

Guide to Parkwood Surgery



**The Friends of Parkwood Surgery
present its guide for patients explaining
how to access the services available at
Parkwood Surgery**



Use our Guide, Be Prepared



FPS Website - <https://friendsofparkwoodsurgery.com/>



Email - friendsofparkwooddrive@gmail.com



@FriendsOfParkwoodSurgery

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Why are things changing?

There are many reasons why GP practices are changing the way they operate.



We are living longer, and we are living with more complex conditions which in turn means we require more support from our GPs and health professionals.

We are also dealing with pressures across the NHS, including a backlog caused by the pandemic that also increases demand for appointments. The NHS is evolving to ensure GP services continue to be available, this does require changes to the way that GP practices operate and how you engage with your GP surgery.

The move to online GP services was always the future, and many people find this approach very convenient. It is recognised that it does not suit everyone and Parkwood Surgery offers a range of options to ensure everyone can access the services they need.

This guide sets out the services available and how you can access them, to get the best possible experience from the surgery.

Please use this guide to understand the options available, prepare for appointments and ensure that you obtain the support you need.

Thank You.



Quick Reference Guide to Services

- Dial 999 in a real emergency, e.g. heart attack or stroke
- Dial 111 or go to www.111.nhs.uk if the situation is urgent
- Go to the Parkwood Surgery, Patient Access or nhs.uk websites for health advice from trusted sources and non-urgent queries
- See your pharmacist – they are experts in medicines, can offer advice for numerous ailments, and are often available outside surgery hours
- Parkwood Surgery offers telephone, online and face to face appointments for urgent medical issues: book via Online Consultation or by phone
- You can also book a nurse's appointment: you do not need to be triaged to see a nurse
- For urgent issues, use Online Consultation during surgery opening hours, see Page 7. If telephoning the surgery please avoid 8am - 10am when phone lines are busiest
- If you have a long-term condition such as diabetes, asthma etc. please ensure that you have your annual reviews

Reliable Sources of Online Information

To find health-related information, guidance and services you can trust, start from the Parkwood Surgery or Patient Access websites as they will signpost you to many other resources.

★ The Parkwood Surgery website

a range of self-help information is available, you have the ability to self-refer for certain clinics, request sick/fit notes, update your contact details, and use the Online Consultation option for non-urgent queries

Click on the Local Support or Self-referrals drop-down menu, or the Online Services box

<https://parkwoodsurgery.nhs.uk/>



★ The Patient Access website

also provides self-help information, the ability to request repeat prescriptions and see your recent medical history including test results – see page 10

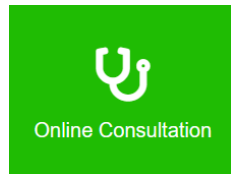
<https://www.patientaccess.com/>

NB. Appointments cannot currently be requested via the Patient Access website. Please use Online Consultation via the Parkwood Website for urgent requirements, and telephone for routine appointments

New - Online Consultation Service

This service is being adopted by all GP practices. Using the “Online Consultation” form avoids queuing on the telephone, though you can still call if you prefer.

On the Parkwood Surgery website click the green “Online Consultation” box



Select one of the following, then complete the questions

- **Same day urgent medical requests**
NB. This option is only available during opening hours
- **Non-urgent medical requests**
NB. We recommend you telephone for routine appointments
- **Admin requests** and online help.



Based on your answers the system will:-

- Advise you to contact other emergency medical services in the NHS if identified as an emergency
- Send your request to Parkwood Surgery:
 - Medical requests are managed by clinicians
 - Admin requests are managed by Reception/Admin staff

Requests are processed according to medical need: this may be a same day emergency appointment if appropriate, or a response within 48hrs

How to Use Online Consultation

You can contact the surgery via their website for:-

- A same-day urgent medical requirement, e.g. appointment
- A non-urgent admin requirement or medical query



Go to the Parkwood Surgery website, then:-

- Click on the green “Online Consultation” box
- Select the appropriate option depending on your need
- If prompted, confirm this is non-urgent
- Write the request providing as much information as you can
- Tell Parkwood Surgery how you would like to be contacted
- Enter your details, then press Submit!

