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www.wallacehousesurgery.co.uk

1st March 2020

Dear New Patient,

Welcome to Wallace House Surgery

Thank you for entrusting us with your future care.

We are aware that you may be anxious about the changes in services within the NHS and how this has affected you locally over the recent years with multiple transitions.

We hope to provide you with access to the primary care services you may need in the coming years and thought it would be a good idea to tell you about our team and the services we offer, so that when you need to rely on us you know what to expect and how we can help.

Clinical Team

We have 3 GP partners and 6 salaried GPs

Dr David McLees	Partner
Dr Jay Kuruvatti	Partner
Dr Sarah Foster	Partner
Dr Anish Shah	Salaried GP
Dr Nada Horokova	Salaried GP
Dr Sheryl-Kay Patel	Salaried GP
Dr Victoria Kerry	Salaried GP
Dr Gerry McCabe	Salaried GP
Dr Penny Oliver	Salaried GP

We also have a Paramedic, a Clinical Pharmacist and a Nursing team of 5 which is led by Lead Nurse Nikki Smith.

Patient Services Team

We have a range of administrative staff many of whom are fully trained Care Navigators and look forward to helping you understand how we deliver care.

The Care Navigators are led by two Patients Service Managers Lucy Stow and Eleanor Gordon who are on hand to help.

Appointments

We offer a selection of pre-bookable appointments with nurses, the pharmacist, the health care assistants, the paramedic and our GPs. We also have access to evening and weekend clinics via the extended access hub that is part of the local network of GP practices providing additional services to our patients. We also have onsite MSK triage services and primary care mental health services.

If you are ever in any doubt about how to access the care you need our Care Navigators are there to help you. All our Care Navigation team are fully trained in confidentiality and Caldicott principles and also have a good understanding of the systems we use.

Our system may be little different to those that you have been used to before but have all been designed after much research to best suit our patients and are subject to review. Over recent years with pressures on local health services and the growing number of practices not being able to sustain contracts, we have prioritised designing services that are sustainable and are delivered by teams not by heroic individuals. This is to ensure they we can maintain services that are safe now and in the future.

Walk In Clinic

This clinic is open every Monday –Friday from 8am – 10am.

Appointments are allocated to any patient who registers onsite at the Wallace House reception between 8 am and 10 am. When attending the walk in clinic you will be asked to complete a simple form which request for you to provide details of your symptoms and concerns, it is also a good way to keep your contact information up to date! Once this has been done you will be allocated an appointment time for the morning. You can then go away and return for your appointment slot that has been allocated, meaning there is no long wait at the surgery.

The Duty Team

Our duty team consists of a number of professionals and is always lead by a GP who is supported by a combination of other teams including Care Navigators, Pharmacist, Paramedic and a Senior Manager. This team take responsibility for supporting the rest of the team with patient needs and administrative responsibilities.

If you are ever onsite and wish to speak to part of the duty team this can normally be arranged. It is vital for our systems that you give the Care Navigation team enough information to ensure that your care can be planned with the most appropriate professional.

Online Services

We intend to offer you access to your online patient record from the date we register you and "SystemOnline" so you can manage any repeat medication requests online. If you currently have a nominated pharmacy held on your record this will not be impacted by the change of practice. If you do not have a nominated pharmacy you may want to consider nominating your preferred pharmacy. This can be done directly with them or with a member of the surgery team.

There is lots of information about our services on the website and this letter is designed to give you a very brief overview. To view our website, please use the address below:

www.wallacehousesurgery.co.uk

We like to manage your care proactively so we will be sending you text messages or emails about clinics and services that may suit you or when we have information from a member of the clinical team for you. Please do try to respond if we contact you as we like to keep you up to date and ensure your records are correct.

We know that even with the best of intentions sometimes things go wrong. When this happens we would ask you to flag it with us as soon as possible as we can usually sort things out quickly once we understand the problem. Never hesitate to call us or contact us via the web site if you have a query or a concern.

Kindest Regards,

Rachael Hunt

Practice Business Manager
Wallace House Surgery