

April 2019

Practice Information

Dr R Mapara & Partners

Fernville Surgery,
Midland Road,
Hemel Hempstead
HP2 5BL

Telephone: 01442 213919

Fax: 01442 216433

Website: www.fernillesurgery.org

e-mail: Contact.Fernville@nhs.net
(general enquiries only)

The logo for Fernville, featuring a stylized blue wave icon to the left of the word "Fernville" in a bold, blue, sans-serif font.

Fernville

www.fernillesurgery.org

1 OUR GPs



Dr Raj Mapara
MBBS (London 1983)
DCH DRCOG MRCGP
Partner



Dr Rebecca Asquith
nMRCGP DRCOG,
DFSRH
(Southampton 2005)
Partner



Dr Ann Shipley-Rowe
MBChB (Manchester 1984)
Partner



Dr Olivia Versluys
MBChB (Sheffield 2011)
MRCGP



Dr Meeta Duggal
MBBS (London 2004)
BSc (Hons) DRCOG
nMRCGP
Partner



Dr Sonal Mapara
MBBS (London 2009)
BSc (Hons)
DRCOG DFSRH MRCGP



Dr Ash Patel
MBChB (Eldoret 2003)
nMRCGP DRCOG PGDip
Partner



Dr Aliya Razaq
MBChB (Leeds 2010)
DRCOG MRCGP



Dr Frances Waite
MBChB (Leeds 2012)
MRCGP DFSRH

Practice Nursing Team:



Lesley Stone
Nurse Practitioner



Rachel Bell
Nurse Practitioner



Claire Lenane
Senior Practice Nurse



Joy Laude
Practice Nurse



Sally Chakraverty
Practice Nurse



Kirsty Hawes
Practice Nurse



Julie Sweeting
Health Care Assistant

Managing Partner



Mark Jones MA

Operations Manager



Kaushal Dave

Patient Services Manager



Mandy Curtis

Reception Manager



Chrissie Totman

Counsellors:

**Catherine Bray,
Ros Purcell &
Nicole Marks**

Group Psychotherapist:

Catherine Bray

GP Registrars and Medical Students:

We are a GP training Practice and at times have GP registrars attached to our team. These fully qualified doctors are completing further training in General Practice. We may occasionally make video recordings of consultations for training purposes. You will be told beforehand if the video is being used, and you are free to decline to be filmed.

We also contribute to the training of medical students and nursing students. These students observe consultations with qualified doctors or nurses and, at times, participate in the consultation under strict supervision. You will be asked beforehand if we would like a student to be present at your consultation, and you are free to decline.

2 OUR SERVICES:

Our services are provided under contract to NHS England. If you need further details of local primary care services please contact:

Herts Valleys Clinical Commissioning Group

The Forum, First Floor, Marlowes
Hemel Hempstead, Hertfordshire, HP1 1DN
Tel: 01442 898888
Email: enquiries.hvccg@nhs.net

Surgery Opening Hours:

8.00 am to 6.30 pm Monday

8.00 am to 6.30 pm Tuesday

8.00 am to 6.30 pm Wednesday

8.00 am to 6.30 pm Thursday

8.00 am to 6.30 pm Friday

8.00 am to 12 noon Saturday

Except Public Holidays, when the Surgery is closed.

Please do not call outside these hours unless your problem is medically urgent.

Out of Hours:

If you have a life threatening medical emergency please dial 999.

If your need is less urgent call **111**. When you call the surgery outside core hours, you will hear a message advising you to ring **111** if you have an urgent medical or dental need that cannot wait until the Surgery re-opens. Calls to the NHS **111** service are free from both landlines and mobiles. The NHS Hertfordshire **111** Service works with our local GP out-of-hours service provider, Herts Urgent Care, to deliver GP services outside surgery core hours of 8 am to 6.30 pm.

Appointments:

Appointments may be made:

- In person at our reception desk.
- By telephone during surgery hours or use our automated telephone system 24 hours a day.
- On the Internet via our website - www.fernvilleurgery.org
Please ask at Reception to register for this facility.



You are welcome to consult any available doctor in the Practice. To ensure continuity of care, we encourage you to see your usual doctor wherever this is appropriate.

Our appointments system is designed to provide:

Prompt access to a doctor or nurse for those who are acutely ill. A wide choice of routine appointments, including booking up to 4 weeks in advance. Access to the doctor or nurse of your choice. When you contact the Surgery, you may ask - if you wish - for the next available routine appointment.

Extended Access: Routine evening and weekend appointments are available at various hubs within Dacorum via the Dacorum Extended Access Service. These can be booked with our receptionists.