The Benefits of Online Consultation include:-

- ★ No need queue on the phone
- ★ You have time to include as much detail as you can
- ★ Many requests are handled online and prescriptions issued direct to your pharmacy - no need to travel to the surgery
- ★ Appointments are scheduled if needed



Help Using Online Consultation

Please see the Online Consultation guide on the FPS website,
<https://friendsofparkwoodsurgery.com/>

To Make an Appointment by Phone

For urgent situations, use the Online Consultation form via the Parkwood Surgery website, see previous pages.

For routine appointments, please telephone the surgery in opening hours. When you call you will hear an automated message: listen to the options then press the required number.

When you speak to a receptionist:-

- ★ They will ask a few pre-set questions about your condition
- ★ The answers are assessed by the triage doctor who will decide on the appropriate course of action and appropriate timeframe, and you will be notified the same morning/afternoon by text or phone. Possible options include:-
 - ★ Appointment with the doctor on same/different day
 - ★ Appointment with another healthcare professional
 - ★ Routine callback
 - ★ Advice or prescription
- ★ You can still book routine telephone and face to face appointments by phone



All Parkwood staff are trained and bound by patient confidentiality, but they will understand if you prefer not to share – simply say “I prefer not to say, thank you”

To Request a Repeat Prescription

The following options are available:-

★ **Complete an Online Request via Patient Access Website**

To use this option you must first set up your account and link it to your records at Parkwood Surgery, see Page 10.

Using the Patient Access Website - see Page 11



★ **Complete an Online Request via the NHS App**

To use this option you must first set up your account and link it to your records at Parkwood Surgery, see Page 12.

Using the NHS App - see Page 12

★ **Complete your paper Repeat Prescription form**

Drop your completed form in the Surgery's letterbox; you can collect from the surgery after 3 working days, or it will be sent direct to your nominated pharmacy if the surgery holds this information on your record.

Using your Pharmacy

Parkwood Surgery no longer accepts repeat prescriptions submitted via your pharmacy.

Exceptions are made for some patients, whose nominated pharmacy will be notified by Parkwood Surgery.

Repeat Prescription: Patient Access

Follow these steps to set up your Patient Access account, and link your account to your Parkwood Surgery patient record.

1. Request a Registration letter from Parkwood Surgery

Use the Online Access Request form on their website; attach images of your proof of ID and proof of address; or present them at the surgery when contacted to collect your letter. The letter provides a unique code needed to link your account

2. In your web browser go to <https://www.patientaccess.com/>

Click “Register” and create an account.

Click “Link your GP Practice” and follow the steps on screen. Please allow 24 hours to be able to see your medical details

3. You can now use the Patient Access website to:-

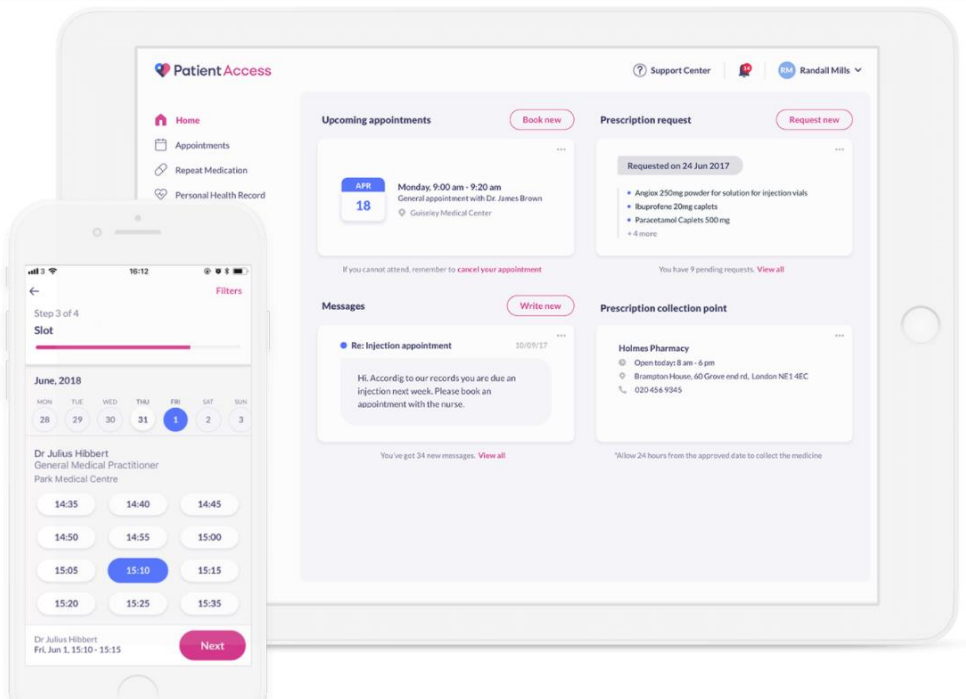
- Order your repeat prescriptions
- See medical test results
- Share your medical data, and see when other teams have reviewed your medical data



