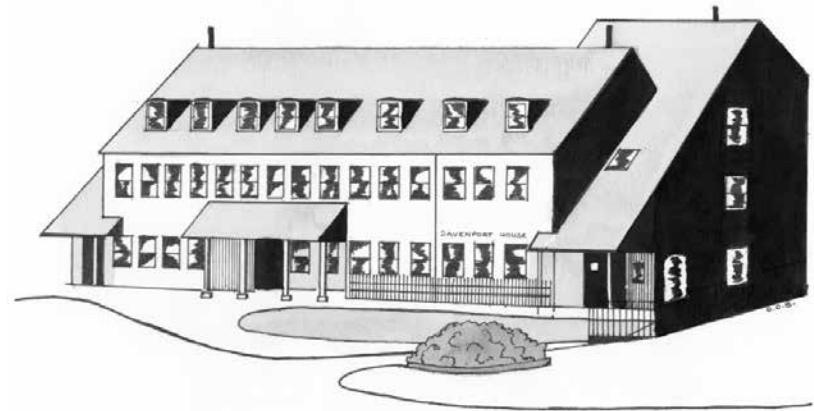


Davenport House Surgery



Bowers Way, Harpenden, Herts AL5 4HX

Tel: 01582 767821 • Fax: 01582 769285

When the surgery is closed dial 111

www.davenportsurgey.co.uk

WELCOME TO OUR PRACTICE

PRACTICE DOCTORS (PARTNERS)

Dr Charles Barber-Lomax	(M)	MB BS (Lond) FRCGP <i>Registered 1975</i>
Dr Andrew Chafer	(M)	MB BS (Lond) MRCP DRCOG & FPA Cert MRCGP <i>Registered 1981</i>
Dr Alka Cashyap	(F)	MB BS DRCOG MRCGP DCH FPA Cert <i>Registered 1986</i>
Dr Kirsten Lamb	(F)	MB BChir (Cantab) DCH DRCOG MRCGP FPA Cert <i>Registered 1979</i>
Dr Mark Sandler	(M)	MB ChB (Sheffield) DRCOG FPA Cert <i>Registered 1985</i>
Dr Charitha Thenuwara	(M)	MB BS (Lond) DCH MRCGP Dermatology Cert <i>Registered 1998</i>
Dr Sneha Wadhvani	(F)	MB ChB (Leicester) DCH DRCOG DFFP MRCGP <i>Registered 2003</i>
Dr Anna Benson	(F)	BM BS (Nottingham) DFFP MRCGP <i>Registered 2001</i>

GP SPECIAL INTERESTS

All doctors are able to see patients for any condition. Some GPs have special interests in the following areas:

Dr Barber-Lomax: minor operations, dermatology, GP training.

Dr Chafer: gastroenterology, GP training.

Dr Cashyap: women's health, GP appraisal, GP training.

Dr Lamb: children's health, mental health, learning disabilities.

Dr Sandler: minor operations, pilot medicals, disability tribunals.

Dr Thenuwara: minor operations, smoking cessation, prescribing, research.

Dr Wadhvani: urogynaecology, contraception, GP training.

Dr Benson: contraception, minor operations.

PRACTICE STAFF

The practice is managed by **Anthea Doran** and **Heather Hassall**, supported by a practice nurse supervisor, reception manager and secretarial and data management manager. The full practice staff team includes practice nurses, computer operators, secretaries, a book-keeper, receptionists and summarisers.

PRACTICE NURSES

Team: **Charlotte Bainbridge** (BSc (Hons) Nursing with Registration, PG Dip Specialist Community Practitioner (Practice Nursing) Dip COPD, Dip Asthma)

Jenny Hughes (RGN, Dip Asthma, Dip COPD, Diabetes Cert)

Heather Warwick (RGN, Dip Diabetes)

Mary Ibbotson (RGN, BSc (Hons) Cardiac Nursing)

Our team of fully qualified practice nurses offer a full service including blood pressure monitoring, travel vaccination and advice, ECGs when requested by GPs, routine adult and baby immunisations, wound care and healthy living advice. Patients requiring travel advice and/or vaccinations should book an appointment at least one month before travelling or visit the "how do I" section on our website and complete a travel enquiry form.