Emergency Appointments

If you require an urgent same-day appointment, you will be offered an appointment in our emergency surgery. This will be with the duty doctor or nurse practitioner, depending on your condition. Emergency appointments are scheduled at 5 minute intervals and will deal with just one urgent medical problem per patient. You do not have to give a reason, but it may help the clinician prioritise your appointment if you do. You will also need to provide a contact telephone number, in case the doctor wishes to speak to you before your appointment. Our system provides fair access for all patients, prioritised according to their clinical need.

Please note that we do not offer a 'walk in' facility.

Telephone appointments:

Telephone appointments are an efficient use of our clinicians' time and may be more convenient. If you would like a telephone appointment please tell the receptionist.

Home Visits:

Requests for visits should be made before 11am. The Receptionist will need to ask for some details of the condition. Home visits are intended for the housebound and those clinically unable to travel. We are not obliged to visit because you have transport or social problems. All requests that may involve a home visit are referred to the Doctor available at the time and may require a discussion with the doctor prior to the visit.

Cancellations:

Please inform the Surgery at least 1 hour ahead of the appointment if you are unable to keep your appointment, so that it may be made available to someone else. Appointments may be cancelled using our automated text messaging service or online. Repeated failure to attend booked appointments may result in you being removed from our patient list.



Results from Tests:

Please allow a minimum of 5-10 working days before contacting the surgery for results. You may telephone (01442) 213919 between 10.30am and 12.30pm or 2.00pm and 4.00pm. Alternatively you can call into the surgery or register online to obtain test results.

Repeat Prescriptions:

If you are on regular medication, your Doctor will issue you with a repeat prescription slip. When medication is required the slip should be placed in the black box on the wall just inside the reception, or sent to the Surgery by post or FAX. Repeat prescriptions can also be ordered online. We do not accept telephone calls for repeat prescriptions as this could lead to mistakes. Please allow 3 working days for your new prescription to be processed. You can collect your prescription from the Surgery, or we can forward to a Pharmacy of your choice or you can enclose a stamped addressed envelope if you would like it returned to you by post.

Emergency Prescriptions:

We do not provide emergency prescriptions on the day unless it is clinically necessary to do so (a list of approved medication is available via our website or from Reception). In these cases we will issue sufficient medication for 7 days only. Emergency prescriptions will be available to collect from the surgery after 6pm and not sent to local pharmacies for collection.

Services:

We provide the full range of essential General Medical Services plus additional services including:

- Cervical screening
- Child health surveillance
- Minor surgery
- Maternity medical services
- Various private medical examinations
- Long Term Conditions Clinic (including Heart Disease / Stroke / Epilepsy / Hypertension / Diabetes / Asthma)
- Individual short term counselling
- HRT
- Contraception, Gynaecology & Sexual Health
- Childhood Vaccinations (1.30 to 2.45pm Thursday)
- Vaccinations and immunisations
- Smoking Cessation
- Child development checks
- NHS Health Checks
- Annual Health check for Registered Carers

Influenza vaccination clinics are held each year in October Counselling services are available by arrangement with your Doctor.

Hospital Transport (Non-emergency):

If you need help getting to your hospital appointment please telephone The East of England Ambulance Service on 0345 605 1208. Transport may be available depending on your medical condition, mobility or support needs. Patients who are not eligible for the patient transport service will be advised on alternative door-to-door transport options, such as the voluntary car scheme, which incurs a small charge. Patients on low incomes can claim reimbursement under the Healthcare Travel Costs Scheme. Unless attending a hospital with a cash office, claims will need to be made by post using a HC5(T) form.

Practice Nursing Team:

Our nursing team (Nurse Practitioner, Practice Nurses and Health Care Assistant) can offer a wide variety of services from ear syringing, dressings and smoking cessation, to treatment of minor illness.' Please ask at reception for further details.

Medicals:

Insurance, company and private medicals (HGV, PSV, Taxi etc) can be arranged at the Surgery. Please ask at Reception for details.

How to Register:

We accept new patients who are resident in the Practice catchment area. Please see our website for further information about eligibility criteria. If you wish to register with us, please collect a Registration Form and a New Patient Questionnaire from Reception.

If you are already registered with a local GP there may be a delay before we can process your registration. This allows time for any active issues to be resolved with the current GP.

A number of Nursing and Residential Homes within Hemel Hempstead are subject to special arrangements, which have been put in place with the help of the HVCCG to provide a high standard of care for patients in these homes. We accept new patients at homes where we are a nominated Lead Practice. Homes with other nominated Lead Practice(s) are considered to be outside our Practice Area.

