

# BENNETTS END SURGERY

Practice Information Leaflet: The Patients' Guide 2017  
July update

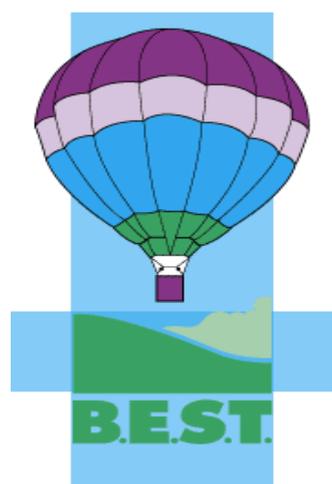
[www.bennettsendsurgery.co.uk](http://www.bennettsendsurgery.co.uk)

## CONTACT DETAILS

Bennetts End Surgery  
Gatecroft  
Hemel Hempstead  
Hertfordshire  
HP3 9LY

Tel: 01442 263 511

Fax: 01442 235 419



## OPENING HOURS

Bennetts End Surgery is open Monday to Friday (excluding Bank Holidays).

During the working week, our telephone lines are operational from 8.00 am until 6.30 pm and the Surgery doors are open at 8.20 am, closing at 6.30 pm.

***Please note: we are closed between 1.00 pm and 1.45 pm every Thursday for the purpose of staff training.***

We also offer an Extended Hours service on Saturday mornings. At this time, the Surgery is open between 8.00 am and 12.30 pm for

those patients who have pre-booked an appointment.

## THE PRACTICE

Bennetts End Surgery is a General Medical Services (GMS) Practice within the Hertfordshire locality of Dacorum.

The Practice comprises eleven Partners who, together with their Practice Team, provide care for approximately 17,300 patients in the Hemel Hempstead area.

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## **THE GP PARTNERS**

**Dr David Kerry (Male) BSc  
MB BS (Lond 1983) DRCOG  
FPA Cert**

**Dr Kathryn McFarlane  
(Female) MB ChB (Sheffield  
1987) MRCGP DRCOG DFFP**

**Dr Elisabeth Brazier  
(Female) MB BS (Lond 1990)  
DCH DRCOG MRCGP DFFP**

**Dr Victoria Crane (Female)  
BM (Soton 1993)**

**Dr Anthony Hybel (Male) MB  
BS (Lond 1997) DRCOG  
DFFP MRCGP**

**Dr Fiona Osuagwu (Female)  
MB BS (Nig 1990) DFFP  
MRCOG DCH MRCGP GP  
Trainer**

**Dr Meelan Trivedy (Male)  
MB BS (Lond 2001) BSc  
(Hons) MRCGP GP Trainer**

**Dr Tak Choi (Male) BM BS  
(Notts 2004) BMedSci  
nMRCGP GP Trainer**

**Dr Helen Condell (Female)  
MB BS (Lond 1997) DRCOG  
DFFP DCH MRCGP**

**Dr Roshni Patel (Female)  
MB BS (Lond 2000) DCH  
DFFP MRCGP**

## **THE MANAGING PARTNER**

**Mrs Sandra Gower (Female)  
CIHM FIHM FRCGP (Hon)**

**The Practice is an active  
member of the Herts Valleys  
Clinical Commissioning  
Group (HVCCG).**

## **THE BENNETTS END SURGERY TEAM**

**It is the aim of the Bennetts  
End Surgery Team to  
provide its patients with the  
best possible standard of  
care. The following Team  
members assist the  
Partners in this endeavour.**

### ***Salaried GP:***

**Dr Alex Pattison (Female)  
MB BS (Lond 2005) MRCGP**

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### ***GP Retainers:***

**Dr Anna Gillham (Female)  
BSc MB ChB (Sheffield  
2005) nMRCGP**

**Dr Paul Heatley (Male) MB  
BS (Lond 1977) FRCGP  
DRCOG FPA Cert GP  
Trainer**

### ***Practice Nurses:***

**The Practice Nurses at Bennetts End Surgery are registered with the Nursing and Midwifery Council (NMC). They offer a wide range of services – from dealing with minor injuries and illnesses to helping patients manage such chronic diseases as asthma, heart disease and diabetes. Some members of the nursing team are also qualified to provide childhood immunisations, travel vaccinations, cervical screening and contraceptive advice.**

### ***Health Care Assistants:***

**The HCAs work under the guidance of a qualified healthcare professional and assist the doctors and nurses by providing a range of services that assist with patient care – phlebotomy (taking blood), measuring blood pressures and conducting ECGs, for example.**

### ***Receptionists, Secretaries and Administrative Staff:***

**The non-clinical members of the Bennetts End Surgery Team play an important role in supporting their clinical colleagues and in making sure that the Surgery operates effectively and efficiently. These are the people who, amongst other things, welcome you to the Practice, make your appointments, respond to your queries, organise your repeat prescriptions, process correspondence, organise clinics and assist clerically in any referrals**

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that your doctor may have advised.