All the nurses take a lead in certain chronic disease areas and offer appointments both in dedicated clinics and normal treatment room appointments, for conditions such as:

Asthma and COPD: Charlotte Compton and Jenny Hughes

Diabetes: Heather Warwick

Ischaemic Heart Disease: Mary Ibbotson

Cytology: Charlotte Compton, Jenny Hughes and Heather Warwick

Appointments can be accessed six weeks ahead and we request that you indicate the reason for the appointments at the time of booking so that the correct time is allocated for your needs.

Well Woman Clinic

This nurse-led clinic offers advice on HRT and contraception as well as taking smears. The latest Health Authority recommendation is that smears are taken once every three years for patients aged between 25-50 years and five yearly thereafter until 64 years of age. Patients with an abnormal history will be recalled as appropriate to their diagnosis. Please discuss any concerns with either the well woman nurse or your GP. Clinics are held on Tuesday morning and Wednesday and Thursday afternoon. Our GPs also offer coil and nexplanon appointments. Please ask at reception.

SURGERYPOD

Patients are invited to use the fully automated SurgeryPod which is sited in the interview room next to the main reception desk downstairs. The Pod records blood pressure, weight and other lifestyle information directly into your records at your convenience. There is no need to book an appointment: just pop in when you are passing. The surgery is grateful to the DHPG (Davenport House Patient Group) for purchasing this equipment.

DISTRICT NURSES

We have a team of district nurses who are managed and work independently of the nurses working within the building. They visit patients who are unable to attend surgery due to a medical condition and need dressings and nursing care in their homes. Access to this service is by GP referral only. Please contact the surgery to discuss if you feel you would benefit from district nurse input.

HEALTH VISITOR

Health visitors are based at the Grove Clinic - which is situated in the main car park at The Grove School. Telephone: 01582 715675.



CHARTERED ACCOUNTANTS & TAX SPECIALISTS

- Tax Returns
- Accounts
- Tax and Estate Planning
- Investment Advice and Mortgages

We offer a free initial consultation for new enquiries, call us on 01582 766677

www.hicks.co.uk



Visit our website and sign up to receive our free newsletter
Vaughan Chambers, Vaughan Road, Harpenden AL5 4EE

Registered to carry on Audit Work by the Institute of Chartered Accountants in England and Wales
Authorised & Regulated to carry on Investment Business by the Financial Services Authority

You can count on Hicks

HICKS Chartered Accountants offer a wide range of accounting, taxation and consultancy services for individual and corporate clients in Harpenden and surrounding areas.

Whether you are an ambitious owner-managed business looking for top level tax and accounting services and advice at affordable prices, or a private individual looking for pro-active tax advice — Hicks believe they are ideally placed to help you.

Established in Harpenden in 1980, Hicks have grown into one of the most successful firms in the Home Counties.

Their aim is to make you more profitable by specialising in solving everyday problems encountered by individuals and businesses alike.

They pride themselves on building close working relationships with their clients and help by taking away as many accounting problems as possible, leaving you free to earn more.

For example, taxation is one of the biggest headaches for all of us and Hicks endeavour to help make sure that worrying about tax can be a thing of the past.

Their clients have come to rely on Hicks' unbiased and totally professional approach with an unrivalled commitment to cost-effective solutions when dealing with their taxation problems.

It is their policy to fit in with the way you work, keeping in contact with you and pre-empting deadlines on your behalf.

Flexibility and adaptability are key words for Hicks and, as well as taxation and book-keeping, their services cover such items as business planning and start-up, as well as estate planning, retirement strategies and trusts and executorships for individuals.

Contact them on 01582 766677 or click onto www.hicks.co.uk

Advertising Feature

COUNSELLING

We are able to refer to both surgery based and other local counselling services. Please make an appointment to see a doctor if you feel you would benefit from a counselling appointment.

DIETICIAN

A dietician consults fortnightly at the surgery for adult patients only. Appointments are by GP or nurse referral only.

OPENING HOURS

The surgery is open from 8.00am - 6.30pm Monday to Friday: emergency calls only after 6.15pm. We are also open on the second Saturday each month from 9.00am - 12 noon for patients with pre-booked appointments. Current opening times should be checked on our website.