If patients move out of our area it may be necessary to ask them to register with a Practice nearer to their new home.

In order to maintain accurate records we ask that you tell us of any change in your particulars: name, address, telephone number (including mobiles) etc. Forms are available at Reception for this and on our website.

Are you a Carer?

Do you care for a member of your family who is ill, frail, disabled or mentally ill, including parents of children with learning or physical disabilities. If you do, then please come and speak to our Carers Champion who can explain how the surgery can help with carers' health checks, flu vaccines and advise of extra support available to you.

Carers in Hertfordshire provides support and information to carers to enable them to cope:

[Carers in Hertfordshire](#), The Red House, 119 Fore Street, Hertford, Hertfordshire, SG14 1AX. Tel: 01992 586969, Fax: 01992 586959, Email: contact@carersinherts.org.uk



Patient Participation Group 'Fernville Friends'

This is a small group of our patients who try to help the practice and improve the patient experience. Fernville Friends meet regularly with the practice, organise patient information events, help with staff recruitment and dispute resolution. If you are interested in finding out more about the group, please ask to complete a form from Reception or ask to speak with the Patient Services Manager.

Patient Reference Group (PRG)

This large group of patients help the practice by providing feedback and participating in patient surveys, primarily by email. To register, please complete a registration form available from reception or speak to the Patient Services Manager.

③ PATIENTS' RIGHTS AND RESPONSIBILITIES:

Patients with Special Access Needs:

We do our best to provide appropriate facilities for patients with special access needs. You are welcome to call us on (01442) 213919 to discuss your needs. We will then make arrangements to help you access the services you require.

Confidentiality:

Each member of staff is required to sign a confidentiality agreement ensuring they comply with strict rules regarding medical confidentiality. The Practice is registered under the Data Protection Act. We also adhere to the principles defined in the Caldicott Committee Report, which restricts access to personal information on a "need to know" basis. Please understand if we are unable to divulge information about a patient who is a partner, family member or close friend. We can only do so if we have written confirmation from the patient stating you are acting on their behalf. We will then put a note on your record to ensure your wishes are respected.

Access to Medical Records:

The Practice will ensure that it is as easy as reasonably possible for patients and their representatives to exercise their legitimate rights of access to Medical Records. Please write to the Practice so that we can have an accurate record of the request. We will respond to a written request within 14 days, with agreement to provide access or with a legitimate reason why access has been refused. We will require proof of identity before making records available.

Access to Medical Records Online:

We also offer some limited access to Medical Records online. In order to arrange this you first need to register for "Patient Access" which will give you facilities to make and cancel appointments online and also to request your repeat prescriptions online. You then need to make a second application to be registered for access to your Medical Records. This leads to an interview with a specially trained member of staff to ensure you understand all the implications prior to activating it. At this stage we will ask you for photo ID. For further details and application forms please see our "Online Services" page of our website.

Removal of Patients from our List:

We expect our patients to respect our staff, our property, and other users of the Surgery. We reserve the right to remove patients from our list in the following circumstances:

- Violence or abusive behaviour towards our staff or other users of the Surgery.
- Failure to take due care of the Surgery or its contents.
- Repeated failure to attend appointments without making a proper cancellation.
- Following an irreversible breakdown of the doctor / patient relationship

In most cases, we will first send a warning letter to the patient so that the cause for concern can be addressed. However, no warning will be given where the safety of staff or other users of the Surgery is considered at risk. Violent or abusive patients may be placed on the Safe Treatment Register.

Difficulties or Complaints:

We try always to provide good service but, inevitably, we sometimes fail to meet our own high standards. If this is your experience, please let us know so that we can learn from our mistakes. Please tell any member of our staff that you wish to make a complaint and give full details, including your address and telephone number. We have a formal complaints procedure, which follows national guidelines. These encourage local resolution of problems, wherever possible. We will acknowledge your complaint, investigate the problem, take action if appropriate and respond to you, telling you what has been done. We will then review your complaint at a Practice Meeting so that all members of staff can be informed. If you would like further details of our complaints procedure the Patient Services Manager can provide these on request.

Clinical Research:

We are part of a network of Practices in Hertfordshire who host medical research on a regular basis. Patients registered with this practice have an opportunity to help shape the future of health care by taking part in research projects. You may be asked by a member of the Practice to consider taking part in a research project. Please consider any information leaflets carefully before making a choice. Requirements of research projects will vary greatly, and might involve completing a questionnaire, agreeing to an interview with a researcher or taking part in a clinical trial. **Participation in any research project is entirely voluntary. Declining to do so will not affect your medical care in any way.**