

Disabled Access There are facilities for the disabled at Parkbury House and suitable access is provided. The nature of the premises at our Branch surgery in Sandridge limits our ability to adapt it for disabled access. Disabled patients are therefore requested to attend Parkbury House Surgery. Parkbury House has disabled parking, ramp access, power assisted doors, lift to consulting floors, and an onsite pharmacy with ramp access and delivery driver for home delivery.

Patient Feedback Parkbury House is dedicated to improving operations, patient care and service. If you feel there is any aspect of the service which we could improve or a service improvement we could adopt you are encouraged to speak US & your feedback will be pass on to the relevant team member. Please email (parkburyhouse.info@nhs.net), to write or speak to James Brookman at any time.

Rights and Responsibilities We respect the rights of our patients in terms of race, gender, social class, age, religion, sexual orientation or appearance, and disability or medical condition and would expect the same from our patients. We operate a strict policy where if patients are violent or abusive this will likely result in their removal from the practice list. The practice follows the GMC guidelines – “Confidentiality: Protecting and Providing Information” Patients have a right to confidentiality at all times and all information is protected and shared only with the patient concerned.

Implied consent to disclosure is taken for sharing information in the health care team or with others providing care and information for clinical audit. Express consent is always sought for disclosures of information to third parties however there may be circumstances where the disclosure has to be made for example disclosure in connection with judicial or other statutory proceedings, disclosures required by law, disclosures to the courts or in connection with litigation or disclosures to statutory regulatory bodies.

Forced disclosures are also made in the public interest to protect the patient or others, in the case of children and other patients who may lack competence to give consent, in relation to the treatment sought by children or others who lack capacity to give consent and where a patient may be a victim of neglect or abuse. The practice has an obligation to keep personal information confidential after a patient dies.

Complaints Procedure Parkbury House Surgery recognises that things sometimes go wrong. Complaints are one way of identifying what those things are. If any patient who has contact with Parkbury House Surgery is not happy with the service they receive we wish to know so that we can review and improve our current services. If you are considering making a complaint to the surgery please write or email (parkburyhouse.info@nhs.net) to Parkbury House Surgery. Alternatively you can make an appointment (telephone or in person) with the Practice Manager. For detail please visit our website.

Ending on a positive note we hope that you find your experience with Parkbury House to be a pleasant one and encourage feedback on areas of improvement and positive experiences. **Thank You — The Parkbury House Team**

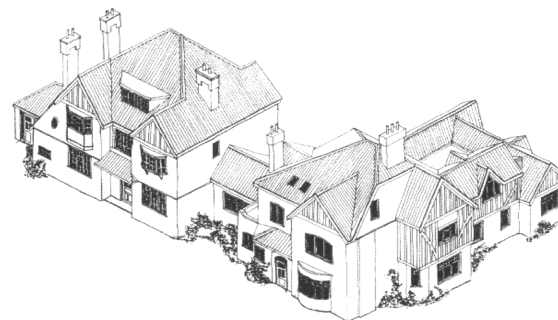
Parkbury House Surgery

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JAMES BROOKMAN

Managing Partner

Parkbury House is a character house conveniently located in the centre of St Albans City. The team at Parkbury House are dedicated to the delivery of unrivalled levels of patient care and service coupled with a warm and friendly atmosphere to deliver your healthcare

Opening Times

	<u>Parkbury House Surgery</u>	<u>On Site Pharmacy</u>
Monday	08:30 - 19.00 (nurse apt only from 18.30-19.00)	07:00 - 22:00
Tuesday	08:30 - 18:30	07:00 - 22:00
Wednesday	08:30 - 18:30	07:00 - 22:00
Thursday	08:30 - 19:00 (nurse apt only from 18.30-19.00)	07:00 - 22:00
Friday	08:30 - 18:30	07:00 - 22:00
Saturday	08:00 - 11:15 (pre-booked GP & nurse apt only)	08:00 - 21:00
Sunday	Closed	09:00 - 21:00

To arrange an appointment with your doctor please contact reception on 01727 851 589. Patients who require clinical advice from Parkbury House will be encouraged to provide a brief outline of their condition. This will ensure the appointment booking advisor is suitably informed to allocate the best appointment for your needs.