During the week, the doctors are usually available for consultation between 8.00 - 11.30am and 3.00 - 6.00pm.

Telephone lines for appointments open at 8.10am.

Appointments can also be booked, cancelled or amended via the automated telephone service: dial 01582 767821 to access this service, option 1.

APPOINTMENTS

Appointments can be made using our automated telephone booking system, online or in person. To use the online booking system please ask reception for a form. To use the telephone booking system just dial 01582 767821 and select option 1 to access this service any time - day or night. You will need to key in your date of birth and telephone number when prompted and will then be offered the opportunity to book, cancel or check your appointment, option 2. Patients who make an appointment via reception will be offered the first available appointment with the doctor of their choice on the day they contact the surgery.

If this is not convenient, an appointment will be made with the next available doctor on the day they contact the surgery or with the GP of their choice up to two weeks ahead. A few appointments are available to book up to six weeks ahead.

To ensure continuity of care we urge patients to request their GP when contacting us. Appointments are booked for 10 minutes. Please note that a separate appointment must be made for each consultation. If you would prefer to see a different GP to your registered doctor, please request at the time of booking.

Emergencies will be seen as soon as possible but such appointments must be reserved for potentially serious medical problems which require immediate assessment. These appointments are booked for five minutes' duration.

Patients are requested to inform the surgery if they can no longer attend an appointment.

Extended Hours Surgeries

We offer early morning appointments from 7.00am on Tuesday, Wednesday, Thursday and Friday and Saturday morning appointments on the second Saturday of each month. All these appointments are pre-bookable up to six weeks ahead.

Speaking To A GP By Phone

If you wish to speak to a GP by phone, please call the surgery prior to 11.00am. Messages will be passed to the clinician but we cannot guarantee when they will be returned. Please do not use this facility to request a visit or urgent advice. Clinicians will only phone a contact number once so please leave a mobile number where possible. If you are happy for a message to be left on an answer machine, please let us know.

Email The GP

You can send an email to a doctor via the "Ask a Doctor" facility on our website. GPs will reply to emails within seven days so please do not use this facility for urgent requests or visits.

- Your denture problems solved
- 25 years of experience and knowledge combined with quality materials to ensure that natural look
- Repairs while you wait (including weekends)
- Full-time dentist on premises
- Ground floor and easy parking
- 3 minutes from junction 10, M1
- Evening & weekend appointments
- Home visits available
- Interest free payments available



Harpenden 01582 462880

Freephone: 0800 052 3126

Mobile: 07968 433151

Mr Paul Ahern Dip CDT, RCS (Eng) 2007
www.thedentureclinic.org.uk

397 Luton Rd, Harpenden, Herts AL5 3NF (opposite 'The Green' Restaurant)
Registered Member of the Clinical Dental Technicians Association



*For complete peace of mind at your time of need our professionally trained staff will support and assist you whatever your requirements.
From the simple to the elaborate, with our 24 hour helplines and over 30 years of service dedicated to our community, we are here for you every step of the way.*

Harpenden
01582 461100

Head Office: St Albans
01727 851006

Marshalswick
01727 812244

www.phillipsfunerals.co.uk



What To Do In Time Of Bereavement

Death is an inevitable fact of life. But many of us never think about what we need to do until we are faced with the situation. The doctors and staff at the surgery are available to give you advice and guidance. However, there are certain practical steps you need to know about.

If someone dies at home

Telephone the doctor who will visit to confirm that death has taken place and advise you how to obtain the death certificate. Contact a funeral director who will be able to advise you on registration procedures.

If someone dies in hospital

Contact your local funeral director to engage their services. Collect the doctor's death certificate from the hospital.

In all cases of death

Contact the registrar's office for the area in which the death took place and make an appointment to take in the death certificate. You should also take to this meeting the deceased's medical card (if available) and birth certificate. The registrar will then issue you with a document which will allow the funeral to take place.

Take this form to your chosen funeral director who, after discussion with you, will take over many of the arrangements for the funeral.

