

King George Surgery

135 High Street, Stevenage, Herts. SG1 3HT

Manor House Surgery

Emperors Gate, Stevenage, Herts.
SG2 9QX

www.kinggeorgesurgery.co.uk

OPENING TIMES

Mon: 8:00am - 6:30pm

Tue: 8:00am - 6:30pm

Wed: 8:00am – 12:30pm & 1:30pm – 6:30pm

Thu: 8:00am - 6:30pm

Fri: 8:00am - 6:30pm

Sat: Closed

Sun: Closed

**On Wednesdays we are closed for training
between 1230 and 1330**

TELEPHONE NUMBERS

King George Surgery 01438 361111

Manor House Surgery 01438 742639

Enquiries and Results

01438 361111

(Between 11 am & 4 pm please)

Download the NHS app for repeat prescription ordering and to book routine telephone appointments.

FOR ROUTINE HEALTH ADVICE

visit www.nhs.uk

or visit your local pharmacy



PRACTICE STAFF

Working alongside our GPs we have a team of highly skilled Advanced Nurse Practitioners (Prescribing Nurses) and Practice Nurses.

Our Advanced/Minor Illness Nurses are able to deal with patients for minor illnesses, chest, urinary tract, cold/flu.

Our Practice Nurses & Healthcare Assistant hold nurse clinics and long term condition clinics each morning and afternoon. Our Nurses run a variety of clinics and are available to give help and advice on all cervical screening, immunisations, travel, dressings and other designated procedures. Our HealthCare Assistant assists the doctors & nurses and performs dressings, BP checks, ECG and health checks.

We are proud to be a long established and successful training practice – we host GP trainees on placements for between 4 months and 1 year.

We have an inhouse Pharmacist who can conduct medication reviews and deal with enquiries about your medicines. We also have Social Prescribing Link Workers aligned to the practice who can assist with many non clinical issues such as housing problems, financial worries and health and wellbeing support.

The clinical team is supported by a highly skilled administrative and reception team to help deliver your health care service. Our goal for King George & Manor House Surgeries is to provide unrivalled patient centred care and service coupled with Care Quality Commission compliant operations.

PRIMARY CARE NETWORK (PCN)

We are proud to be part of Stevenage South PCN, working collaboratively with our local General Practice colleagues to deliver impactful projects to the population of South Stevenage.



Practice Leaflet Information for Patients

Dr T Roberts

Dr L Ekong

Dr R Mahalingham

Dr A Saha

Dr L Williams

Dr M Elfons-Tawafig

Dr R Paramour

Dr O Ezeuko

Dr L Maddocks

Dr M Kimberley

Dr N Vaghela

Dr H Naeem

The Freedom of Information Act and the General Data Protection Regulations give you the right to request information held by a public sector organisation. Unless there is a good reason, the organisation must provide the information within one month. Please contact Amy Elliott, Practice Manager. There may be a charge for this information.

APPOINTMENTS

Appointments can be made online or by telephone. We operate a telephone triage service and are able to offer same day telephone appointments and routine appointments booked in advance. Routine telephone appointments are available in the evenings and at weekends via the Stevenage South Extended Access Hub – please ask Reception regarding booking and availability.

If the clinician needs to see you face-to-face they will arrange a suitable time to do so. If you are unable to attend for your appointment please let us know so that we can offer it to another patient.

URGENT APPOINTMENTS

Once appointments for the day are booked, a limited emergency surgery is available daily for urgent new problems. This is on a first come first served basis and you will need to book by calling us. We also run an emergency afternoon clinic. Please note Urgent appointments are not for Repeat Prescriptions, medical certificates or for signing forms.

NURSE PRACTITIONER

We have a Nurse Practitioners available Monday to Friday at both sites who can deal with all minor ailments and prescribe medication.

HOW TO REGISTER AS A PATIENT

Please download the relevant forms from our website and submit them via email or in person

HOME VISITS

If you are too unwell to attend the surgery and wish to request a doctor to visit, please make the request between 8.00am and 10.00am when possible.

Your visit request may be triaged by the nurse or doctor in order to assess whether a home visit is appropriate. If you are able to get to the surgery, please do so whenever possible.

NAMED GP

At the time of registration all patients are informed of their named GP. If you wish to change your named GP please write to the Practice Manager requesting which of our doctors you would like as your named GP.

DISPENSARY

Prescriptions may be dispensed for our 'eligible' patients (those who live more than one mile from a pharmacy, and live in an area of rural character).

The dispensary is open from 8.30am to 6.00pm Monday to Friday (please note that the dispensary is CLOSED on Wednesdays between 12.30pm and 1.30pm and Saturdays).

PRESCRIPTIONS

Please allow **five working days** before collection:

Request received before 2.00pm	Prescription ready after 2.00pm
Monday	The following Monday
Tuesday	The following Tuesday
Wednesday	The following Wednesday
Thursday	The following Thursday
Friday	The following Friday

Requests for 'urgent' prescriptions will be dealt with by the dispensary staff as soon as possible

CHAPERONES

All patients are entitled to have a chaperone present for any face-to-face consultation. Please request this when you speak to your GP.

OUT OF HOURS

If you need to see a doctor urgently out of normal surgery hours please ring 111.

DISABLED ACCESS

King George Surgery has been built with disabled patients' requirements in mind.

There is an accessible toilet and reserved parking spaces are provided for disabled patients. We also have automatic sliding entrance doors. All patient areas are accessible to wheelchair users.

We have a patient call display board for patients with hearing impairment, and an audible calling system for the partially sighted.

TEACHING PRACTICE

As a teaching Practice we have a number of doctors who work at the surgery on a 4 month rotation (December to March, April to July & August to November) and some on 1 year placements.

We also have medical students who spend part of their training with us from University of Cambridge School of Clinical Medicine.

We would value your co-operation with students, but we understand if you do not wish a medical student to sit in on your consultation or if you do not wish to be seen initially by a student. Please inform the GP who is mentoring the student or the receptionist at the time of making the appointment if you do not wish a medical student to be present or to be seen by a medical student

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered with the Information Commissioners Office, and complies with all regulations in line with the General Data Protection Regulations 2018. For more information please visit our website.

OTHER LEAFLETS

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Comments and Complaints leaflets.

EAST & NORTH HERTFORDSHIRE CCG

To obtain details of all primary medical services available within the East & North Hertfordshire CCG please contact:

Charter House on 01707 685000

PATIENT ADVICE & LIAISON SERVICES (PALS)

Telephone 01707 369699 or 01707 369704 07818 417599 (Text phone)

Fax 01707 361213

E-mail pals@hertfordshire.nhs.uk

Website www.hertfordshire.nhs.uk/.../pals.html

(Revised December 2021)