

**DR RAJ CHAND**  
**MB ChB 1986**

**DR ADRIAN WOOD**  
**MB ChB 2000**

Address :  
**Garden City Surgery**  
57/59 Station Road  
Letchworth Garden City  
Hertfordshire  
SG6 3BJ

Tel: 01462 624000  
[www.gardencityurgery.co.uk](http://www.gardencityurgery.co.uk)

The Surgery is open from 8:00am to 1:00pm

and 2:00pm to 6:30pm every weekday.

Telephone lines open at 8am Monday – Friday

Between 1:00pm and 2:00pm for emergency  
calls only

### **The Garden City Surgery**

The Garden City Surgery is situated in the heart of the world's first garden city – Letchworth in Hertfordshire. It is a community-based doctor's surgery with a modern approach. The aim is to give you the time that you deserve.

At **The Garden City Surgery**, we provide:

- convenient opening hours
- telephone and face to face appointments with a doctor or nurse
- clinics at convenient times throughout the day
- evening and weekend appointments via our Extended Access Service
- eConsult services available via our website, to consult your doctor or nurse online
- telephone service available from 8am to 6:30pm  
(emergency calls only between 1:00pm and 2:00pm)
- online access to your records (currently limited access)
- accessible repeat prescription service

The Garden City Surgery was established in 1998. It is situated within easy walking distance of the town centre shops and the railway station, with car parking for **disabled patients only** available at the rear.

The surgery uses an emergency out-of-hours service for patients after 6:30pm until 8am the following morning on weekdays, and from 6:30pm on Friday until 8am on Monday morning. Please call 111 for routine advice and 999 for all emergencies .

Dr Raj Chand and Dr Adrian Wood are the partners, and they are supported by other clinicians and Locum GPs, when required. The practice is part of our Local Icknield PCN and some clinics / appointments are offered under its ambarella.

### **Practice Area**

Prospective patients must live in Letchworth Garden City with SG6 postcode. For patients living in the close vicinity of the practice we offer out of area registration services. Out of Area registrations – see page 4.

## **The staff at the Garden City Surgery comprises:**

### **Practice Manager**

Responsible for practice administration including staff supervision and day-to-day running of the surgery.

### **Medical Secretaries**

Responsible for general administration including patient referrals and private medicals.

### **Receptionists**

Providing a front desk service to all patients, dealing with appointments, home visits, prescription requests and general enquiries.

**Advanced Nurse Practitioner , Charlotte Balneaves** Msc, Bsc, Current duties include patient assessment, diagnosis, referral, interpretation of investigations, implementation, and evaluation of care to patients in the primary care settings

**Practice Nurses** SiSi Oo RGN and Ivy Petalino RGN and Maria Valerio RGN.

Providing a comprehensive nursing service including health promotion, cervical smears, travel advice, injections, wound management, and dressings.

**Minor Illness Clinics** SiSi Oo RGN – Monday-Friday.

**Healthcare Support Worker** Haelie Wardrop – Monday, Thursday, Friday.

**Clinical Pharmacist** works at the surgery on Monday Wednesday and Thursday.

**Phlebotomist** Will take blood tests requested by the doctor or nurse. Also can be booked at Lister Hospital directly via their online services.

**District Nurse** Providing nursing care in the home.

**Physiotherapist** Contact reception for information about referral to physio service. Available as part of our Local Ickneild PCN services.

## Health Visitor

Monitoring and advising on health and development of the children at the practice under the age of five years. for further queries please contact directly on duty line on 0300 123 75 72 option 2.

## Midwife

Providing care, support and advice in pregnancy and childbirth. The doctors at the surgery do not do home births but are involved with antenatal and postnatal care. If you are considering a home birth, please make an appointment with the doctor to discuss this. The patient can use the self-referral portal using this link: <https://www.enherts-tr.nhs.uk/services/maternity/early-bird-referral/>

Staff members have a working knowledge of languages including Punjabi, Hindi, Urdu, Gujarati and Bengali, or a translation service is available.

## Consultations

	DR RAJ CHAND	DR ADRIAN WOOD
Monday	am and pm	am and pm
Tuesday	am and pm	am and pm
Wednesday	-----	am and pm
Thursday	am and pm	-----
Friday	am and pm	pm

In an emergency outside opening hours, please ring 111 if require advice or 999 for any emergencies.

## How to Register

New patients can register in person or online. New patients will be asked to complete a health questionnaire. Please ensure that you give us full details as it may take some time for your medical records to arrive from your previous doctor. You will be offered an NHS health check if you are age 40-74 years.

Patients have a right to express a preference of practitioner however this may be dependent on availability. We do not discriminate on the grounds of age, gender, marital status, medical condition, race, ethnicity, disability, sexual orientation or appearance, social class, religion or belief.