### **TRAINING PRACTICE**

Bennetts End Surgery has been a Training Practice for many years and, as such, we sometimes have Foundation Year doctors and GP Registrars attached to our Team. These are qualified doctors who already have experience of working in hospital and so join us in order to gain experience of – and further training in – the work of General Practice.

We also provide General Practice experience to Medical Students and Student Nurses. Typically, the students' placement with us is only for a few weeks and, during that period, they will spend some of their time observing consultations. If the doctor or nurse you are due to see has a student sitting in with them, you will be advised of this fact in advance of your

appointment. You are under absolutely no obligation to have the student present during your consultation – although your consent is, of course, much appreciated.

### **THE WIDER PRIMARY HEALTH CARE TEAM**

The Bennetts End Surgery Team is supported in giving care to its patients by a wider team of clinical professionals who are not employed by the Practice but work closely with the Practice Team. This wider Primary Health Care Team includes – but is not limited to – the Health Visitors, the District Nurses and the Community Midwives.

### **THE PRACTICE BOUNDARY AREA**

Bennetts End Surgery is pleased to register new patients who live within our “inner” Practice boundary – an area that comprises the eastern part of the Hemel Hempstead area of Dacorum Borough Council.

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If patients move out of our boundary area, it may be necessary to ask them to register with a Practice nearer to their new home.

In order to maintain accurate and up-to-date records, we do ask that you inform us of any change in your contact details (name, address, telephone numbers and so on). Forms for this are available at Reception.

### **REGISTERING AS A PATIENT**

If you wish to register as a patient at Bennetts End Surgery, please speak to a member of our Reception team. They will check your entitlement to receive NHS care at this Practice and provide you with a Registration pack. You will be asked to complete a Registration form and provide some basic administrative and health questions.

### **A NAMED GP FOR ALL PATIENTS**

On 1<sup>st</sup> April 2015 it became a contractual requirement for every General Practice in England to allocate a Named GP to all their registered patients. The Named GP is accountable for their patients' overall care at the Surgery and takes lead responsibility for the co-ordination of all contractual services, ensuring they are delivered to patients where clinically required. Should you express a preference as to which Named GP you are allocated, we will make reasonable efforts to accommodate your request. Please bear in mind, however, that you are free to see whichever GP you choose and are under no obligation only to book appointments with your Named GP.

### **PRACTICE PREMISES**

Bennetts End Surgery currently benefits from a

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large area of free parking to the rear of the Surgery building but please be advised that this land is not owned by the Surgery.

There is reserved parking for the disabled in the smaller car park at the Surgery's front entrance.

Consulting rooms, treatment rooms, waiting rooms, toilets and the Reception areas are all located on the ground floor and are fully accessible to wheelchairs.

Hearing loops are available upon request.

No smoking is permitted within the Surgery.

### **TELEPHONING THE SURGERY**

Bennetts End Surgery has several different telephone lines, all of which serve a different purpose.

### **1. Switchboard:**

 **01442 263 511**

This is the number to call if you wish to make a general enquiry. It is also the number to use if you wish to speak to a doctor or nurse for medical advice, request a home visit or enquire about test results.

Our Switchboard is staffed between the hours of 8.00 am and 6.30 pm, Monday to Friday (excluding Bank Holidays).

### **REQUESTING A TELEPHONE CONSULTATION**

There are occasions when it is not necessary for patients to have a face-to-face appointment with a doctor or a nurse. For this reason, patients can request a telephone consultation from a clinician during the course of the working day. Please direct these requests through Switchboard.

