

# USEFUL NUMBERS

Social Services 01438 737400  
Health Visitors 01442 249395  
Hemel Hospital 01442 213141  
Civic Centre 01442 260161  
Police Station 01442 271000

## PRIMARY CARE TRUST

West Herts PCT  
Charter House  
Parkway  
Welwyn Gdn City  
Herts  
AL8 6JL  
01707 369627

## CHEMISTS

Boots (Marlowes) 01442 256288  
Byron 01442 264591  
Grovehill 01442 251435  
J Sainsburys 01442 247287  
Jupiter 01442 256096  
Lloyds (Everest Hse) 01442 213693  
Lloyds (post office) 01442 264071  
Moss 01442 264175  
Nash 01442 240431  
Richards 01442 256768  
Rowlands 01442 255444  
Superdrug 01442 246547  
Village 01442 252316  
Woodhall 01442 212162  
Woods 01442 254712



EVEREST  
HOUSE  
SURGERY

Everest Way, Hemel Hempstead, Herts, HP2 4HY  
Tel: 08444 778615  
Fax: 01442 235045  
[www.everesthouse.co.uk](http://www.everesthouse.co.uk)

# EVEREST HOUSE SURGERY

## PATIENT INFORMATION

EVEREST WAY, HEMEL HEMPSTEAD  
HERTS, HP2 4HY  
TEL: 08444 778615  
FAX: 01442 235045  
[www.everesthouse.co.uk](http://www.everesthouse.co.uk)

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## HELPING THE SURGERY TO RUN SMOOTHLY

- Only telephone the surgery if necessary
- Tell us if you can't make your appointment so that it can be used by someone else
- Do not telephone for repeat prescriptions – leave a clearly written note or post with a stamped, addressed envelope
- If you have been advised to telephone for test results, please wait until after 2pm
- If you have a repeat prescription please visit your doctor every 12 months
- Even if you are well you are advised to see your doctor every 3 years
- Make sure that your children are fully immunised
- Notify any change of name, address and telephone number

## YOUR COMMENTS AND SUGGESTIONS

We are always grateful for any comments or suggestions you may have for how we can improve what we do. You can let us know your thoughts by writing a letter to your doctor, or the practice manager, or by leaving a signed note at reception.

## FREEDOM OF INFORMATION

For details please write to our Practice Manager, Avi Joshi.

## COMPLAINTS

The practice also operates a formal procedure, as part of the NHS, for dealing with complaints about our services. Details of this can be found on our website or obtained at reception. Please address any issues you may have to the Practice Manager.

## SAFETY AND SECURITY

We want the surgery to be a safe and welcoming environment for everyone. As such, we will not tolerate abusive or violent behaviour towards staff or patients. Unacceptable behaviour may result in removal of patients from the surgery's list and involvement of the police if necessary.

## TELEPHONE

Please advise us of all your contact numbers by informing reception when you visit the practice, or, by emailing us via our website.

We use a telephone system that allows us to route your calls to the person most qualified to deal with your query. If they are away from their desk, you can leave a message on the voicemail.

Please note that we therefore have a lo-call 0844 number that attracts a lo-call charge.

## DATA PROTECTION

The practice is computerised and registered under the Data Protection Act. Patients may have access to their records by arranging an appointment with their Doctor. Copies of records may also be requested; a charge is made for this. All our charges are displayed at reception.

# COMMUNITY SERVICES

## DISTRICT NURSES

Mrs Anita Berwick, Mrs Kerry Woolan, Mrs Chris Stevens, Mrs Sue Collins, Mrs Claire Reeves

The District Nurses are qualified registered nurses who have undertaken further study in order to bring skilled nursing care into your home. They aim to promote the health and well-being of all people in the community. They can be contacted through the surgery or at the community Nursing Services Office – telephone 01442 453700.

## COMMUNITY MIDWIVES

Ms Emma Waller

The Midwives work with the Doctors to care for mothers before and until 10 days after delivery. We hold antenatal clinics by appointment on Monday and Tuesday morning and Thursday afternoon.

## COMMUNITY PHYSIOTHERAPY

Patients will be referred to the hospital from where home visits can be arranged for suitable cases.

## HEALTH VISITING TEAM

Health Visitors are registered nurses who have undergone further training to work with the developmental needs of young children and other related child and family issues. They take over the care of babies from 10 days after delivery until 5 years of age. They can be contacted at their base on 01442 249395.

## MACMILLAN NURSES

Macmillan Nurses visit and give specialist management advice and support to cancer patients and their families at home.

## SOCIAL SUPPORT GROUPS

We liaise with the numerous Social Services Support Groups in the town, who can also be contacted through the civic centre on 01442 228000.



# INTRODUCTION



Hemel Hempstead was one of the first “New Towns” built in the early 50’s as an overspill from London, which suffered from a severe housing shortage after the war. It was designed around a central hub with the shopping precinct – The Marlowes – along with the Civic Centre (town hall) and Pavilion (cultural/ entertainment).

