

### Adult Immunisations – Influenza Vaccine

These are recommended annually for anyone over the age of 65 or patients with asthma, diabetes, liver and/or kidney disease, heart disease or any chronic debilitating disease. Appointments can be made in October.

### Travel Advice & Immunisations

The practice nurse will perform these. It is best to book a 20-minute appointment with one of the nursing team six to eight weeks before you travel. A charge will be made for vaccinations and anti-malarials not covered by the NHS. A list of charges is available from the reception desk.

### Our Premises and Disabled Access

Some of the consulting rooms are, of necessity, upstairs. Please do not worry if you cannot climb the stairs, but do tell the receptionist in advance, who will then arrange for you to be seen downstairs.

We welcome disabled patients, and the ground floor is easily accessible by wheelchair from the rear of the building. Please ring the buzzer and we can open the door for you.

### Practice Nurses

**Neil Robbins** DipHE Adult Nursing RNA

**Helen Cullen** RGN RSCN

Sarah Killen Dip HE Adult Nursing RNA

Anne James

Anahita Taheri

Jenny Ball

The nurses are available by appointment for:

- All aspects of wound care
- Travel advice and immunisation - we are a Yellow Fever Centre
- Contraceptive advice & IUD service
- Cervical smear screening
- Baby/child immunisation
- Administration of injections
- Asthma and respiratory conditions, checks and advice
- Pre-diabetic and Diabetic checks/advice
- Support with stopping smoking/weight loss
- Minor illness and general health advice
- Ear syringing
- ECGs & 24Hr BP as requested

They are also able to give general health and dietary advice.

### Minor Surgery

Minor surgery facilities are available for removal of skin lesions. Appointments can be made after consultation with your doctor.

### District Nursing Team

The district nursing team provides home nursing services to the elderly, housebound and those recently discharged from hospital. Referrals are made through consultations with your doctor or practice nurse.

### Health Visitors

The Health Visitors are qualified nurses with further qualifications and experience to advise on child care. They are notified of all newborn babies and new patients under the age of five. Their telephone number is (01727) 891300. They can be seen at the baby clinic or will see you at home.

### Counselling

After consultation with your doctor, referrals can be made to the Adult Improving Access to Psychological Therapies programme – who will discuss with you the best course of treatment, one of which may be with our in-house counsellors. There are many resources online which are listed on our website

### Management Team

**Susan Trounce** Practice Business Manager

**Liz Sims** Deputy Practice Manager

The Managers are responsible for the day-to-day running of the practice. They are available to help with any suggestions or complaints you may have about our services.

### Support Staff

We have a friendly team made up of receptionists, medical secretaries and administrators.

### Herts Valley CCG

For any other services not provided by the Surgery contact Herts Valley CCG Hemel One, Boundary Way, Hemel Hempstead. Herts, HP2 7YU

Tel: 01442 898888

Patient Advice and Liaison Service (PALS): 0800 0116113

### Your Rights and Responsibilities

It is our aim to treat all patients as individuals and offer a caring and efficient service, regardless of race, gender or disability. In return, we ask that you follow the advice offered and treat the doctors and staff with the same courtesy and respect. We operate a zero tolerance policy against violent or abusive patients and such behaviour could result in their removal from the practice list.

### Comments and Complaints

We welcome comments and suggestions about the service provided. If you are unhappy with any aspect of care at the surgery or have any comments, please let our practice manager know. It will be investigated and responded to speedily and fairly. All complaints should be put in writing to Susan Trounce – Practice Business Manager.

# The Maltings Surgery

8 -14 Victoria Street  
St. Albans  
Herts  
AL1 3JB

Telephone: 01727 855500

Fax: 01727 898164

Email: [maltingsurgery@nhs.net](mailto:maltingsurgery@nhs.net)

Web site: [www.maltingsurgery.co.uk](http://www.maltingsurgery.co.uk)

Opening Hours:

Monday 07:15am to 7:30pm

Tuesday to Friday 08.15am to 6.30pm

Saturdays 08:30am to 12:00pm

Phone Lines from 08:00am Monday to Friday  
Only (No Saturday Service)

### Dr Julian Godlee

BSc (Hons) MBChir DRCOG MRCGP (1983 Cambridge)

### Dr Mark Allen

MA MBBS MRCP MRCGP (1982 Cambridge) GP Trainer

### Dr Sarah Dowling

BSc (Hons) MBChB MRCP MRCGP (1989 Leeds)

GP trainer

### Dr Alison Davies

MBBS (1981 London) DRCOG MRCGP

### Dr Daniel Carlton Conway

MRCGP LLB DCH DFSRH DRCOG (2003 London)

### Dr Ayan Panja

MBBS 1999 (Imperial London) MRCGP DRCOG DFFP

### Dr Mike Smith

MBBS 2000 (Imperial London) MRCS(2004) MRCGP (2008)

### The Maltings Website

Please view our website as it gives detailed information of all services offered at the Maltings Surgery. You will need to speak to reception or email us to request a Pin Number and Password to be able to register for Patient Access, to pre-book appointments in advance as well as requesting repeat prescriptions via our online system. For more detailed access to your medical records please refer to our website or ask at Reception. We communicate with you by text and email where possible.