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① **Note: telephone consultations are only available Monday to Friday (excluding Bank Holidays) and may not always be available with the doctor or nurse of your choice.**

### **REQUESTING A HOME VISIT**

**Requests for a home visit should be directed through Switchboard and, wherever possible, should be made before 11.00 am as this helps the doctors to plan their work for the rest of the day.**

**Switchboard will take details of your home visit request and will refer these to the doctor. The doctor will then call you back at the earliest opportunity in order to discuss the visit request.**

**Home visits are very time consuming and are only made if the patient is housebound and needs to be seen at home or, indeed, if the doctor decides that the patient is too ill to travel.**

### **TEST RESULTS**

**Results of blood tests, X-rays and other investigations take time to reach us and then need to be reviewed by the doctor. Patients are therefore requested not to call the Surgery for their results earlier than advised. Please also bear in mind that our Switchboard operators are not qualified to comment on results and, for reasons of confidentiality, are only authorised to disclose information to the patient to whom the results relate.**

### ***2. Appointments Line:***

** 01442 233 944**

**This is the number to call if you wish to book an appointment with a member of our clinical team.**

**Our appointments line is operational between the hours of 8.00 am and 6.30 pm, Monday to Friday\* (excluding Bank Holidays) and on Saturday mornings.**

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\* It is not possible to book appointments by telephone between 1.00 pm and 1.45 pm on Thursday lunchtime when the Surgery is closed for staff training. Calls made to this number during this time will hear an automated message instead.

① **Note:** Appointments can also be made in person at our Reception desk or, in the case of doctors' appointments, via our online service facility. Please see page 9 of this Leaflet for further details about Patient Online services.

If you would like an interpreter to be present for your appointment, please let us know at the time of booking. The Interpreter services ask that we provide them with at least two working days' notice.

### **APPOINTMENTS WITH A NURSE OR A HEALTH CARE ASSISTANT**

As the Nursing team offers a wide range of services and different team members have different skills, when booking an appointment with the Nursing team, please be prepared to offer a brief explanation as to what care you need to receive in order that you can be booked in with the appropriate team member.

Face-to-face appointments with a Practice Nurse or a Health Care Assistant can be booked up to four weeks in advance.

### **APPOINTMENTS WITH A DOCTOR**

Appointments with a doctor are intended to address more specialised problems and, as such, continuity of care is encouraged wherever possible. You may, of course, make an appointment to see whichever doctor you

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choose but please be aware that, if you need to be seen urgently, you will be seen by whichever doctor is available.

Routine appointments with the doctor are of ten minutes' duration and can generally be booked up to one week in advance. Some, however, can be pre-booked up to three weeks' ahead in an effort to accommodate those patients who need to plan their diaries.

Please note that same-day appointments are intended for urgent matters only.

### **3. Text cancellation number:**

**07814 442 290**

### **CANCELLATION OF AN APPOINTMENT**

In order that we can make the best use of our resources, we greatly appreciate it when patients let us know that they are

unable to attend an appointment.

In addition to being able to use the telephone or online service to cancel an appointment, Bennetts End Surgery also has a dedicated number for patients to use if they wish to advise us by text of their need to cancel.

Please text us the patient's details and the date and time of the appointment that is being cancelled.

① **Note:** this number is for cancellations only and no other text messages will receive a response.

### **4. MASTA Travel Clinic:**

 **01442 236 733**

This is the number to call if you wish to make an appointment in our Medical Advisory Service for Travellers Abroad (MASTA) Travel Clinic.

The Travel Clinic offers personally tailored travel

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immunisations and health advice to anyone planning to travel abroad and is staffed by members of our clinical team.

### **PATIENT ONLINE SERVICES**

Patients are able to register for an online service that enables them to book and cancel GP appointments, request repeat prescriptions and view basic details from their medical record (medications, allergies and adverse reactions).

To take advantage of this online facility (called Patient Access) it is first necessary to register for use of this service.

In order to protect patient confidentiality, please be aware that registration for this online service is only available to patients over the age of 16. Photographic identification is also required.

Those patients wishing to have greater access to their online medical record (detailed "coded" record access) may make a separate request for this service. For further details, please enquire at our Travel Clinic Reception desk.

### **REPEAT PRESCRIPTIONS**

If you are on regular medication, you will generally be able to request a repeat prescription. There are several ways in which you can do this.

Requests can be made using the right-hand side of the prescription generated by our computer. Please only order the medication that you need: cross out any unnecessary items.

