

Nevels Road Surgery

Patients Newsletter

Issue 22: Spring 2023

Welcome

This quarterly newsletter is produced by volunteers on the surgery's Patient Group.

This edition focuses on a key topic that we know is important to all patients: how to access an appointment or get the help you need.

We hope you find it useful and informative.

If you would like to join the Patient Group, email nevroadppg@gmail.com or ask at reception.

Ringling the surgery

Phone calls are answered by a team of reception staff who have been trained to ensure that everyone gets the appointment that they need.

Based on the symptoms you describe, they will offer one of the following.

Patients needing help the **same day**:

Referral to a pharmacy – for most minor ailments

Advanced Nurse Practitioner – for more severe or persistent ailments: usually an in-person appointment

GP – for the most serious ailments which are one step away from going to A&E. The appointment can be by phone or in-person

You can check online if GP help is what you need at 111.nhs.uk.

Patients **booking in advance**:

In-house pharmacist – to review medication

Practice nurse – smears, dressings, vaccines

'Extended Access' – out of hours, routine appointments with a nurse or GP at Sollershott surgery

GP – for long-standing conditions that require a doctor; usually a phone appointment.

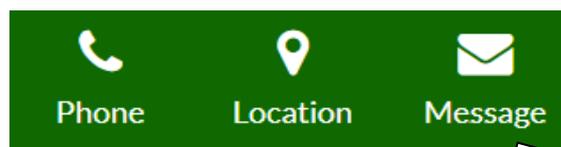
Have you tried eConsult?

To contact the surgery online during surgery hours, go to  nevelsroadsurgery.co.uk and click on the national triage system, eConsult.

Complete the eConsult form. If your answers suggest urgent symptoms, you might be advised to use another NHS service such as Accident & Emergency.

Otherwise the reception team will deal with your enquiry in the same way as with patients who telephone.

Send a non-urgent message



From www.nevelsroadsurgery.co.uk you can send a message to the reception team. They aim to respond within two working days. This is only useful for medical and non-medical queries that are not urgent.

Out of Hours

If you are worried about your symptoms and can't wait for the surgery to open, call 111. Their trained staff, supported by healthcare professionals, will triage and signpost you to the most appropriate treatment.

First Contact Physiotherapy (FCP)

If you have bone, muscle or joint pain, the reception team can book you in directly to the FCP without seeing a doctor. This service can diagnose, give expert advice and if necessary, refer you on to a specialist.

Health & Wellbeing Support

- For support on mental and physical health, visit www.hertfordshire.gov.uk and search for Health in Herts.
- **Herts Help** is a signposting and advice service which can direct people to the right support - 0300 123 4044 or email info@hertshelp.net

Mental Health

Six local surgeries share access to a Mental Health Nurse. The surgery's receptionists can book you in directly to this service.

Mental Health – self referral for help

- The NHS '**Every Mind Matters**' website has expert advice and practical tips for people with anxiety, low mood and sleep problems
www.nhs.uk/oneyou/every-mind-matters
- **Hertfordshire Mind Network** crisis helpline – 01923 256 391
- **NHS HPFT** – available 24/7 for Hertfordshire residents experiencing a mental health crisis or needing mental health support. 0800 6444 101
- **Samaritans** - 116 123 (open 24/7)
- **Sandbox** is a new service for **children and young people** and their families.

Starting on 1 April 2023, it offers:

- 24/7 website
- Free therapy sessions: 7am-10pm Mondays-Fridays and 10am-10pm Saturdays and Sundays
- Live Chat: 10am-8pm Mondays-Fridays
- Assessment for NHS-funded therapy (1-to-1 therapy or a digital course)
- Resources for professionals

Visit sandbox.getcerebral.co.uk or watch their video at youtu.be/a8D8Qy3wxhw

Surgery opening hours

Monday to Friday: 8am - 6.30pm

Closed for staff training 1-2pm on Tuesdays

Health visitors: 01462 684731 9am – noon

For community midwife advice at other times call 01438 314333.

Some GP and nurse appointments are available out of hours including the weekend via the Extended Access hub at Sollershott surgery: book at Nevells Road reception.

If you need help when the surgery is shut, call 111.

If the situation is life-threatening, call 999.

Medical team

Dr Tim Ramsbottom	T, W, F
Dr Melanie Lacy	M, T, Th, F
Dr Ashwini Alva	T(am), W, F
Dr Helen Davies	M, Th
Dr Barbara Duncan	M T W Th
Dr Jessica Hansell	M T Th F
Dr Jennifer Green	T
Dr Aminah Khan	M W
Dr Deepa Kapur	Th F

Nurses

Hayley Gudgeon	M T W Th
Jane Timson	M T W F
Linda Duffield	M T W Th F
Marie Nash	M T W Th
Sarah Killen	M T W Th F