Advertising Feature

TIMETABLE

	Mon		Tues		Wed		Thurs		Fri	
	am	pm	am	pm	am	pm	am	pm	am	pm
Dr Barber-Lomax	Y	Y	N	N	Y	N	Y	Y	Y	N
Dr Chafer	Y	Y	N	Y	Y	Y	Y	N	N	Y
Dr Cashyap	Y	N	N	N	Y	Y	Y	Y	Y	N
Dr Lamb	Y	N	Y	N	Y	Y	N	N	Y	N
Dr Sandler	Y	Y	Y	Y	N	N	Y	Y	Y	Y
Dr Thenuwara	Y	Y	Y	Y	N	N	Y	N	Y	Y
Dr Wadhvani	Y	Y	Y	N	N	N	Y	N	Y	Y
Dr Benson	N	Y	Y	Y	Y	N	Y	Y	N	Y

HOME VISITS

If you are too ill to come to the surgery and would like a doctor to visit you the same day, please telephone the surgery before 11.00am.

CHAPERONES

We have a number of trained chaperones amongst our reception team. If you would like a chaperone to be present during your appointment, please let your GP or nurse know or inform reception when you make your appointment.

EMERGENCY COVER

When the surgery is closed your call will be answered by Herts Urgent Care (HUC), a GP co-operative, who may ask you to visit the fully equipped Primary Healthcare Centre at St Albans City Hospital. All the doctors are practising GPs within the Hertfordshire area. This service is commissioned and monitored by NHS Hertfordshire.

To contact the out-of-hours service please dial 111.

The St Albans minor injuries unit can advise on minor illness and is open 8.00am - 8.00pm at the City Hospital. X-rays are not available for children under four years of age. Telephone 01727 897182. A nurse-led walk-in centre for minor ailments is available at 14-16 Chapel Street, Luton (opening hours: weekdays 7.00am - 10.00pm; weekends 9.00am - 10.00pm).

GP led urgent care centres are open 8.00am - 8.00pm, 7 days a week. These centres provide walk in appointments for a range of conditions. Local centres can be found on the site of the hospital in Hillside Road, Hemel and at Spring House in Welwyn on the site of the Ambulance Centre opposite QE11 hospital.

EMERGENCIES IN HOURS

During the hours of 8.00am - 6.30pm (Monday-Friday) emergencies will be dealt with as a priority which may mean that a doctor has to delay or interrupt a surgery. Please, therefore, use this service appropriately. If you are in doubt as to the service you require, please contact 111 for non-urgent advice. For life threatening emergencies always dial 999.

I  MY
Award winning!
Pharmacist



Repeat Prescriptions?

No need to go to the Doctor every time

Now you can collect your repeat prescription straight from Manor Pharmacy!

TO ORDER YOUR REPEAT PRESCRIPTION:

- Leave your repeat request with us and simply phone and tell us which medicines you need or
 - Complete your repeat request as needed and hand it in to us or
- Hand in the repeat request to the surgery yourself (but please mark it clearly for collection by Manor Pharmacy)

What could be simpler?



MAKE MANOR PHARMACY YOUR PHARMACY

2 High Street, Wheathampstead AL4 8AA Tel: 01582 832102

3 Leyton Green, Harpenden AL5 2TE Tel: 01582 760624

136 Southdown Road, Harpenden AL5 1PU Tel: 01582 712783

www.manorpharmacygroup.co.uk



FREE PRESCRIPTION COLLECTION SERVICE

I hereby authorise Manor Pharmacy to collect, either in person or by means of electronic transfer, my prescriptions from the surgery shown above on my behalf. I will inform you if I wish to make any changes to this agreement.

Patient's name.....

Address

.....

.....

Telephone no..... Signature.....

NEW PATIENTS

To register with the practice we ask you to complete a simple form for each family member and to attend a 10-minute registration medical with one of our nurses. All children should be seen by a practice nurse. Medical notes can take several weeks to arrive from your previous GP and this check-up helps us to provide you with a more efficient service initially. If you take regular medication or require ongoing care for a condition we request that you book an appointment with your doctor at the earliest opportunity.

Patients who live in the following areas are able to register at this practice: Harpenden, Wheathampstead, Amwell, Gustard Wood, Chiltern Green, East Hyde, the Hoo and Slip End. We also keep patients who are existing patients but move to Redbourn (but not St Matthews) and Childwickbury.