These paper-based repeat prescription requests can then either be posted to us here at the Surgery or dropped in to the red Prescription box in Reception when you next visit.

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Alternatively, if you are registered to use our online services, you can request your repeat prescription electronically.

ⓘ **Note:** we do not accept repeat prescription requests by telephone as this can lead to mistakes.

All patients taking regular medication should be reviewed at certain intervals. This is to ensure that their condition is stable and that they are still receiving the most appropriate treatment. To this end, please be aware that you may be required to see a doctor before your repeat prescription can be issued.

Please allow two full working days for repeat prescription requests to be processed.

Your prescription can then either be collected from the Surgery or we can have it delivered to the pharmacy you have identified as your

collection point. Indeed, as Bennetts End Surgery offers an Electronic Prescription Service, we can also send certain prescriptions electronically to your nominated pharmacy once you have registered with them for this service.

### **SERVICES PROVIDED BY THE SURGERY**

As well as providing the full range of essential services offered by every General Practice, the Bennetts End Surgery Team also offers the following additional services:

- ▶ Cervical screening
- ▶ Contraceptive services
- ▶ Vaccines and immunisations
- ▶ Childhood vaccines and immunisations
- ▶ Child health surveillance services
- ▶ Maternity medical services
- ▶ Minor surgery (curettage and cautery)

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The Surgery is also contracted to provide a range of enhanced services that have been commissioned either by the Herts Valleys Clinical Commissioning Group, Public Health England or NHS England. These enhanced services include:

- ▶ Anticoagulation
- ▶ Children's Seasonal Flu vaccinations
- ▶ Chlamydia
- ▶ Contraceptive Implants
- ▶ Drug Misuse
- ▶ End of Life Care
- ▶ Extended Hours
- ▶ IUCDs (coils)
- ▶ Learning Disabilities
- ▶ Long Term Conditions
- ▶ Meningitis ACW & Y vaccinations
- ▶ Meningitis B (infants)
- ▶ Minor Treatment
- ▶ NHS Health Checks
- ▶ Pertussis in pregnancy vaccinations
- ▶ Phlebotomy
- ▶ Prostate Cancer management

- ▶ Seasonal Flu and Pneumococcal vaccinations
- ▶ Sexual Health services
- ▶ Shingles (catch up) vaccinations
- ▶ Specialist Drug Monitoring

Additionally, the Surgery is pleased to work with the local voluntary organisation *Hertfordshire Hearing Advisory Service* to provide a monthly drop-in Hearing Aid Clinic. Up-to-date details about this Clinic can be found on our website.

We also offer a monthly Carers' Health Check Clinic and would encourage all our unpaid patient carers to let us know who they are.

ⓘ Note: if you need details of local primary care services that are not provided by the Surgery, please contact:

Herts Valleys Clinical  
Commissioning Group  
Hemel One  
Boundary Way

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Hemel Hempstead  
Herts., HP2 7YU

☎ Tel: 01442 898 888  
[www.hertsvalleysccg.nhs.uk](http://www.hertsvalleysccg.nhs.uk)

## NON-NHS SERVICES

Bennetts End Surgery can, upon request, provide a range of non-NHS services. These include medical examinations and reports that may be required by insurance companies or the DVLA.

① Note: non-NHS services are only provided at the doctors' discretion and a fee will be payable. Details are available at Reception and on our website.

## PATIENTS' RIGHTS AND RESPONSIBILITIES

*Patients have the right:*

- To expect that information about them will be held in confidence by their doctors.

- To be given details of who has access to their information and the rights of patients in relation to the disclosure of such information.

As the General Medical Council (GMC) notes, confidentiality is central to trust between doctors and patients. Appropriate information sharing is, however, essential to the efficient provision of safe, effective care both for the individual patient and for the wider community of patients.

There are also occasions when the disclosure of personal information is required by law or in the public interest.