Help Setting up your Account

Please follow the above steps in the order listed. For help setting up your Patient Access account and linking it to Parkwood Surgery please see the Patient Access guide on the FPS website, <https://friendsofparkwoodsurgery.com/>

Patient Access Website



Patient Access Website

Use to review your medication and order repeat prescriptions; review your recent medical history including test results, share your medical records with selected healthcare professionals; self-refer for certain services; and view online medical help from reputable sources

Repeat Prescription: NHS App

Use the NHS App on your mobile or via your PC web browser

1. Request a Registration letter from Parkwood Surgery

Use the Online Access Request form on their website.

The letter provides a unique code needed to link your account

NB. You cannot use your Patient Access code for the NHS App

2. Install the NHS App on your mobile, or in your web browser on your PC go to <https://access.login.nhs.uk/>

Enter your email address, click “Continue” then follow the account setup process

Click “Link your GP Practice” and follow the steps on screen.

You may need to allow 24 hours to see your medical details

3. You can now use the NHS App / website to:-

- Order your repeat prescriptions, nominate a pharmacy
- See your health record and medical test results



Help Setting up your Account

Please follow the above steps in the order listed.

For further assistance please go to

<https://www.nhs.uk/nhs-app/about-the-nhs-app/>

Parkwood Surgery Website



Parkwood Surgery
Parkwood Drive, Hemel Hempstead, HP1 2LD
Telephone: 01442 250 117



Providing NHS services



- Home
- News
- Covid-19 Info
- Appointments
- Prescriptions
- Forms
- Practice Staff
- Patient Info
- Local Support
- Self Referrals
- Surgery Newsletters
- Contact Us

Latest News: Online Consultation Live Prescripitor

The screenshot shows the Parkwood Surgery website interface. On the left, there is a 'Contact us online' banner with the NHS logo and a 'Submit a new request' button. To the right of the banner is a mobile phone displaying the website's main menu. Further right is a grid of six colorful buttons: 'Online Patient Registration' (pink), 'New Patient Registration' (blue), 'Update Patient Details' (green), 'Online Consultation' (light green), 'Online Services' (yellow), and 'Prescriptions' (purple).

Parkwood Surgery Website

Find details on opening times; self help information for common ailments and self-referral options; use Online Consultation for same day medical requests or admin requests; update your contact details or submit a query to the surgery.

Use the Translate button (at the top) or Accessibility button (on the right) to help engage with the website.

Obtaining Test Forms and Test Results

If you are asked to have blood tests then the surgery will provide the required forms. These may be printed for you to collect from the surgery, or they may be emailed to you, for you to print out. Please take a printed copy of the form with you to the pathology lab, they cannot use an electronic version.

You can check your test results via Patient Access or the NHS App, if you have set up an account and linked it to your patient records: see previous pages.

The surgery will only contact you if your test results require a follow up, you may receive a call or text message to arrange an appointment.



See the pages on the Patient Access website and the NHS App for details on how to create an account

Why Would I See...

The Parkwood Surgery Pharmacist - Pharmacists are trained in dealing with complex medication reviews and long term conditions, and are often better-placed than GPs to conduct such appointments

The Parkwood Surgery Paramedic - Paramedics are trained to deal quickly and effectively in triage and diagnosis of common medical conditions

First Contact Physiotherapist - A Primary Care Network role shared between Parkwood, Fernville and Highfield surgeries, the physiotherapist is trained to assess patients with soft tissue, muscle and joint pain, offer self-management guidance or refer for further treatment

Social Prescriber – Also a shared Primary Care Network role, the social prescriber can refer patients to a range of local, non-clinical services to address health needs in a holistic way, and support individuals in taking greater control of their own health.

Did You Know ...

it's sometimes better to see a different clinician who may be better trained to assist with your situation, rather than your GP!

Why Would I See...

