

## PRESCRIPTIONS

Please allow us 72 hours to prepare your repeat prescriptions. Requests for repeat prescriptions can be made by using your tear off form, by fax, by written request, by email, by using our on-line services through our website but **not** by telephone. If you request an item that has not been authorised as a repeat by your doctor it may take longer to issue or the doctor may ask to see you.

[chells.prescriptions@nhs.net](mailto:chells.prescriptions@nhs.net)

## HOME VISITS

Please telephone before 10.30am on 01438 313001 if you require a home visit.

Be prepared, if requested, to give details of your condition.

Occasionally you will be put through to one of the doctors who will assess the urgency of your request.

Only request a home visit if you are really not well enough to come to the surgery.

## MEDICAL EXAMINATIONS NOT COVERED BY THE NHS

These include: medicals for HGV and PSV licences and medical reports for insurance companies. Please telephone for an appointment. A full list of private charges is displayed in the surgery. Following advice from the British Medical Association doctors do not complete applications for gun licences.

## RESULTS

Test results are received daily from the hospitals and are checked by the doctors. Your blood test results are usually available after ten working days. Please call 01438 313001 between 11.00am – 3.00pm Monday – Friday to obtain your results. Please note it is your health your responsibility to find out the results of any tests taken. For reasons of confidentiality test results can only be given to the person concerned. This does not apply to children.

## CHANGE OF PERSONAL DETAILS

Please inform us immediately if you change your name, address or telephone number. If you move out of the practice area we will forward your medical records to your new doctor as soon as they are requested.

Please note that once you move out of the practice area, we can no longer care for you and you should register with a surgery in your new area.

## DISABLED ACCESS

We have Disabled facilities throughout the building. Leaflets can be provided in larger, print, braille, different languages please ask at reception.

## PRACTICE AREA

The surgery covers the whole of Stevenage except the Todds Green area.

## RIGHTS AND RESPONSIBILITIES

We are committed to giving you the best possible service. We ask that you treat the practice staff with courtesy and respect. They have the right to go about their duties without fear of aggression or personal attack. It is the policy of the practice to remove patients who are violent or abusive to any member of staff or any persons present on the premises. This may also involve police action.

- Keep your appointment or cancel it
- Read the notices in the practice
- Avoid calling about non urgent matters at peak times
- People involved in your care will give you their names
- We will try to answer the telephone promptly
- Patients will be treated as individuals and partners in their health care
- You have the right to see your health records subject to limitations in the law. These will be kept confidential at all times.

## COMPLAINTS

Please visit the surgery and ask for one of the complaints procedure forms. Alternatively you can speak to the Practice Manager regarding your concerns.

## COMPLIMENTS

Please visit the surgery and ask for our Compliments Procedure leaflet.

# Chells Surgery

265 CHELLS WAY  
STEVENAGE  
HERTS  
SG2 0HN

TELEPHONE: 01438 313001  
EMERGENCIES/GENERAL  
ENQUIRIES/TEST RESULTS

APPTS: 01438 727273  
FAX: 01438 362322

“A Positive Patient Experience Is Our Priority

WEBSITE: [www.chellssurgery.co.uk](http://www.chellssurgery.co.uk)



## PRACTICE LEAFLET

Dr A Osindero	(Male) Senior Partner MB BS MRCGP DRCOG
Dr J Evans	(Male) MB BS DCH DRCOG
Dr R Hall	(Male) MB ChB DRCOG DCH DFFP MRCGP MBA
Dr S Irvine	(Female) MB ChB MRCGP DRCOG
Dr S Coxall	(Female) MB ChB
Dr I Knight	(Male) MB BS MRCGP BSc
Dr D Fernando	(Female) MB BS MRCGP DFSRH
Dr S Low	(Female) MBBS BSc MRCGP

## WELCOME TO OUR PRACTICE

This practice is well established working from a purpose built building with easy wheelchair access. This leaflet tells you about the practice, its staff and the services that are available.

## HOW TO REGISTER AT OUR PRACTICE

Please ask at reception for a registration pack. The receptionist will answer any questions you have and guide you through the process. You are also able to download the documents from our website. Please fill them in, and then bring to the surgery.

## SURGERY - CORE TIMES

Monday – Friday 8.15am – 6.30pm. – For appointments  
Monday – Friday 7.00am – 6.30pm – For Reception

## SURGERY TIMES – EXTENDED HOURS

We have a **limited** number of pre bookable appointments outside of normal hours. Emergency cover and home visits will continue to be carried out by the emergency GP based at Lister. The surgery is offering routine appointments only that must be booked in **advance** and these are not available every day.

## OUT OF HOURS PROVIDER

When the surgery is closed the out of hours provider can be contacted, in a genuine emergency, by telephoning 01438 360965. Please refer to our guidance "Which service is right for me" on our website for further information.

## APPOINTMENTS

Telephone 01438 727273, lines open at 8.15am. Children under the age of 16 must be accompanied by an adult. We will do our best to ensure you are seen on time but inevitably appointments sometimes run over so please bear with us if you are kept waiting. Please see our enclosed leaflet for further information.

If you wish to cancel an appointment please telephone the surgery as soon as possible on 01438 727273 or 01438 313001.

## NHS SERVICES

111 for 24 hour confidential health advice and information call: 111. You may find further advice and information on NHS Choices website.

## URGENT APPOINTMENTS

If you need to see a doctor and cannot wait for a routine appointment, please tell the receptionist who will arrange an emergency slot for you. Be prepared to give details of your condition. However, it may not be possible to offer you a choice of doctor or time.

## DATA PROTECTION

Doctors and staff are all bound by the same rules of Confidentiality. The Practice is registered under the Data Protection Act 1984

## PRACTICE MANAGER

The practice manager and the management team are responsible for the day to day management of the practice.

They are happy to receive your views and suggestions about the service offered by the practice and will carefully consider any suggestions you have for improvement in the standard of care we offer.

## THE RECEPTIONISTS

The receptionists are your link to the doctors and nurses and as such play an important part in ensuring that you receive the best possible service.

They are there to help you the more information you can give with regard to your needs the better they will be able to do this.

## ADMINISTRATIVE STAFF

The administrative staff are responsible for the many tasks that need to be carried out on a daily basis to ensure the smooth running of the practice.

The tasks they perform include: liaising with hospitals, sending referral letters, updating records, co-ordinating clinics, etc.

## PRACTICE NURSES

We have six practice nurses who can be seen by appointment:

Services offered by the nurses include:

- Management of high blood pressure (hypertension)
- Asthma
- Diabetes
- Coronary Heart Disease
- COPD
- Stroke
- Routine child immunisations
- Travel advice and immunisations
- Yellow fever vaccinations
- Influenza and pneumonia vaccinations
- Well person check
- Cervical smears
- Smoking cessation clinics
- Ear care
- Dressings and removal of sutures
- Dietary advice
- Minor Injury

## ASSOCIATED STAFF NOT EMPLOYED BY THE SURGERY

### District Nursing Team:

The district nurses supply nursing care at home to patients of all ages within the community. This includes those recently discharged from hospital and the housebound. They also give advice and support at home to the terminally ill.

### Health Visitors

The health visiting team may be contacted regarding the promotion of health in all age groups. They also provide support for families in all areas of child development and promote positive parenting.

### Community Midwives

The community midwives offer advice to patients on all aspects of ante natal and post natal care. Clinics are run on a weekly basis.