*Access to personal information for use in relation to direct care*

Information has to be shared within the Surgery's healthcare team in order to provide patient care. This means that not only the

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**Surgery's clinicians have access to personal information but members of the administrative staff, too. In keeping with the Principles defined in the Caldicott Committee Report of 1997, however, patients' medical information is only accessed on a "need to know" basis and we would like to assure patients that every member of the Bennetts End Surgery Team is bound by the same strict code of confidentiality that governs the doctors and understands their obligation to handle information responsibly.**

**A patient's information may also be shared with healthcare professionals outside the Practice – when the GP makes a referral to the hospital, for instance. In such cases, the referral includes only the minimum amount of information that is necessary for the healthcare professional to provide that further care.**

**Patients registered with a GP in England will also have a Summary Care Record (SCR) – unless they have expressed a wish to opt-out of the SCR programme.**

**The SCR contains your name, address, date of birth and your NHS number. It also contains information about the medicines you are taking, any allergies you have and details of any bad reactions you may have had to certain medications.**

**[Should you wish to add further information to your SCR, it is now possible to do this. Please speak to your GP.]**

**Your SCR is designed to be useful in a number of healthcare settings – for example, in a hospital A&E department – as it would provide the healthcare professionals there with information about you that they would not otherwise have; this would allow them**

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**to provide you with safer care.**

**Healthcare personnel who have access to your SCR need to be directly involved in caring for you and will ask for your permission to look at your SCR information. If they cannot ask you – if you are unconscious, for instance – they may look at your record without your permission if they consider this to be in your best interest.**

**Details of everyone who accesses your SCR are recorded and everyone working for the NHS has a legal duty to keep information about you confidential.**

**Personal, confidential data is only shared for lawful and appropriate purposes.**

***Access to personal information for use beyond direct care***

**Information from a patient's medical record may be accessed for reasons other than for the provision of direct care. By way of example, information is used for clinical audit, for medical research, for education and for allowing the Surgery to account for its actions. In these cases, the information the Surgery releases is anonymised, wherever possible.**

**If personal, identifiable data is to be used by the Surgery in ways that do not contribute to the direct delivery of care, the patient is first asked whether or not they give their consent.**

**Objections to the disclosure of confidential personal information are respected except where there is a mandatory legal requirement or an overriding public interest.**

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### Please note:

The Health and Social Care Act 2012 introduced important changes to allow the Health and Social Care Information Centre (HSCIC) – now known as NHS Digital – to collect and share data from medical records. NHS Digital promotes the benefits of sharing information, explaining that it can help improve understanding, locally and nationally, of the most important health needs and may also help researchers by supporting studies that identify patterns in diseases, responses to different treatments and potential solutions.

Bennetts End Surgery is registered under the Data Protection Act 1998 with the Information Commissioner's Office.

● To be treated as individuals and partners in their own health care, irrespective of their ethnic

origin or religious or cultural beliefs.

● To be given full information about the services offered by the Surgery.

● To be offered health promotion advice and information regarding steps they can take to promote good health and avoid illness.

● To be provided with this information in an accessible format.

The Accessible Information Standard, which all organisations that provide NHS or adult social care are now required to implement, aims to make sure that patients with a disability, impairment or sensory loss have access to information in a format they can understand – letters written in **large print**, for example. It also seeks to ensure that they receive any communication support they may need – having a

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**British Sign Language interpreter present for their consultation, for instance. Patients with a disability, impairment or sensory loss are asked to let the Surgery Team know what we can do to help.**

- **To request the presence of a chaperone, should they wish.**
- **To be notified when things have gone wrong.**

**Doctors have had a professional “duty of candour” for many years but in April 2015 a duty of candour became statutory for such organisations as General Practices as well. Patients therefore have a right to expect that the Practice will act in an open and transparent way in relation to the care it provides and that patients will be notified when things have gone wrong.**

- **To see their own health records, subject to limitations in the law.**

**Under the Data Protection Act 1998, patients have a legal right to see or obtain a copy of their own health records. Please submit any formal requests (Subject Access Requests) in writing in order that the Practice may have an accurate record of the request. The Practice will then either respond to that written request or give a legitimate reason as to why access has been refused.**

**Please be aware that a fee may be payable for providing copies of records and that the Practice will require proof of identity before making any records available.**

**Patients who have specifically registered for online access to their own medical record may, of course, access their record free of charge. The information available to view online, however, is not as comprehensive and patients are cautioned against relying on online**

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access alone if seeking to complete insurance, employment or legal reports or forms.

### *Patients have a responsibility:*

- To let the Surgery Team know if they change their name, address or contact details.
- To do everything they can to keep their appointment – or notify the Surgery in good time of their need to cancel it.
- To ask for home visits only when they are genuinely unable to visit the Surgery.
- To keep their telephone calls brief and avoid calling during the peak morning time (between 8.00 am and 9.00 am) for non-urgent matters.
- Not to call the Surgery for test results earlier than they have been advised to do so. Test results take time to

reach us and then need to be reviewed by the doctor.