The Nurse - Nurses are trained to deal with a range of care needs, e.g. wound care, contraception, family planning, smear tests, child immunisation, travel vaccinations, ECGs, ear syringing, and Diabetic checks

Health Care Assistants - Specialise in delivering and assisting in patient care, preventative care and health promotion, e.g. ECGs, phlebotomy, blood pressure reviews, NHS health checks and dressings.

Mental Health Nurse – Another shared Primary Care Network role, the mental health nurse can help patients manage their mental health through medication and advising on relevant therapies and social activities

The Asthma/COPD Nurse - Specialising in care for those with respiratory conditions, an appointment can help you manage your condition and improve your quality of life

Did You Know ...

it's sometimes better to see a different clinician who may be better trained to assist with your situation, rather than your GP!

Receptionists & Admin Staff

The Reception team are the front faces of Parkwood Surgery and will always try to accommodate patient requests where possible. Amongst the changes within the surgery, the staff have been proactive in updating patients on these changes, how they can be used and be beneficial to you.

Reception staff are trained to ask a series of questions to gain the information necessary so they can help you with your query. They are trained to handle complex, sensitive and personal information with medical confidentiality; use the NHS systems for managing your patient record including make appointments, process admin requests, help with medication queries, triage appointments via online consultation and signpost to relevant services if needed.

Please treat all surgery staff with respect. If there are any issues, please let the team know and they can direct your query to the Practice Manager.

Parkwood Surgery now has two self-check in terminals!
They are on the wall to the left as you enter Reception.

Touch the relevant buttons on-screen to confirm your arrival;
note which room you will be going to,
and wait to be called via a message on the large screens.

Shared Decision Making

Shared Decision Making is when medical staff and patients work together to make joint decisions about medical treatment, medicines and operations.

Studies have shown that shared decision making results in more effective decisions and improved health outcomes.

By discussing and making joint decisions, medical staff will know your views, concerns and priorities, and you will understand what options are available.

You should always ask:-

- What are the Benefits?
- What are the Risks?
- What are the Alternatives?
- What if I do Nothing?



For further information, please see

<https://www.patients-association.org.uk/shared-decision-making>

You have a legal right to be involved in decisions about your care or treatment. Please note that this may not be possible in an emergency situation.

Effective Appointments

Appointment time is usually limited to 10 minutes: to help you make the best use of the time, be prepared:-

- ★ Make notes beforehand so you don't forget anything important: What are the symptoms, when do they occur, do they follow a pattern, how frequently do they occur, how severe are they, etc.
- ★ Advise about any ongoing conditions that may be relevant, or any family history of a condition.
- ★ Write down any medicines you are taking, and treatments you may have tried. They will have your records but it helps if you share relevant details too
- ★ Make a note of any questions you may wish to ask



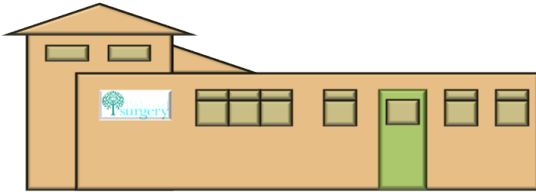
Try the FPS Appointment Preparation Form!

Download or print our Appointment Preparation Form Template to help you prepare in advance.

Available on the FPS website,

<https://friendsofparkwoodsurgery.com/>

Guide to Parkwood Surgery



Parkwood Surgery Contact Details and Opening Times

Parkwood Surgery

Parkwood Drive, Hemel Hempstead. HP1 2LD

Tel: 01442 250117

Fax: 01442 256185

Website: <http://www.parkwoodsurgery.nhs.uk>

	Consultation Hours	Early/Late Appointments - Days Vary
Monday	08:30 – 18:30hrs	Early 07:00 – 08:00 Late 18:30 – 19:30
Tuesday	07:00 – 18:30hrs	
Wednesday	07:00 – 18:30hrs	Days vary so must be pre-booked
Thursday	08:30 – 12:30, 13:30 – 18:30 hrs	
Friday	08:00 – 18:30hrs	
Alternate Saturdays		09:00 – 12:30hrs

Boxmoor Surgery

105a St Johns Road, HP1 1QG

Tel: 01442 253133

See Parkwood Surgery website
for opening hours

Gadebridge Surgery

300 Galley Hill, HP1 3LE

Tel: 01442 262514

See Parkwood Surgery website
for opening hours