website www.midway-surgery.co.uk or at the Surgery.

You have the right to be given a copy of your medical record within 28 days of making a request in writing. Contact Sheila Allen at the Surgery for further details.

CCTV is in operation in and around the premises.

The Practice may record telephone calls for audit and training purposes.

Patient Participation Group:

Feel free to join our Patient Participation Group to keep up to date with what is going on at the Surgery and also across Hertfordshire.

To become a member, visit our website www.midway-surgery.co.uk and follow the link to Patient Group.

Compliments and Complaints

Are you happy with our service? If so, feel free to let us know by posting a Review under 'Midway Surgery' on www.nhs.uk.

We welcome compliments and take complaints seriously.

If something hasn't gone well, let us know directly and give us a chance to investigate to see if we can make improvements. Contact our Practice Manager, Kim Braden, on 01727 734900 or email: Kim.braden@nhs.net

93 Watford Road
St Albans
Hertfordshire AL2 3JX
www.midwaysurgery.co.uk
Telephone: 01727 832125
Fax: 01727 836384
Out of Surgery hours: Telephone NHS 111

Opening Times

Monday—Friday 8.30am—6.30pm

Extended Hours

(pre-bookable appointments)

Monday/Tuesday: 6.30pm-7.00pm

Friday: 7.00am—8.30am

One Saturday per month

GP Partners: *Dr Jill Bartlett—Dr Elin Jones—Dr Natalie Sun—Dr Chris Pardoe
Dr Imran Khan—Dr Sam Lad—Dr Varuna Ayaru*

Practice Manager: *Kim Braden*

Anyone living, or staying temporarily, within our catchment area is able to register with us by completing a registration form and short health questionnaire. In order to register, we will need your NHS number, previous Practice details, photo ID (passport or driving licence) and confirmation of your address (e.g. utility bill, bank statement) please. Once registered, appointments can be made online via Patient Access (ask at reception for further details), by telephone on 01727 832125 or in person. Please note that our busiest times on the telephones are between 8.30am—11am. If you need urgent GP medical attention outside of Surgery hours, telephone NHS 111.



Car parking is available at the Surgery

We recommend you leave plenty of time to get to the Surgery. We cannot guarantee a parking space at your appointment time. Please consider alternative travel, give yourself plenty of time and, if driving, you may need to wait for someone to leave the car park. Thank you.



Your Care at Midway Surgery

We offer a variety of services and our receptionists are trained to help you find the right service so will ask you some questions. We are all committed to keeping your personal details confidential so whatever you share will remain private.

- **Telephone Consultations:** the Doctor can help with many medical problems via the telephone and, if necessary, prescribe or book to see you in person.
- **Minor Illness Clinic with our Nurse Prescribers/Practitioners:** for coughs, colds, infections, rashes, aches and pains that won't go away or are getting worse (and rest at home and pharmacy medication is not working), then an appointment with a Prescribing Nurse is appropriate.
- **Pre-bookable appointments with Doctors are available up to 2 weeks in advance. Appointments with Nurses are available up to 2 months in advance.**
- **Same-day appointments with a Doctor:** When services above are not appropriate and you cannot medically wait until the next available appointment, there are a number of same-day appointments that become available early in the day. Telephone us as early as possible from 8.30am in order to book on the day. Once these appointments have been taken, you will need to contact us the following day.
- **Home visits:** are only made to housebound patients. Contact us as early as possible before 11.00am.

PRESCRIPTION REQUESTS: Please allow at least FIVE WORKING DAYS for your prescription to be prepared. Requests can be made:

- ◇ Online via Patient Access
- ◇ In writing or with your repeat prescription list—drop into surgery or post through our letter box
- ◇ By fax on 01727 836384
- ◇ Via your local pharmacy

Please state where you would like to collect your prescription/medication from—see below on the new EPS system to simply collect medication from your local Pharmacy.

Electronic Prescribing Service (EPS):

The new EPS service enables us to send your prescription electronically to the pharmacy of your choice—no need to collect from the Surgery. With your consent, a pharmacy can set up a 'nomination' for the link. Once you have selected a pharmacy, your prescription will continue to be sent to them until you tell us otherwise.

Getting the Help you need in Hertfordshire

Need medical help and don't know where to go?

- ◆ **Call NHS 111** who can advise on medical treatment and local services. NHS 111 are available 24/7, 365 days of the year. Lots of advice and information also available on www.nhs.uk.
- ◆ Your **Pharmacist** can help with medicines, offer treatment for minor illnesses or injuries, and advise whether you need to see a doctor. They all have a consulting room for privacy.
- ◆ **Minor Injuries:** For minor injuries, such as sprains, bites, cuts and minor burns, no appointment is needed at the **Minor Injuries Unit**, St Albans City Hospital. Telephone 01727 897182 or 897184. Open 9am — 8pm.
- ◆ **Urgent Care:** For more serious injuries that are not life threatening such as broken bones or burns, go to an **Urgent Care Centres** at Hemel Hempstead Hospital (8am—10pm) or QEII Hospital, Welwyn Garden City (24 hours).
- ◆ **Emergencies:** Life-threatening or critical injuries/illnesses, **call 999 or go straight to an Accident & Emergency Department.** A&Es are located at:
 - * Watford Hospital, Vicarage Road, Watford, WD18 0HB and
 - * Lister Hospital, Coreys Mill Lane, Stevenage, SG1 4AB

For more information on other help and support available in Herts, contact **HertsHelp** on 0300 1234044, email info@hertshelp.net or text 81025.

Wide range of services by our skilled Nursing Team

Ann Doyle, Diane Springall and Debbie de Labauve

Healthcare Assistants: Jacqueline Wilson and Tanya Page

- ◆ Minor Illness Clinics with our Nurse Practitioners/Prescribers
- ◆ Baby and Childhood immunisations—Thursday clinic by appointment (not drop-in)
- ◆ Medication reviews
- ◆ Travel health & vaccinations (accredited Yellow Fever Vaccination Centre)
- ◆ Long-term disease management, including diabetes, asthma and COPD
- ◆ ECGs, heart monitoring and NHS health checks
- ◆ Contraception, family planning and cervical screening
- ◆ Stop smoking support
- ◆ Annual influenza vaccinations for at-risk groups
- ◆ Vaccinations against shingles, whooping cough, pneumococcal & meningitis
- ◆ Phlebotomy Clinic (blood-taking)

and much more.....