### Appointments 01727 855500

To make an appointment please book online via Patient Access, telephone or call at the surgery. The receptionist will try to give you an appointment with the doctor of your choice. It is best to stay with the same doctor if possible as we feel that supports the continuity of your care. Routine appointments can be made up to four weeks ahead. If you wish to see a doctor of your own sex for a particular problem, you are free to do so. Standard appointment times are as follows:

#### Monday to Friday: 8.30am - 12 noon and 1.30 - 6.00pm

We also offer extended hours on a Monday with surgeries from 07:15am - 08:00am and 18:30pm - 20:00pm. We also offer a Saturday morning surgery 08:30 - 12:00pm

If your problem is medically urgent, we will always see you the same day, but you may not be able to see your own doctor. We occasionally use locum doctors to cover holidays.

**Please let us know if you are unable to keep your appointment.**

### Home visits 01727 855500

Visits are made at the doctor's discretion to patients who are too ill to come to the surgery. To request a home visit, please telephone or call **before** 10.30am.

### Interpreter Service

We can arrange an interpretation service for patients who do not speak English. Please let us know if you need this service when booking an appointment. Accessible information- please let us know if you have any information/communication needs. This includes requiring an interpreter, information in audio, large print, braille or easy read format.

### Out of Hours Service - NHS 111

In case of an urgent medical problem, a doctor can be contacted at any time by telephoning 01727 855500 - the usual surgery number. A recorded message will tell you how to contact the emergency doctor which from 6.30pm until 8.00am, and all day Saturday and Sunday, emergency cover is provided by: **NHS 111 Service - Telephone: 111.**

Your details will be taken by a call handler and if your condition requires the need for out of hours care you will be passed either to a Doctor or a Nurse for assessment of your problem. You may be given advice on the telephone, or if you need to see the doctor, you will be asked, if at all possible, to go to the out of hours emergency centre. We would ask you to co-operate with this whenever

you can, so that the doctor is able to visit quickly at home those who are seriously ill and unable to be moved.

All contacts with 111 will be reported back to their GP the following working day.

### Repeat Prescriptions

Please use your computer generated prescription slip to order you repeat medication at all times. Please sign where indicated. To request you can use any of the following methods:

1. **On-line:** Via our website [www.maltingssurgery.co.uk](http://www.maltingssurgery.co.uk) or via Patient Access online
2. **In person:** Patients may leave their repeat prescription slips at our reception or in our post box
3. **By post:** Please enclose a stamped address envelope with your repeat request form.

Please **DO NOT telephone** for routine prescriptions.

**We need three full working days to process your request.**

If your request is not a repeat i.e. new medication please allow longer for the request to be filled and note that this is at the doctor's discretion. All repeat prescriptions will need reviewing at some stage and a message on the repeat prescription slip attached to each prescription will tell you when your medication review is due. You will then need to make an appointment with the doctor or nurse.

### Results of Investigations (Test Results) 01727 855500

Hospital correspondence is received around midday. To allow your doctor time to check this, please telephone or call at reception between **2.00 - 5.00pm**. In order to comply with Confidentiality and Data Protection, we will only release test results to the person to whom they relate, unless prior permission has been given for them to be given to another person, or the patient is not capable of understanding the results.

### Change of Address or Personal Details

Please inform the surgery via our website, email or in writing if you change your name, address or telephone number, including mobile number.

### Sickness Certificates

If you are ill and absent from work for less than one working week, you do not need to see the doctor for a certificate. A 'self-certificate' can be obtained from reception. After the first week, certificates are obtained after consultation with your doctor.

### Private Certificates, Reports and Examinations

There is a charge for the completion of private certificates, reports and examinations not covered under the NHS although this may be paid by the company requesting the information. Fees are set in accordance with the BMA recommended scale and a list is displayed at reception and in the waiting rooms and on our website.

### General Health Services

The practice aims to encourage a healthy lifestyle and diet. All patients who have not attended surgery in the last three years, and those over 75 years who have not attended

surgery in the previous 12 months, are eligible for a general health assessment.

If you wish to discuss these further, you may make a 20 minute appointment with one of the nurses in any of their normal surgeries. Your health risk factors will be assessed together with your medical and family history.

### Cervical Smear, Breast Screening and Bowel Screening

Details of eligibility can be found on our Website

### Family Planning

Family planning advice, contraception and emergency contraception ('morning-after pill') is available from the nurse or doctor. IUDs (coils) are fitted in designated clinics after consultation with a doctor or nurse.

### Ante-Natal Care & Community Midwife

The community midwives hold a regular antenatal clinic at the surgery. The midwives, together with your doctor, will give supervision, care and advice during your pregnancy, labour (in some cases) and postnatal period.

### Baby & Child Care

Child development checks are arranged by the health visitors and are recommended at eight months and 21-24 months. For general help and advice relating to under-five year olds, telephone the health visitors on (01727) 891300. At six weeks, parents will be invited to complete a child health surveillance form.

The childhood immunisation clinic, run by our nurses, is held on Tuesday 9.00 - 11.00am, Thursdays 09:00 - 11:00am and Friday 1.30 - 3.30pm. Invitations are sent to make appointments to attend this clinic. If this is inconvenient immunisations can be fitted in with the nurses at other times.

### Asthma & Diabetes

Regular monitoring of these conditions is available at the surgery. Your doctor or nurse will advise you if your attendance is appropriate

**ARE YOU A CARER** – If so, please make yourself known to our Carer's Champion, Maria Merlo, who has information that may help you.

### General Data Protection Regulations

Our Privacy Notice is available on our website and also in our Waiting Rooms