A series of housing developments were created as spokes from the central hub, each with its own shops, church, pharmacy and GP surgery. The first to be built was Adeyfield and was formally opened by the Queen in 1953 – hence Queen’s Square. The second was Bennett’s End, the third, Chaulden and so on. It has been gradually filled ever since with new small estates continuing to spring up every year.

Everest House Surgery was opened in 1984 after three years of careful planning and took over from the Longlands and Alexandra Road surgeries, each with three doctors. The two senior partners had joined at the inception of the NHS in 1952/3 and the practice had been in existence since the interwar years. The original group of six male doctors appointed their first lady partner in 1987. There are now three male and five female partners bringing a welcome balance to the partnership.

However the original ethos of the Everest House – of offering personalised lists (similar to single handed practice but operating as a partnership) – remains as strong as ever, despite the bewildering array of political changes which characterise modern life today. I hope you will find this leaflet informative and helpful to meeting your future medical needs.



## REGISTERING WITH THE PRACTICE

It's easy to register at Everest House. The reception staff will provide you with a new patient form to complete. You will need to provide details of your previous doctor so that your medical records can be obtained. We do not discriminate on grounds of race; gender; social class; age; religion; sexual orientation or appearance; disability or medical condition

Register to use our online services: booking appointments, ordering repeat prescriptions. Reception will be pleased to assist you with this.

## PRACTICE AREA

The practice has a catchment area and new patients will be accepted within this boundary. Prospective patients from other areas will be considered, especially if you already have connections with the surgery. Please make enquires at reception. We hope we will be able to meet your medical requirements and that your association with the practice will be pleasant for all concerned.

## SEEING YOUR DOCTOR OR NURSE

You can make an appointment online via our website and by telephoning or call-



he/she is unavailable. Appointments are 10 minutes long but if you need longer than this please ask the receptionist to book the appropriate time. We also offer some early morning, late evening and Saturday appointments to those patients that find it difficult to attend during normal opening hours. These are available on request.

The surgery switchboard is closed between 1:00pm and 2:00pm but a message will tell you how to make contact for an urgent matter.

If you think your case requires urgent attention, please be prepared to discuss the nature of the urgency with the receptionist so that they can help you most appropriately. Longstanding problems are more easily sorted out in a routine appointment with your own doctor and not in an emergency appointment time.

When your registered Doctor is away from the practice and at particularly busy times, you may be invited to make your appointment with one of the other doctors.

## HEALTH CHECKS / LIFESTYLE CHECKS

General health checks looking at risk factors for ill health can be arranged with practice nurses. This can include blood tests, if indicated.



We have a Health Monitor in the practice which will enable you to measure your height, weight and blood pressure. We ask that you take the printed slip with your details to reception so that we may note this information in our records. Please ask at reception if you need help using the monitor.

## IMMUNISATIONS FOR HOLIDAY TRAVEL

The practice nurses offer this service. Make an appointment with the practice nurse about two months before your holiday if possible. Many holiday vaccinations are kept at the surgery.

## MINOR OPERATIONS

Minor surgical operations can be arranged by your own doctor, who will either perform the minor surgery himself/herself or refer you to the appropriate hospital clinic.

## PATHOLOGY RESULTS

These may be obtained by telephone at your doctor's discretion between 2pm and 5pm Monday-Friday. Inquiries should be made a reasonable period after the test to ensure that the result has been received.

## GIVING UP SMOKING?

If you are trying to give up smoking, help is on hand at a local Smoking Cessation Clinic. Please ask to be referred.

Please help us to keep our records up to date by completing a 'Smoking Data' form-available in the waiting room.

# CLINICAL SERVICES

Our aim is to provide the best treatment and help you to manage risk factors in order to avoid further problems. You will be invited to attend one of our Nurse led clinics if you have any of the following medical conditions:

- Diabetes
- Cardiovascular Disease
- Stroke
- Asthma (over 6 yrs)
- C.O.P.D

The nurses will monitor your condition and provide you with all the information needed to maintain good health and prevent complications. We therefore strongly recommend that you attend these clinics when invited.

Nurses are available for further information and support at all times; please telephone reception to book an appointment in a general clinic.

## ANTENATAL, POSTNATAL AND FAMILY PLANNING SERVICES



Antenatal and postnatal checks can be arranged by making an appointment with

your doctor or midwife (see page 10). All the doctors provide contraceptive services. Coil fittings can be arranged by special appointment with Dr Tipple.

## BLOOD CLINIC

We offer this service for routine blood tests, especially for older or infirm patients.

## CERVICAL SMEARS / WELL WOMAN / CONTRACEPTION ADVICE

Morning and afternoon clinics for cervical smears and advice on breast awareness. This is provided by appointment with the practice nurses.

## CHILD HEALTH SURVEILLANCE CLINIC

Under fives immunisations are undertaken by the Practice Nurses on Tuesday am and Friday am.

