

## King George Surgery

135 High Street, Stevenage, Herts. SG1 3HT

## Manor House Surgery

Emperors Gate, Stevenage, Herts.  
SG2 9QX

[www.kinggeorgesurgery.co.uk](http://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

**Both sites** 01438 361111

#### 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.111.nhs.uk](http://www.111.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 may be seen, for many aspects of care, including cervical screening, family planning, health promotion, chronic disease management, advice, smoking cessation, ear irrigation (following consultation), wound management, blood pressure monitoring and ECGs. Ring pessary insertion/removal are available with certain GPs, please ask Reception for more details. We also offer coil and implants for contraception, and we operate a waiting list for these services.

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 a Clinical Pharmacist team who are best placed to review your medications and medication queries. We have Social Prescribing Link Worker who can assist and advise with social aspects that may impact your health. We also have a First Contact Physiotherapist who can assess new, acute musculoskeletal injuries and problems.

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 excellent 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 M Parmar**

**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 can 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 for urgent issues that cannot wait only, and you will need to call us. Please note Urgent appointments are not for Repeat Prescriptions, medical certificates or for signing forms.

## ENHANCED ACCESS

Patients can book routine telephone appointments in the evenings, and at weekends. Some Practice Nurse appointments are also available on Saturday mornings—please ask Reception if you would like to book these appointments.

## HOME VISITS

Home visits are reserved for severely frail, elderly, and palliative patients who are genuinely unable to attend the practice in person. Please contact us between 8.00am and 10.00am when possible.

Your visit request will be triaged by a doctor in order to assess whether a home visit is appropriate. If you can get to the surgery, please do so whenever 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 clinician.*

## HOW TO REGISTER AS A PATIENT

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

## 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 <b>2.00pm</b>	Prescription ready after <b>2.00pm</b>
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.

## OUT OF HOURS

If you need require medical assistance urgently out of normal surgery hours, please visit [www.111.uk](http://www.111.uk) – only call 111 if necessary.

## DISABLED ACCESS

There are accessible toilets and reserved parking spaces at both sites. All patient areas are accessible to wheelchair users.

## 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 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](mailto:pals@hertfordshire.nhs.uk)

Website [www.hertfordshire.nhs.uk/.../pals.html](http://www.hertfordshire.nhs.uk/.../pals.html)

*(Revised June 2023)*