

...
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

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

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

Telephone lines open at 8am to 6:30pm 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.

Garden City Surgery Mission Statement

To achieve our vision by offering the highest standards of care to all our patients and to listen to their views and needs. To ensure that all staff employed by the practice are trained and competent to assist in the smooth and safe running of the practice for the benefit of all users.



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

- Clinics at convenient times between 8:30am to 5:30pm
- Telephone and face to face appointments with a doctor or nurse
- Evening and weekend appointments via our Extended Access Service (Sollershott Surgery)
- 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.

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 umbrella.

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.

FY2 – Foundation Doctors

Qualified foundation doctors on a four months rotation, working under the supervision of the senior doctors.

Advanced Nurse Practitioner, Charlotte Balneaves Msc, Bsc - Monday, Tuesday, Thursday and Friday.

Current duties include patient assessment, diagnosis, referral, interpretation of investigations, implementation, and evaluation of care to patients in the primary care settings

Practice Nurses Ivy Petalino RGN – Monday, Tuesday, Thursday and Friday.

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

Minor Illness Clinics Locum – Wednesday and Friday

Providing help with minor illnesses, such as chest infections, urinary tract infection, and other infections.

Clinical Pharmacist Komal and Julie - Tuesday, Wednesday and Thursday

Providing care for medication reviews and queries about medication.

Phlebotomist – Tuesday – Friday (Morning clinics, with a clinic in Baldock on Tuesday)

Will take blood tests requested after seeing a doctor or advanced 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. Telephone appointment first and if they want to see you face to face, they will book it with you.

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 – Friday afternoon

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. Before you are sixteen weeks please 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 French, Punjabi, Hindi, Urdu, 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

Please know that on the days when the clinician is the duty doctor, they are looking through the eConsults, calling patients, they will only book a patient face to face themselves. Charlotte is the duty doctor on Monday. Dr Wood is the duty doctor on Tuesday and Wednesday. Dr Chand is the duty doctor on Thursday and Friday.

In an emergency outside opening hours, please ring 111/online 111 if you 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 surgery. 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) 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.
- b) A number of appointments to be booked up to 7 days in advance.
- c) A number of appointments to be booked up to 2 weeks in advance. These appointments are made available in four weekly cycles.
- d) A number of appointments to be booked up to 28 days in advance.
- e) 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.
- f) Online consultations with a doctor via eConsult (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 or automatically at 5:30pm.

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

If you would like to know more about who to see and if an appointment should be a telephone consultation or face to face, please check our article: [Which Clinician Do I Need To See? - The Garden City Surgery, Letchworth](#)

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. 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.

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 under sixteens). 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.

Please do know that scans do take a bit longer to come back than blood tests. Also know that if you had consultation at Lister Hospital and had a blood test at Lister Hospital, the results would go back to them. The only time a blood test result will come back to Garden City Surgery is if you have spoken to a clinician here and they have told you to have a blood test.

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. You can also submit your complaint/ feedback or complements via our brand-new website, see link <https://www.gardencitysurgery.co.uk/feedback--complaints>. 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.gardencitysurgery@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/

or

by email to: 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.

Virtual Patient Participation Group - VPPG

We encourage our patients to join our VPPG group where they can participate in discussions and discourse about our services. This will allow members to offer suggestion and participate in patient surveys and other activities relating to our surgery. For more information, please speak to our reception team or visit our website.

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 online or via social media platforms.

Please know that we would like you to understand that if you have two warnings, the next time you will be out. Of course, in some circumstances, depending on how severe it is, you might be sent out prior the two warnings.

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 of 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. 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.gardencitysurgery.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 clinician.

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

Luton NHS Walk-in Centre

14-16 Chapel Street

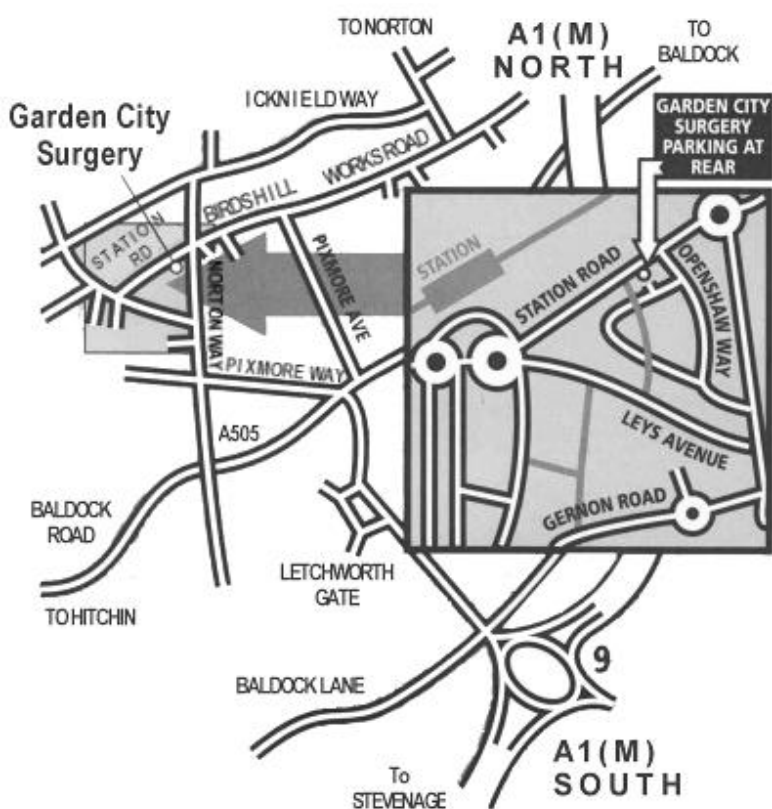
Luton

Bedfordshire LU1 2 SE

Tel: 01582 556400

USEFUL TELEPHONE NUMBERS

Garden City Surgery	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
Crisis Line	0800 644 101
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, we now have a barrier, so please press the bottom if the disabled spot needs to be used. Pay-and-display car parking is also available opposite the surgery car park entrance, if required.

Disabled Access

The surgery offers easy access for wheelchairs from the street and from the car park. If appointment is upstairs, we have a lift for you to use. 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.

If you would like to know more, please know that we are writing articles, please find this under Health Information on our website.

Revised March 2025