DISABLED PATIENTS

There is very easy access to the surgery for those who are disabled with automatic opening front doors and a lift to the first floor suite. A lay-by in the paved area at the front of the building is reserved for disabled drivers making parking easy. Appropriate toilet facilities are available on both floors.

Should you require assistance to alight from your car or enter the building, please let us know at the time of booking. We are happy to offer longer consultation times if you deem this appropriate.

REPEAT PRESCRIPTIONS

These may be requested by:

- Hand delivery
- Post
- Fax (01582 769285)
- Online - ask at reception how to register for this service.

You may collect your prescription either from the practice, the chemist of your choice or, if you send a stamped addressed envelope we will post your completed prescription to you. The surgery sends suitable prescriptions electronically to the chemist of your choice. Please ensure that your request slip is clearly marked with your preference.

Prescription requests received before 12 noon should be available two working days later.

Attached to the prescription is a list of drugs you are receiving and the number of "repeat prescriptions" you are allowed. You must make an appointment to see your doctor for a review of your medication once this number is reached.

TEST RESULTS

Any blood tests that are requested by your GP or nurse can be booked at the reception desk for appointments at Harpenden Memorial Hospital. Please ensure that you have a blood test request form signed by your doctor when you attend for this appointment. Please allow one week for blood test results to be returned to the surgery. Results for other tests may take over two weeks to be returned. When these periods have elapsed, requests for results can be made in person or by telephone or via our website. If phoning or collecting results, please contact the surgery after 2.00pm.

MATERNITY SERVICES

All the doctors are happy to provide antenatal care for their own patients and will refer patients to any of the local hospitals for delivery. The local community midwives for both Watford and Luton and Dunstable Hospitals hold clinics in the surgery on Wednesday and Thursday afternoons; appointments can be made through reception. We have a maternity pack available for all newly-pregnant ladies. The pack explains tests that are available and facilities offered by all the local hospitals. You will be given the pack by your doctor once your pregnancy is confirmed.

You can only set up a lasting power of attorney while you have mental capacity. Once you have lost capacity it is too late.



So if you think your own decision making ability may fail, contact a local Will Writer who will be qualified to advise you.

Which day nursery?

Choosing the right day nursery for your child is vital.



It is important to know whether the nursery is stimulating, happy, clean, safe and well managed.

So read the Ofsted report and give your local nursery a call and book an appointment to view today.

WILL & PROBATE SERVICES



- Single & Mirror Wills •
- Lasting Powers of Attorney •
- Trusts •
- Asset Protection •
- Business Protection •
- Inheritance Tax Advice •

Home Visits. Evening appointments.

T: 07540 853693 E: mjc.consulting.2009@gmail.com

WWW.URCPRESCHOOL.COM

UNITED REFORMED CHURCH HALL - PRESCHOOL AND NURSERY CLASS

We are an Ofsted Outstanding Preschool and Nursery in the heart of Harpenden, that provides a nurturing, vibrant and happy environment for children aged 2-5 years old.



Our experienced teaching staff create a caring and engaging setting where children explore their curiosities and learn through creative play.

To arrange a visit contact Preschool Manager Lorraine Robinson on 07480 369531 or manager@urcpreschool.com
We look forward to meeting you!



Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business-generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £26 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call 0800 612 1408 or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 40 YEARS

MINOR OPERATIONS

Facilities are available in the surgery for a wide range of minor operations, including the removal of skin tumours and moles. Please ask your GP to access these services.

PREVENTATIVE MEDICINE

The practice is committed to promoting effective preventative care and provides such services as the well woman, menopause, dietetics, diabetic, asthma, leg ulcer and cardiovascular clinics. We can also provide counselling and give advice on heart disease, cancer prevention and the management of conditions such as asthma, raised blood pressure etc.

Please enquire at reception or speak to your doctor for further details.

Advice on asthma management and travel vaccinations can be obtained via our website, just click on 'How do I get advice on managing my asthma'. Your concerns will be passed to the appropriate nurse who will respond directly to your email.

Herts Help can offer practical support, guidance and information on a variety of health and social care topics. They can be contacted 9.00am - 5.00pm Monday-Friday on 0300 123 4044 (local rate).

