The Lodge Health PARTNERSHIP

Lodge Highfield Redbourn

The Lodge Surgery Normandy Road St Albans Hertfordshire AL3 5NP Tel: 01727 853 107
Highfield Surgery 1 Jacob Court 61 Russet Drive St Albans Hertfordshire AL4 0AY Tel: 01727 862657

The Health Centre 1 Hawkes Drive Redbourn St Albans Hertfordshire AL3 7BL 01582 792356
www.lodgesurgery.co.uk Opening Times Monday to Friday: 8.00am - 6.30pm
(Saturday extended hours limited opening)

Dr Mark Bevis (M) Partner	Dr Cathy Mann (F)	Dr Subathra Sivanandan (F)	Dr Kemi Elias (F)
Dr Ruth Williams (F) Partner	Dr Harriet Strain (F)	Dr Hannah Smithers (F)	Dr Karen Goodfellow (F)
Dr Nina Ghai (F) Partner	Dr Kirsty Loweth (F)	Dr Helen Cutler (F)	Dr Harjot Kaur (F)
Dr Sarah Dowling (F) Partner	Dr Dr Sonali Dasgupta (F)	Dr Caroline Cox (F)	Dr Fakhra Nasim (F)
Dr Rani-Radia Bathia (F) Partner	Dr Ingyin Myint OO (F)	Dr Kanishk Sharma (M)	Dr Ann Moshakis (F)

Anyone living, or staying temporarily, in St Albans is able to register with us by visiting either surgery and completing a registration form and short health questionnaire. Once registered, appointments can be made online by completing an e -consult request , via Patient Access or the NHS app (ask at reception for further details), by telephone or 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 and 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

E-Consult - The practice is now offering an online referral system and this is our preferred method for you to contact us; you can self-refer via the NHS app or by going through our website, it is the ability to consult remotely with an appropriate clinician. The E-Consult service offers information on a wide range of problems and conditions. Using this feature gives you the option to help yourself or retrieve advice from a pharmacy, NHS 111 clinician, or one of the practices clinicians.

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 six 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 /Victoria Brown/ Erum Nasrullah/ Nada Durica/Louisa Kaprowicz

Nurse Practitioner: Clare Gurney, Georgina Essenhigh, Nwamaka Enyiagu and Caroline Rice

Nurse Prescriber: Lesley Hastings

Practice Nurses: Janet Morris, Camilla Sharples, , Caroline Fenwick, Pamela Ryan, Charlotte Sharman and Victoria Swain.

Nurse Associate: Clare Holder

HCA: Vicki Ilott and Becky Lacey

- Minor Illness Clinics with our Nurse Practitioner/Prescriber
- Childhood immunisations
- Travel health and vaccinations
- Long-term disease management, including diabetes 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

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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 minor injuries, such as sprains, cuts and minor burns, no appointment is needed at the ***Minor Injuries Unit,*** St Albans City Hospital, Waverley Road, St Albans, AL3 5PN. Telephone 01727 897182 or 897184. Open 9am — 8pm.
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 24 hours a day, 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

Prescription Requesting

Please allow at least two 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
- 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 your 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 the 'nomination' for the link or please advise on your request where you would like to collect it from. Once you have selected a pharmacy, your prescription will continue to be sent electronically to them until you them/us otherwise.

For more information, visit
http://systems.hscic.gov.uk/eps/patients

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.
Friends and Family feedback forms are available at reception and on our website:
www.lodgesurgery.co.uk.
If you are happy with our service, why not leave 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.

Text Reminders can easily be sent to you!

Only if we have your current mobile number!

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 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.