



GP Partners

Dr Mark Bevis (M), Dr Ruth Williams (F), Dr Sarah Dowling (F), Dr Nina Ghai (F), Dr Rani Bathia, Dr Elfrieda Power (F), Dr Ketan Bhatt (M)

GP's

Dr Karen Goodfellow (F), Dr Harriet Strain (F), Dr Sonali Dasgupta (F), Dr Helen Cutler (F), Dr Caroline Cox (F), Dr Kanishk Sharma (M), Dr Cathy Mann (F), Dr Ann Moshakis (F), Dr Shamara Fonseka (F), Dr Alka Cashyap (F), Dr Harjot Kaur (F), Dr Snehal Patel (M)

Anyone living, or staying temporarily, in St Albans is able to register with us by visiting our website www.lodgesurgery.co.uk and completing a registration form and short health questionnaire. Once registered, appointments can be made online by completing an online eConsult, by telephone and in person. To check whether you live within our catchment area, visit www.lodgesurgery.co.uk, Practice Information and enter your postcode. You are welcome to attend appointments at any surgery, we offer a wide range of routine, urgent and specialist healthcare services. These are shared across sites so please be aware that you may need to attend a particular site for urgent or specialist care. If you need urgent GP medical attention outside of Surgery hours, dial 111. For emergencies dial 999.

Online Services via the NHS app go to <https://www.nhs.uk/nhs-services/online-services/nhs-app/about-the-nhs-app/>

The NHS 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



Accessing your surgery will be changing from 30/10/23. We will be asking everyone to complete an e consultation online for all problems. If you do not have access to the internet our receptionists will take you through this when you call the surgery. For further information please visit our website www.lodgesurgery.co.uk We would also really encourage you to download the NHS app. We want to make access to our services equitable and remove the 8am rush. We hope it will not make any difference if a patient tries to access us in person, by telephone or online.

Your care at the Surgery

We offer a variety of services when medical attention is needed. 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: Want to save a trip into the Surgery? Don't need to be examined and neither NHS 111 or the Pharmacist are able to help — then a telephone appointment could be ideal for you.

Minor Illness Clinic with our Pharmacist/Nurse

Prescribers/Practitioner: For infections, urinary tract infections, rashes, minor injuries and muscular skeletal problems, then an appointment with a Prescribing Nurse or Pharmacist is appropriate.

Pre-bookable appointments with Doctors and Nurses are available up to four weeks in advance.

Urgent appointments with a Doctor on the day: A number of urgent appointments are held on the day for when it is not appropriate to be seen in any of the above services and cannot wait until the next pre-bookable appointment.

Home visits: These are only made to housebound patients.

Wide range of services by our skilled clinical team

Pharmacists: Elizabeth Wright and Erum Nasrullah

Mental Health Practitioner: Irene Thomas

Physician Associate: Amy Papai

Nurse Practitioners: Clare Gurney, Georgina Essenhig, Joanne Worrell and Caroline Rice.

Nurse Prescriber: Lesley Hastings, Caroline Fenwick, Abi Williams and Neil Robbins.

Practice Nurses: Camilla Sharples, Charlotte Sharman, and Cathy Marriott.

HCA: Becky Lacey, Rachel Branscombe

- Minor Illness Clinics with our Nurse Practitioner/Prescriber
- Childhood immunisations
- Travel health and vaccinations
- Long-term disease management, including diabetes, COPD and asthma
- ECGs and heart monitoring
- Family planning, contraception and cervical screening.
- Sexual health services including chlamydia screening
- Annual influenza vaccinations for at-risk groups
- Vaccination services against shingles, whooping cough, pneumococcal and meningitis
- Wound Management
- Ear Irrigation



Getting the help you need in Herts



Need urgent health advice and don't know where to go? **Call NHS 111** who can advise on medical treatment and local services. NHS 111 is available 24/7, 365 days of the year. Lots of advice and information is 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.

Urgent Care:

For most injuries that are not life threatening such as broken bones or burns, the **Urgent Care Centres** at Hemel Hempstead Hospital and QEII Hospital, Welwyn Garden City are open 8am-10pm, 7 days a week.

Emergencies: For life-threatening or critical injuries and illnesses, **Call 999**. **Accident & Emergency Departments** 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.

Rights and Responsibilities

We aim to treat all patients and visitors with dignity and respect. In return, we expect the same for our staff. Abuse and violence will not be tolerated and will result in a patient being removed from the Practice list.

Protecting your security and privacy is important to us and we make every effort to secure your information and maintain your confidentiality in accordance with the terms of the Data Protection Legislation. You have the right to access your records, please see our privacy policy on our website. 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 not only what is going on at the Surgery but also healthcare across the whole of Hertfordshire. To become a member, visit our website www.lodgesurgery.co.uk and follow the link to Patient Group.



Are you a Carer? Do you look after someone with an illness or a disability? If so there is support available to you. There are information leaflets and dedicated noticeboards in the waiting areas. Please ask for a carers pack from our reception team and complete the carers registration form so that we can update your records.



Text Reminders can easily be sent to you!

Only if we have your current mobile number!

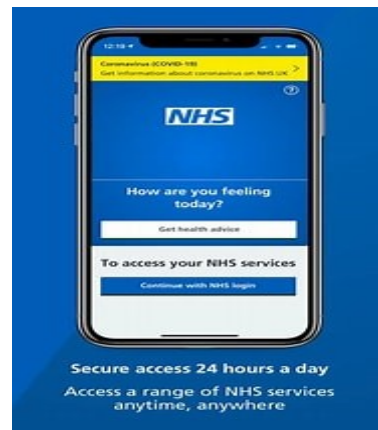


Prescription Requesting

Please allow at least two working days for your prescription to be prepared. Requests can be made:

- Online via NHS App
- In writing or with your repeat prescription list—drop into surgery or post through our letter box
- Via your local pharmacy

Please note we cannot take prescription requests over the telephone.
We also ask that you submit your repeat request as soon as possible to avoid delay in receiving your medication.



Training our future Doctors

The Lodge Health Partnership is an accredited Training Practice by Health Education England. This means that we meet the high standards of care set in order to allow us to train medical students and doctors in their Foundation and Specialist training years. You may be asked to see one of these and your agreement ensures that our future doctors get the necessary experience and are well trained. All learners are closely supervised by our permanent GPs.

Compliments and Complaints Are you happy with our service?

We welcome compliments and take complaints seriously. If you are happy with our service, why not leave a Google review or a comment on NHS Choices website <https://www.nhs.uk/>



Named GP:

We have allocated a Named Accountable GP for all of our registered patients. New patients joining us will be advised of their Accountable GP at the point of registration. If you do not know who your named GP is, please ask a member of our reception team.

Car parking is available all our surgeries

We recommend you leave plenty of time to get to the Surgery. We cannot guarantee a parking space at your appointment time. The Lodge Surgery's gets very busy in the mornings. 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.