**Out of Area Registrations** – for further information please see:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/patient-choice-GP-practices.aspx>

Please ask at reception for an information sheet if you don't have access to the internet.

## Appointments with a doctor

At this surgery we operate a system which allows:

- A number of appointments to be booked 24 hours in advance. These appointments are made available in four weekly cycles , Monday-Friday at 8:00am.
- A number of appointments to be booked up to 2 weeks in advance. These appointments are made available in four weekly cycles
- There are on the day appointments can also be booked for on the day requested. On the day triage of emergency medical problems with a follow up appointment as necessary.
- Online consultations with a doctor via e-Consult (accessed through our website) for a response within 72 hours. These available from 08.00Am and open till we reach safe Capacity for the day.

Appointments are by telephone in the first instance. The doctor will ask you to come to the surgery if a face-to-face consultation is deemed necessary.

**PLEASE DO NOT USE THE SURGERY EMAIL ADDRESS TO REQUEST APPOINTMENTS. THANK YOU.**

### **Repeat Prescriptions**

Repeat prescriptions can be ordered via Online services, in person by completing request form, via patient's preferred Pharmacy, NHS app. and Practice's online services. We require minimum of three working days to process repeat prescriptions. Please note that for one off (ad hoc) prescription request, this procedure does not apply even though if the medication was issued to you in the past. Some local pharmacies will deliver to housebound or elderly patients.

### **Home Visits**

Home visits can be requested during the day, but we ask that you use this service only if you are completely housebound. If possible, please ring for a visit before 10am. A doctor will then contact you to decide on the appropriate management.

### **Clinics**

The surgery offers full antenatal and postnatal care, in conjunction with the community midwife. Midwife clinics are held on Friday afternoon. Please note the doctors do not attend home births. If you wish to have a home birth, you will need to make an appointment with the doctor to discuss this.

**Child health** including postnatal baby checks and full immunisation for all pre-school children. Development and health checks are given by Health Visitors and the Doctor.

**Well Woman** appointments including cervical smears, blood pressure and urine tests, if the latter has been requested by a clinician.

**Check ups** for Asthma, COPD, Coronary Heart Disease, Diabetes and other Long term health conditions by appointment with the Practice Nurse.

### **Results**

All blood tests can be taken at the surgery (except tests for young children). Test results will usually be available after 7 days. Due to the volume of calls to the surgery in the morning, if you wish to know the results, please call between 10:00AM 11:30AM, and 03:00PM-05:00PM.

**We will contact you** if a follow up appointment is required.

**SARS and Patient's Records** request the practice is obliged to provide copies of our patient's records as per Data Protection and Security laws and GDPR.

### **Complaints Procedure**

We have a comprehensive complaints procedure which can be seen on request. A copy is also available on via our website. If you have any grievances against our services or would like to provide us with patient feedback, please contact the Practice Manager. You can email your complaint to [e82661.gardencityurgery@nhs.net](mailto:e82661.gardencityurgery@nhs.net).

The practice manager is the first point of call for answering all your complaints and feedback. If you are not satisfied with our practice's response you have the right to contact NHS England at:

[www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/](http://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/)

or

by email to: [england.contactus@nhs.net](mailto:england.contactus@nhs.net) stating 'For the attention of the complaints team' in the subject line

or

in writing to: **PO Box 16738, Redditch. B97 9PT**

Tel: 0300 311 2233 Monday-Friday 9:00am to 3:00pm, except Wednesday when they start at 9:30am.

### **Violence/Abuse towards staff**

Under the Government's Zero Tolerance guidelines, the surgery will not tolerate any physical or non-physical acts of violence, threat, or abuse towards staff members. Appropriate action will be taken should this occur and may result in patients being removed from the surgery list. This also applies to all such incidents made on line or via social media platforms.

**Online Social Media Comments/ Feedback** We accept many people choose to post comments online and we acknowledge their right to express their opinions via this medium. However, we must note that if such comments are found to be abusive, promote fear of assault or challenge the right of our staff to work in a safe and secure environment, or if they are defamatory or degrading towards our staff or the surgery, we will act appropriately against authors of such online comments. This may result in patients being removed from our list.

### **Disabled Access**

The surgery has an electronic entrance door and access to the first floor is via a platform lift.

### **Change of Name and/or Contact Details**

We would appreciate it if you could inform us of any changes to your name, address, email or telephone number so that we can update our records as soon as possible.

- **Please note** that in the event of a name change, official documentation will need to be provided as evidence e.g., Marriage Certificate, Decree Absolute, Change of Name Deed or valid passport.

If you leave the Letchworth area you may be required to register with another practice closer to your new home.

