

Parkbury House Surgery is a large training practice located in the city centre of St Albans. We are the home to 21,000 patients looked after by a team of doctors, including training doctors, nurses, HCA's, clinical pharmacists 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 Bruce Covell - GP Partner and trainer with special interest in family medicine and adolescent problems.

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

Dr Jonathan Freedman - GP Partner and trainer and child safeguarding lead with special interest in musculoskeletal conditions.

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 Lucy Williams—GP Partner with special interest in sexual infection. Dr

Josh Newman - GP Partner with special interest in family medicine.

Dr Shelly Sadarangani – GP Partner

Dr Steven Laitner—GP with special interest in public health and strategy. Dr

Louisa Waites—GP part time

Dr Anna Benson—GP part time

Dr Sital Khistriya—GP part time with special interest in female health

Dr Nicola Phillips – GP part time

Dr Katherine O'Brien – GP part time

Dr Hannah Gale – GP part time

Nursing Team

Consists of Abi Landers (Lead Nurse) Minor Illness Nurses, Joanna Scrimgeour and Lucy Brewer. Treatment Room Nurses Sue King, Jackie Glover, Laura Khan and Healthcare Assistants, Shelley Morris, Ella Davey and Lisa Hibbert. They offer a wide variety of treatments/procedures and run a variety of clinics including Diabetic, Cardiovascular and Wellbeing. We have two visiting nurses Sarah Handley and Rachel East who visit the housebound and those in nursing and residential care.

Practice Management The Practice Manager at Parkbury House provides unrivalled patient care and service coupled with disciplined operations. She is supported by department managers and a highly skilled administrative and reception team to help deliver your health care service.

Opening Times

	Parkbury House Surgery	On Site Pharmacy
Monday	08:30 - 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	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 three doctors in the AM and PM. The reception team will enquire whether your concern is new or an ongoing concern and will recommend that you are placed on our triage list if appropriate. 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.

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 appropriate.

Extended Access

We are part of the STAHFED GP Federation and are part of an extended access service providing appointments across the locality evenings and over the weekend.

Repeat Prescriptions

Repeat prescriptions can be obtained through reception. This usually takes 3 working days and will be ready for collection after 4pm on the third day after submission. Requests can be made via Patient Online Access, your pharmacy or mark the repeats you need on the right hand side of your prescription and return to reception.

Please make your request well in advance and ensure you always have sufficient medication to last over the weekend and public holidays when the surgery is closed.

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.

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 always have a right to confidentiality 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.

How we share your information

Privacy Policy: A copy of our privacy policy can be found on our website a www.parkburyhouse.nhs.uk/practice-info/gdpr or ask reception for a copy

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 Complaints Officer. For detail please visit our website.

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 please speak to our PRG (Patient Representative Group) email (parkburyhouse.info@nhs.net) .

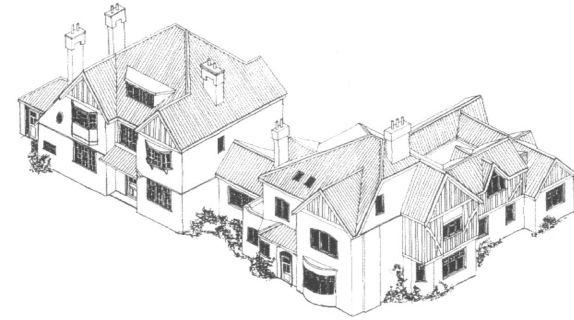
We hope that you find your experience with Parkbury House to be a pleasant one and encourage feedback on areas of improvement and positive experiences. **Thank You —
The Parkbury House Team**

Parkbury House Surgery

St. Peters Street - St. Albans - Herts - AL1 3HD

Tel: (01727) 851589

www.parkburyhouse.nhs.uk



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MMBBS MRCGP DFSRH DRCOG

DR JOSH NEWMAN

MChB MRCGP

DR SHELLY SADARANGANI

BEng (Hons), MBBS, DRCOG, MRCGP

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