① Note: enquiries about tests ordered by the hospital should be directed to the hospital, please, and not to the Surgery.

- To treat the Team, the Team's property and other users of the Surgery with courtesy and respect.

The Surgery operates a zero tolerance policy against violent or abusive patients and reserves the right to remove patients from the Practice list in the following circumstances:

- × Violence or abusive behaviour towards our Team or other users of the Surgery.
- × Failure to take due care of the Surgery or its contents.
- × Repeated failure to attend appointments without making a proper cancellation.

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✘ Following an irreversible breakdown of the doctor / patient relationship.

In most instances, patients will be sent a warning letter in order that the cause for concern may be addressed. However, no warning will be given in cases where it is considered that the safety of the Team or other users of the Surgery has been placed at risk. Violent or abusive patients may be referred to the local Safe Treatment Scheme.

● To ask questions if they are unsure of anything the Surgery Team has told them. It is important that patients understand the information they are given.

● To remember that they are responsible for their own health and that of their children. The Surgery Team will give their professional help and advice but it is up to patients to act upon it.

### **COMMENTS, COMPLAINTS AND SUGGESTIONS**

It is the aim of the Bennetts End Surgery Team to provide a high standard of service and we would wish to know of any reason for dissatisfaction or praise.



Comments on any aspect of the Practice will be received with interest and these can be passed on to our Team or the Managing Partner who is happy to discuss your comments with you.

Alternatively, since December 2014 the Practice has been undertaking the NHS Friends and Family Test (FFT) whereby patients are invited to respond to the question: "How likely are you to recommend our service to friends and family if they needed similar care or treatment?" Feedback via the FFT can be given electronically on our check-in kiosks or on the forms available in Reception. The

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results to date are available to see on our website.

Whilst we always try to provide a high standard of service, we do acknowledge that we sometimes fail to meet our own high standards. If this is your experience, please let us know in order that we may learn from our mistakes. The Surgery does have a formal complaints procedure that is compliant with NHS regulations. These encourage local resolution of problems, wherever possible, and we try to deal swiftly and sympathetically with any difficulties patients may experience. Our Practice Complaints Procedure is to acknowledge the complaint, investigate the issue, take any appropriate action and respond to the complainant with details of what has been done.

① **Note:** the investigation of a complaint does not remove the patient's right to confidentiality so, in

circumstances where a complaint is being made on behalf of someone else, the Practice does have a duty to satisfy itself that the patient has given his or her consent for the matter to be discussed with a third party.

We are, of course, just as happy to hear from patients who have complimentary things to say about their experience of the Surgery!

### **OUR PATIENT PARTICIPATION GROUP (PPG)**

The Friends of Bennetts End Surgery, or F.O.B.E.S, first came in to being in 1986. Affiliated to the National Association for Patient Participation, they are a small group of patient volunteers who give up their free time to help the Surgery and improve the patient experience. Over the years, effective partnership between the F.O.B.E.S and the Practice has led to new and improved services to meet

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identified patient need. The F.O.B.E.S meet regularly with representatives of the Surgery Team and host an Annual General Meeting every September to which everyone is invited.

Notwithstanding their invaluable work behind the scenes, the F.O.B.E.S are probably best known to the patient population at large for running the Tea Bar in Reception! If you are interested in finding out more about this group, please let them know.

## **IF YOU NEED MEDICAL ASSISTANCE WHEN WE ARE CLOSED**

The NHS Choices website is an online resource for medical advice and can be accessed either from the Surgery's website or at the following web address:

[www.nhs.org](http://www.nhs.org)

If, however, you would rather speak to someone,

Herts Valleys Clinical Commissioning Group has arranged for "Out of Hours" medical cover to be provided by a GP co-operative called Herts Urgent Care (HUC). HUC can be contacted directly on:

 111

Alternatively, you can telephone our Switchboard and your call will automatically be diverted to the team at HUC.

**ⓘ Note: If you have a life-threatening medical emergency, dial 999!**

Our nearest local "walk-in" centre is:

Urgent Care Centre  
Hemel Hempstead Hospital  
Hillfield Road  
Hemel Hempstead  
Herts., HP2 4AD