For more information visit their website at: <http://www.hertsdirect.org/your-community/ihertshelp>

HERE TO LISTEN, NOT TO TELL

We provide a confidential service to all our patients including under 16s. This means that you can tell others about this visit but we won't.

The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere - for example at a hospital or Brook Centre - it is best if you allow the doctor or nurse there to inform the practice of any treatment you are receiving.

If you have any worries about confidentiality please feel free to ask a member of staff.

ACCESS TO INFORMATION

All information pertaining to your medical care is recorded on our computer and kept confidential by means of password protection. If you wish to view your medical records we ask that you put your request in writing to your usual GP. We will then make a mutually convenient appointment. If copies of records are required there may be a charge. Your medical history will not be shared with any other parties, including family members, unless we have your express written permission. The surgery is registered under the Data Protection Act.

EDUCATION AND RESEARCH

Staff Training

The surgery will occasionally close for staff training. We apologise for any inconvenience, which we hope will be minimal. The telephone will remain operational for urgent problems throughout any training and to allow access to our automated telephone booking service.

Medical Students/Student Nurses

This practice participates in the training of medical students who wish to explore a career in general practice. We would be grateful if you would accept them as part of the medical team. You will be advised in advance of making an appointment whether a student or doctor in training will be present.

Let our practice
publications
promote your
business
for you!



To place a business building
advertising feature in our vitally
important Practice Booklets
and Appointment Cards
simply phone
Veronica Smith
now on **0800 612 1516.**

Registrars

This practice usually has up to five registrars attached at any one time. A registrar is a fully qualified hospital doctor who is looking at pursuing a career in general practice. While they are with us we like them to participate fully in the medical care offered by us. On occasions it may be necessary to video-record some consultations. You will be advised in advance if a doctor wishes to record your consultation, and your permission will be sought. Tapes will only be used by doctors for teaching purposes.

In addition, as part of our training requirements, we are occasionally assessed by other visiting GPs. These GPs will require to review notes in order to verify that our standards of medical records are satisfactory. Please let the practice manager know if you have any objections to this so that your wishes can be recorded.

Research And Audit

The practice is committed to audit its organisational and clinical care with a view to improving its standards. From time to time we will become involved with outside bodies in research work such as the Medical Research Council (MRC) and the General Practice Research Database (GPRD). Where patients' records are used for research purposes this is done in such a way to ensure anonymity. If this is not possible, patients will be contacted prior to any information leaving the practice. We assure you that this practice is committed to protecting your confidentiality at all times.

ACCIDENT AND EMERGENCY

Local A&E Units are located at the Watford, Luton and Dunstable and Lister Hospitals. St Albans City Hospital runs a minor injuries service every day between 8.00am and 8.00pm.

Please only attend A&E if your condition is life threatening. To obtain telephone advice at any time please call 111.

INTERPRETING SERVICES

Patients for whom English is not the first language can access our services appropriately as we are able to offer an interpreting service. If you wish to utilise this facility please inform reception. An appointment will be made when an interpreter can either be present or available by phone.

DAVENPORT HOUSE PATIENT GROUP (DHPG)

Why not join our Patient Group? Although an independent body, it co-operates with the doctors and practice staff to improve the level and range of services offered to patients. For a small annual fee you will receive copies of the Joint Practice/DHPG quarterly newsletter which is invaluable in keeping patients up to date on practice matters and developments. The DHPG also organise regular talks on a variety of topics aimed at both small groups of up to 30 people and larger audiences up to 200. You can contact the DHPG via their postbox sited in reception or their website at www.patientgroup.org.uk

FOCUS GROUP

The surgery is keen to work with all patients to improve both the services we offer and access to those services. To help us achieve this aim we invite patients to join our virtual focus group via our website. Members are asked to respond to emailed questionnaires sent periodically to gauge patient satisfaction with both existing systems and proposed developments. The focus group is flexible: you answer only those surveys that interest you and can opt out of membership at any time. Email addresses are held on an NHS mail server within the address book function. They are not exported to any other programme or shared with any other parties. If you no longer wish to participate in surveys just email dhpatients@nhs.net and ask to be deducted from the group. Your address will be deleted. Joining the group is easy: just email dhpatients@nhs.net.

