

Registration

To register at the practice you can collect or download from the website, a 'New Registration Pack' and complete the GMS1 form and new patient questionnaire **completely and accurately**. You will need to bring with you:

Proof of address eg a recent household bill, bank statement or a tenancy agreement,
Photo ID eg passport or photo card, driving licence,
Birth certificate & red book (if registering children).

You will be registered with a named GP but are free to see whichever doctor you wish to see. Please ask reception staff if you do not have details of your named GP.

Rights and Responsibilities

You have the right to:

- Register and receive treatment regardless of your sex, age, disability or race if you live within the normal catchment area
- Have your treatment explained to you
- Confidentiality
- To complain, without discrimination, if there is a problem.

You are responsible for:

- Ordering repeat prescriptions in adequate time
- Behaving in an acceptable manner
- Informing the practice of any change of address, name or telephone number

Complaints, Compliments & Suggestions

Little Bushey Surgery is a member practice of Herts Valley Clinical Commissioning Group & Herts Five

PCN

We strive to provide high quality care but if you are dissatisfied and wish to complain about aspects of your care, speak to reception who will provide you with a detailed Complaints Procedure Leaflet (also available on our website)

If you would like to speak to our Complaints Lead (Veena Rawal),

please ask.

If we cannot resolve your complaint verbally and you wish to make a formal complaint, please do so in writing by completing our complaints form, available at reception or on our

website.

We aim to resolve your complaint through our local resolution procedure but if you prefer you can complain directly to NHS England at: England.contactus@nhs.uk

Tel 0300 311 22 33

If you are dissatisfied with the outcome you have the right to approach the Ombudsman:
The Parliamentary and Health Tower, Millbank, London SW1P 4QP
Tel: 0345 015 4033
www.ombudsman.org.uk

You may also approach Herts Valley CCG for advice:

LITTLE BUSHEY SURGERY

California Lane

Bushey

WD23 1EZ

Tel 020 8386 8888

Opening times

8.30am 6.30 pm

Monday Friday

www.littlebusheysurgery.nhs.uk

Welcome to the Little Bushey Surgery

Little Bushey Surgery currently serves over 6000 patients of mixed ethnicity. We have a team of doctors and nurses and offer a full range of core services. We aim to treat our patients promptly, courteously and in complete confidence.

This leaflet tells you about the services we offer, how to access them, and gives you some general information about our practice.

Disabled and Pram access available

MEET THE DOCTORS

Dr Raja Ganguly MBBS (1992) DFFP DRCOG

Dr Oyebanke Johnson MBChB (1992) MRCP

Dr Azhar Hawa MBChB (2008) MRCP

Dr Pratik Shah MBBS (2014) MRCP

GPs are available across the week between 830am-630pm & through patient access 7 days a week

Early morning, late evening and weekend appointments available at this or one of the hub practices

A guide to who to see in the practice

WHO TO SEE	WHAT I NEED
Managers: Veena Rawal – Practice Manager Grishma Shah- Business manager	For Suggestions, Complaints and Compliments
Secretaries: Hilary Greene	For referral letters
Non NHS Work: Clare	For all Non NHS Work For access to your medical records
Reception Manager: Cara Harrington	Day-to-day supervision of reception tasks
Receptionists: Julie Patricia Jaishree Saira Clare	Help with booking appointments, general queries, prescriptions, home visit requests
Nurses: Laura Petrucci Cathy Furbank Lily Samuel	For Health Checks, Chronic Disease Management and Review Cervical Screening Vaccinations Childhood Immunisations Shingles and Flu Vaccinations Lifestyle advice including diet, weight, exercise, alcohol and smoking Woundcare

WHO TO SEE	WHAT I NEED
Health Care Assistant & Phlebotomist: Tracey Gent (HCA)	Phlebotomy, NHS Health Checks, Ambulatory BP, Smoking Cessation Advice, Health & Wellbeing Advice
Advanced Nurse Practitioner: Jirina Horinek	For minor illnesses such as cold, flu, hayfever, thrush, diarrhoea
Community Care Navigator	To provide guided support and advice on community services.
Health Visitors	For all under 5 needs contact 020 8359 8520. Baby clinic is held at The Redding Centre, Harcourt Road, Bushey on Mondays 930-11am
Midwives	For antenatal care please download your booking form from the West Herts Hospital website or pick up a form from reception. A midwife will contact you and arrange a booking appointment To contact the midwife, please call 01923 244 366

APPOINTMENTS

We offer face to face and telephone appointments.

To avoid waiting on the phone, you can use our on-line service 24 hours a day to book appointments. Visit www.littlebusheysurgery.nhs.uk for more details. Alternatively, you can phone us on 020 8386 8888 or book in person.

Routine appointments can be booked up to one week in advance for all problems.

Urgent appointments are released everyday at 8.30am and are only for urgent problems that must be seen on the same day and cannot wait until the next routine appointment

Please let us know as soon as possible if you cannot keep an appointment by either phone, on-line or by replying to the text message reminder. This will keep the waiting time for appointments down.

HOME VISITS

Home visits are at the discretion of the Doctor for patients who are frail or too ill to attend the surgery. Please call the surgery before 10 am to request a visit.

ADVICE, EMERGENCIES AND OUT OF HOURS

For medical advice 24 hours a day contact **NHS 111**

In an emergency please phone 999
For minor injuries visit the Minor Injuries Unit at Mount Vernon Hospital, open daily from 9-8pm

REPEAT PRESCRIPTIONS

Please allow 48 hours for a repeat prescription to be produced.
Please order your prescription online, If you do not have access to the internet please use the right hand slip of the prescription. We do not accept telephone requests.