### **Non-NHS Services**

We offer a wide range of medical examinations to our patients that may be required for insurance purposes, pre-employment, DVLA or leisure pursuits etc. You may be covered through your place or work or individually through Private Health Insurance. If you are referred for specialist treatment, please inform the doctor that you have private health insurance. There is a fee payable for any forms you may need a doctor to complete. Please request for a copy of our list of fees and charges, if need further information on this. It is the policy of the practice to invoice the requester before any medical information is released. Once payment has been received then any relevant documents will be forwarded, providing you have consented to the release of your personal information/medical records. Please note we do not provide GP letters to schools. We commissioned iGPR to assist us with completion of private forms and SARs.

### **Patient confidentiality and data security**

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please call, or write to our Practice Manager. For a copy of this practice's Privacy Notice, please visit our website. Please see link <https://www.gardencityurgery.co.uk/info.aspx?p=20> for further info. Our staff are required to go through regular training on patient confidentiality, data safety and security. They all personally signed a patient confidentiality agreement with the practice.

### **Walk-in Centres**

NHS walk-in centres provide treatment for minor injuries and illnesses seven days a week. You do not need an appointment and will be seen by an experienced NHS clinicians.

**New QEII Hospital Urgent Treatment Centre**, is open from 8am to 10pm each day.

Howlands, Welwyn Garden City  
AL7 4HQ

Tel:01438 314333

[www.newqeiiinfo/services/urgent-care-centre](http://www.newqeiiinfo/services/urgent-care-centre)

### **Luton NHS Walk-in Centre**

14-16 Chapel Street

Luton

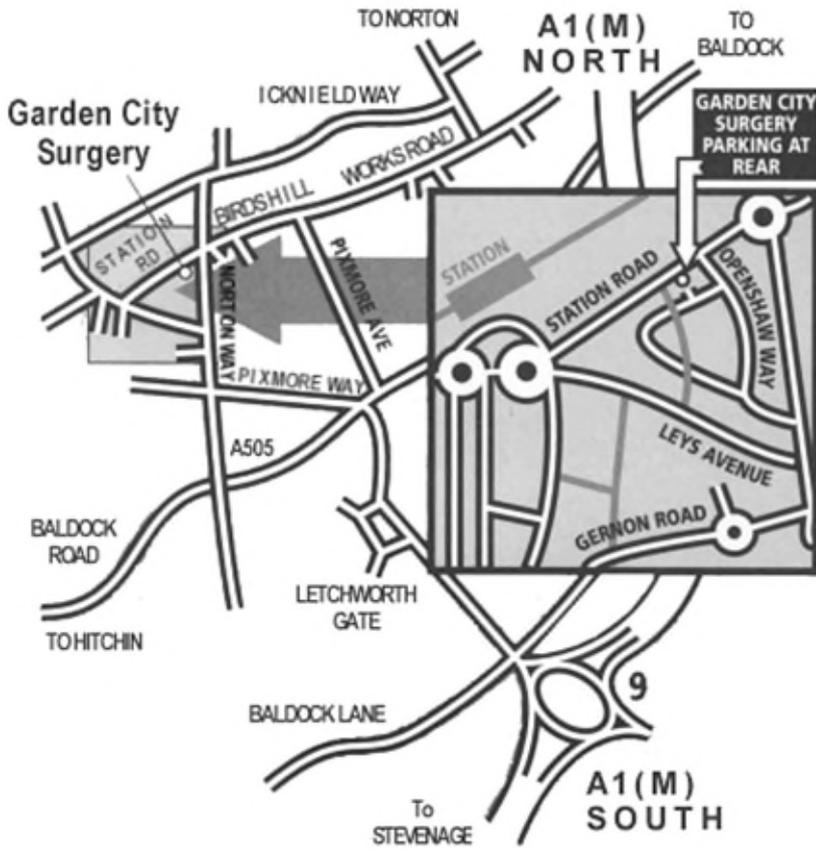
Bedfordshire LU1 2 SE

Tel: 01582 556400

### **Urgent Care Centre based at QEII Hospital**

#### **USEFUL TELEPHONE NUMBERS**

Emergency Doctor	01462 624000
Lister Hospital (switchboard)	01438 314333
QEII Hospital (WGC)	01438 314333
Pinehill Hospital	01462 422822
Social Services	0300 123 4040
Health Visitor	0300 123 7572
NHS England – Hertfordshire & South Midlands Area Team	0113 824 8686
NHS 111	111
NHS East & North Hertfordshire Clinical Commissioning Group	01707 685000



### **Car parking**

Car parking is available for disabled patients **ONLY**, behind the surgery, with access from Openshaw Way. Pay-and-display car parking is also available opposite the surgery car park entrance, if required.

### **Disabled Access**

All consulting rooms are at ground floor level. The surgery offers easy access for wheelchairs from the street and from the car park. A member of staff will always be happy to help if required.

If you have any ideas that may help us further improve our service to you, please do not hesitate to let us know.

*Revised May 2023*