COMPLAINTS PROCEDURE

Should you be concerned about any matter within the practice we ask that you discuss it with a member of staff at the time it occurs, so, we can try to resolve the problem immediately. Formal complaints should be made to the practice manager in person, by telephone or by writing to her. If you wish to discuss a matter informally or pass a comment on a service please ask to speak to the practice manager.

We recognise that patients have needs relating to their care, beliefs and religions. We will in all instances respect their choices unless such is deemed to compromise their care. If you would like help with raising your complaint please contact PALS: an independent advisory service on 01707 390855.

CQC

This practice is registered with the Care Quality Commission who is responsible for checking that we are meeting the agreed national standards in delivering care. The CQC can be contacted on 0300 061 6161 or via their website at: <http://www.cqc.org.uk>

ABUSIVE PATIENTS

Whilst we respect the individuality of all our patients we will not allow abusive, threatening or violent behaviour towards our GPs, staff or patients. Patients who are considered to be regularly abusive will be removed from the practice and our PCT will make arrangements for their care. This is currently arranged at a secure surgery in Luton.

FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

NON-NHS WORK

The surgery is able to provide a number of non-NHS services including examinations for employers, examination for insurance purposes and medicals to ensure fitness for sport. These services will attract a small fee. In addition, the surgery charges for completing holiday cancellation forms 'to whom it may concern' letters and insurance certificates. One of our GPs is a certified GP for class 1 and 2 CAA/JAR medicals. Please enquire at the reception desk for appointments and charges for these services. Charges are also published on our website.

SICKNESS CERTIFICATES

Doctors are not obliged to issue sick notes for a period of absence from work of less than seven days including weekends. You should obtain a self certificate from your employer. If your employer insists on a private certificate then please be aware that we will charge for this service.

COMMISSIONING GROUP

We are also part of the Herts Valley Clinical Commissioning Group (HVCCG). Information about this organisation can be found on their website: <http://www.hertsvalleyscc.nhs.uk>

NOTES

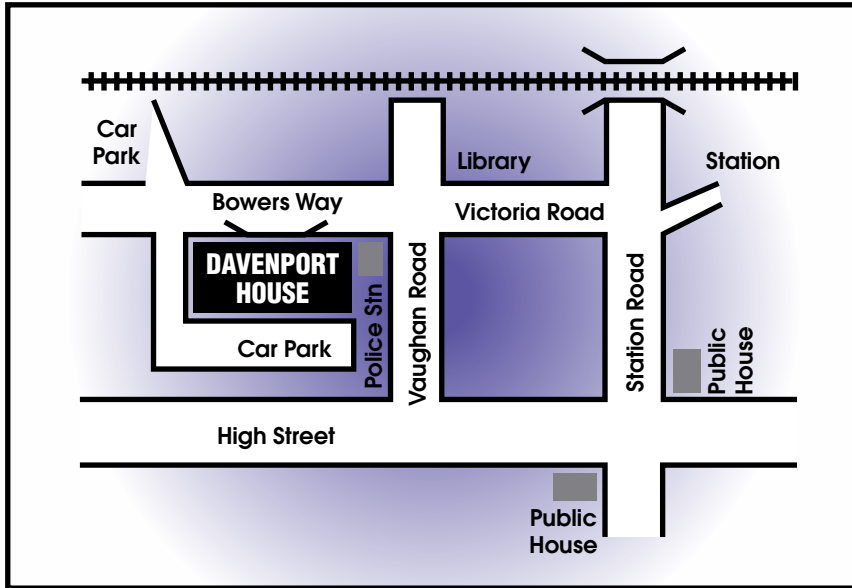
PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY **Neighbourhood Direct Ltd**

Barons Gate, Graceways, Whitehills Business Park, Blackpool, Lancs FY4 5PW Tel: 01253 608014 Fax: 01253 608015
Website: <http://www.opg.co.uk> Email: info@opg.co.uk

COPYRIGHT WARNING: All rights reserved. No part of this publication may be copied or reproduced, stored in a retrieval system or transmitted in any form or by any means electronic, mechanical, photocopy, recording or otherwise without the prior written permission of the publisher.

The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.

PRACTICE LOCATION



PRACTICE BOUNDARIES