Routine appointments will normally be sent out by the Health Authority inviting parents to bring their children on dates that fit the recommended schedule.

You are advised to make sure your children are fully immunised.

## COUNSELLING

We have a counsellor, who visits the surgery regularly. Your doctor can refer you to see him/her if he or she feels you would benefit from this service

## HOME VISITS

Contact the surgery before 10am if possible – tel 08444 778615. Please limit requests for home visits to those occasions when you are genuinely not well enough to visit the surgery. Your doctor can see four patients at the surgery in the time it takes to do one home visit and the surgery facilities are better.

## NIGHTS AND WEEKENDS

Outside surgery hours (8:30 am to 6:30pm Mon to Fri) an emergency service is available for serious matters that cannot wait until normal hours. The practice is covered by the on call service Herts Urgent Care (HUC). You can contact HUC by telephoning 03000 33 33 33.

A recorded message on the surgery phone line will also give you this number. Alternatively contact NHS Direct on 0845 4647 or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## ACCIDENTS

Accidents are best dealt with at the local Accident and Emergency department at Hemel Hempstead General Hospital, Hillfield Road (off Marlowes).

## DISABLED PATIENTS

The surgery has been designed to accommodate disabled patients. If assistance is needed, one of our staff will be happy to help.

## REPEAT PRESCRIPTIONS

For prescriptions that have been authorised for repeat by the doctor:

- order online via our website, or
- Request in person at the surgery and collect 48 hours later (excluding weekends and bank holidays), or
- Leave a note giving full details of your request and collect 48 hours later, or
- Send in the computer request slip having ticked the required items and collect 48 hours later

Always collect prescriptions by 6:15pm Monday-Friday. If you want it posted to you, enclose a stamped, addressed envelope and post it early enough to allow us to return it before your medication runs out (allow 7 days)



NOTE please do not telephone or fax for repeat prescriptions, always send well in advance and never run low of essential treatments.

# THE TEAM

## THE DOCTORS



**Dr Berndine Tipple, BM DRCOG DFFP**  
Joined 1988.  
Southampton University, 1983. Dr Tipple is available Wednesday am and pm, Monday pm and Friday am and pm and just pm (alternate weeks).



**Dr Paula Coyle, BM DRCOG DCH**  
Joined 2000.  
Southampton University, 1987. Dr Coyle is available Tuesday am and pm, Thursday and Friday am (alternate weeks) and Monday pm.



**Dr Harold Ha, BSc MB BS MRCGP.** Joined 1992.  
St Mary's Hospital, London 1984. Dr Ha is available Monday, Tuesday, Thursday, Friday am and pm and Wednesday am.



**Dr Yera Shah, MBBS MRCGP DRCOG DFFP**  
Joined 2002.  
St George's Hospital, 1998. Dr Shah is available Wednesday and Friday am and pm, Monday and Tuesday am.



**Dr Matt Bunn, BSc MBBS.** Joined 1997.  
Royal Free Hospital, London 1990. Dr Bunn is available Monday, Tuesday, Wednesday and Friday am and pm and Thursday am.



**Dr Alison Carr, MA MBBS DRCOG MRCGP DFFP.** Joined 2002.  
King's College Hospital, London 1997. Dr Carr is available Monday, Wednesday and Thursday am and pm.



**Dr Phil Edwards, MbChB** Joined 2005.  
Manchester University, 1998. Dr Edwards is available Monday, Tuesday, Thursday, and Friday and Wednesday am.



**Dr Lena Quist-Therson MbChB MRCOG MRCGP.** Joined 2004.  
University of Ghana, 1987. Dr Quist-Therson is available Monday, Tuesday, Wednesday and Thursday am and pm and Friday am.

## THE NURSES



**Kim, Julie, Ann and Bles**

Our practice nurses and Health Care Assistant hold a number of specialist qualifications in various disciplines and have different areas of expertise. The nursing team are available by appointment for dressings, removal of sutures, travel immunisations and vaccinations. Details of specialist clinics held by the practice nurses are given on pages 8 & 9. Nurse clinics are held every day and you should contact reception to make an appointment. Appointments for travel vaccinations should be made two months before your holiday if possible to allow time to complete courses of necessary vaccinations.

## THE MANAGEMENT TEAM

### PRACTICE MANAGER

**Mr Avi Joshi**



Avi is responsible for the efficient administration of the practice. Our aim is to provide expert and friendly personal health care for you and your family.

### SENIOR RECEPTION STAFF

**Mrs Tina Vigor**

**Mrs June Thompson**

### RECEPTION/SECRETARIAL/COMPUTER STAFF

We have thirteen experienced and qualified members of staff who are here to help. As you will see when you visit us, their job is very complex and demanding but they will always deal with you courteously and to the best of their abilities. Reception is open from 8:00am-6:30pm. We are closed for lunch between 1-2pm each day. Phone lines are open 8:30am-1pm and 2pm-6:30pm Monday to Friday.