Appointments

Parkbury House Surgery operate a triage system for all new or urgent concerns which is run daily by two doctors in the AM and PM. The reception team will enquire whether your concern is new or urgent and will recommend that you are placed on our triage list. Our team of doctors will call all patients on a first come first served basis and discuss your symptoms. Urgent cases or symptoms which concern us will be prioritised. It is for this reason that our team will ask if you are happy to disclose your symptoms with us.

If the doctor feels they can not rectify your concern over the telephone they will invite you in to attend a same day or convenient appointment with a doctor best suited to deal with your concern. This system ensures that our patients can receive advice from the doctor on the same day and with a GP who has a special interest in the nature of your concern.

Routine Telephone appointments are available daily with your doctor for ongoing concerns, medication reviews, prescriptions and test results. The telephone appointment system is in addition to surgery appointments which are available to patients for new and ongoing concerns. Nurse and GP appointments are 10 minutes in length so please come prepared for your appointment. If you are too ill to come to the surgery a request for a home visit can be made. Your request will be placed on our duty doctors triage list who will call to arrange a visit if deemed necessary.

Repeat Prescriptions

Repeat prescriptions can be obtained through reception. This usually takes 2 working days and will be ready for collection after 4pm on the second day after submission. Requests can be made by letter, fax or via our website. If your prescription comes with an attached re-order form we would ask you to use this as this helps us to ensure the correct medication is prescribed.

If you want your prescription sent to your home address please include a stamped addressed envelope with your request. Please make your requests well in advance and ensure you always have sufficient medication to last over the weekend and public holidays when the surgery is closed.

Parkbury House Surgery is a large training practice located in the city centre of St Albans. We are the home to 20,000 patients looked after by 14 doctors, 4 training doctors, 10 nurses and a management and administrative team. Parkbury House operate a telephone triage system for all new and urgent concerns combined with surgery and telephone appointments for routine and ongoing care.

The Team

Dr Amanda Platts - GP Partner and trainer with interest in thyroid disease, respiratory medicine and psychological illness in General Practice.

Dr Bruce Covell - GP Partner and trainer with special interest in family medicine and adolescent problems.

Dr Philippa Mainwaring - GP Partner & trainer with special interest in Dermatology and practice prescribing protocol.

Dr Jonathan Freedman - GP Partner with special interest in acupuncture and offers this service to patients. His other interests include osteoporosis and safeguarding children.

Dr Philip Sawyer - GP Partner and trainer with special interest in diabetes and the Mount Vernon Cancer network as the primary care cancer lead.

Dr Richard Pile - GP Partner & with special interest in Cardiology, Echocardiography and IT

Dr Lisa Day - GP Partner whose interests include child and women's health.

Dr Lee David - GP Partner whose interests include child, adolescent and women's health and psychological medicine, particularly using cognitive-behavioural therapy to help with emotional disorders, stress and chronic disease.

Dr Katy Bruce - Experienced GP with special interest in elderly care

Dr Steven Laitner - Experienced GP with special interest in public health and strategy

Dr Lucy Williams - Experienced GP with interest in sexual infection

Dr Felicity Cooper - Experienced GP part time with special interest in training future GP's

Dr Philippa Jones - Experienced GP part time with special interest in elderly care

Dr Zarko Stefan-Experienced GP part time with special interest in chronic pain.

Nurse Practitioner :Julie Adolph, BSc (Hons), RGN Asth.Dip, FP Cert, NP in Primary Care, is available to see patients with minor illnesses including infections (chest, urinary tract, vaginal, skin etc) coughs, aches and pains, worsening asthma.

Practice Nurses & Healthcare Assistant: Sarah Novelli (Head of Minor Illness), Beryl Appleby (Head of Minor Illness), Rachel East (Head of Minor Illness), Stephanie Martin-Smith, Sue King, Jackie Glover, Shirley Arnopp, Sophie Royffe hold their own nurse clinics each morning and evening. They run a variety of clinics and are available to give help and advice on all immunisations, travel, dressings and other designated procedures. HealthCare Assistant , Shelley Morris , assist the doctors & nurses and does dressings, BP check, ECG.

Practice Management James Brookman is the Managing Partner at Parkbury House. James' vision for Parkbury House is to provide unrivalled patient care and service coupled with disciplined operations. He is supported by department managers and a highly skilled administrative and reception team to help deliver your health care service.