Guide to Parkwood Surgery



The Friends of Parkwood Surgery presents 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

Guide to Parkwood Surgery

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Guide to Parkwood Surgery

About FPS



The Friends of Parkwood Surgery, FPS, is your Patient Group!

Established in 2010, FPS was created before it become mandatory for all GP practices to have patient groups, because we could see the benefit of enabling patients to contribute their thoughts, ideas and feedback to help the practice meet our needs.

The FPS Committee consists of a few Parkwood Patients who volunteer their time, bringing their skills and enthusiasm to the team to engage with the surgery, and to define and deliver FPS objectives and initiatives. There's usually around 12 people on the committee.

We've supported the surgery with their 'flu clinics and patient surveys; we've presented ideas and suggestions from patients to help improve services; we've supported patients through local health talks and exercise classes; and we've raised funds to help purchase items that benefit all patients, that the surgery might not otherwise have been able to obtain.

Please visit our website to find out more about FPS or get in touch via the online contact form or our mailbox.

https://friendsofparkwoodsurgery.com/

Email - friendsofparkwooddrive@gmail.com

Introduction



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

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

We're 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's recognised that this doesn't 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 and non-urgent medical issues: to request an appointment, use the Online Consultation form on the Parkwood Surgery website;
- For urgent and routine issues, use Online Consultation during surgery opening hours, see Page 9. 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.

THE FRIENDS OF PARKWOOD SURGERY
GUIDE TO USING THE RIGHT SERVICE

In a medical emergency call 999

Not sure which service is the right one, or need advice? Call 111

Self Care

Care for yourself at home



Minor cuts & grazes, aches & pains, bruises, sprains

Stock up on medicines to treat at home - your pharmacist can advise on a first aid kit

Pharmacy

Local Expert Advice



Pharmacists offer advice and medicines for minor illnesses such as coughs, colds, earache, flu, headaches, allergies, bites & stings, constipation, stomach upsets

NHS 111

Non-emergency Help



Feeling unwell?
Unsure?
Anxious?
Need help?

Call 111 or go online at 111.nhs.uk to get the right help urgently

GP Practice

Contact the Surgery



In surgery hours, contact the surgery about persistent symptoms, chronic pain, long term conditions, new prescriptions, referrals.
Out of Hours: Go to Urgent Care Centre or call 111

Urgent Treatment

for Urgent Issues



Outside Surgery Hours 6.30pm - 10pm go to the Urgent Care Centre for urgent issues including long term conditions, breaks, sprains, skin conditions, cuts, stomach pains, and other medical conditions

A&E or 999

Emergencies only



Go to A&E or call 999 if experiencing signs of heart attack, stroke, choking, blacking out, serious blood loss, accidents or difficulty in breathing

Mental Health

Help Lines



If experiencing a mental health crisis call the Herts NHS 24x7 helpline on 0800 6444 101 or call 111 and select Option 2 or call the Samaritans on 116 123 or text SHOUT to 85258

To download a copy of this guide, please go to our website or scan the QR code

www.friendsofparkwoodsurgery.com

Pharmacy First

Pharmacy First is an NHS initiative designed to offer professional healthcare advice and treatment for seven common illnesses through your local pharmacy.

- No appointment is usually needed
- You can get advice and treatment, including prescription medicines, where appropriate

Pharmacy First covers these seven common conditions: please note the age criteria:-

- **Sinusitis** (12 years and over)
- **Sore throat** (5 years and over)
- **Earache** (1–17 years)
- **Infected insect bites and stings** (1 year and older)
- **Impetigo** (1 year and older)
- **Shingles** (18 years and over)
- **Uncomplicated urinary tract infections (UTI) in women** (16-64 years)

Note that some Pharmacies may apply additional criteria. A pharmacist may still provide advice and care if you're outside the criteria, or may refer you to another healthcare provider.

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 form for appointments and admin queries
https://parkwoodsurgery.nhs.uk/



★ **The NHS website**
also provides reliable self-help information
https://www.nhs.uk

NB. Appointments can't currently be requested via the NHS App or Patient Access website. Please use the Online Consultation form via the Parkwood Website, or phone the surgery if unable to use the form.

Online Consultation: Overview

This service is used by all GP practices. Using Online Consultation for all your health problems and admin queries frees up the phone line for those unable to use the form.

On the Parkwood Surgery website click on **Appointments**, then scroll down and click on **AccuRx Online Request.**

Select one of the following options then complete the questions:

- **I have a health problem** for urgent and routine concerns
  This option may only be available during surgery hours
- **I have an admin or routine care request**
  Includes fit/sick notes, repeat prescriptions, reviews, screening and vaccinations
- **I want to read online advice** for online help.

Based on your answers the system will:-

- Advise you to contact other emergency medical services in the NHS if your issue is 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

On the surgery website, use AccuRx Online Request for:-

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



On the Parkwood Surgery website, then:-

- Select **Appointments**
- Scroll down then select **AccuRx Online Request**
- Select the appropriate option depending on your need
- If prompted, confirm this is non-urgent
- Write the request giving 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
★ All requests are handled online and prescriptions issued direct to your pharmacy - no trip to the surgery
★ Appointments are scheduled if needed

Help Using AccuRx Online Request
Please see the Online Consultation guide on
https://friendsofparkwoodsurgery.com/

If You're Unable to use the Online Consultation Form

Please telephone the surgery on 01442 250117

Staff will take your details and complete the Online Consultation form on your behalf. It will the be triaged in the sane way as those submitted by patients via the website.

When you speak to a receptionist:-

- ★ They will ask a few pre-set questions about your condition;
- ★ They will fill in the form using your answers, and submit the form on your behalf.

The duty doctor will review your request. If clinically urgent, you will be contacted the same day, otherwise within 24 working hours. Possible options include:-

- ★ Appointment with the doctor on same/different day;
- ★ Appointment with another healthcare professional;
- ★ Routine callback;
- ★ Advice or prescription.

The online form is open Mon-Fri, 8am to 6:30pm.
You don't need to telephone the surgery or come into reception simply to request an appointment.

All Parkwood staff are trained and bound by patient confidentiality.

To Request a Repeat Prescription

The following options are available:-

★ **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 13.
Using the NHS App - see Page 15

★ **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.

You can also continue to use Patient Access to submit repeat prescription requests, if you have an account.

Using your Pharmacy

Parkwood Surgery does not accept repeat prescriptions submitted via your pharmacy.
Exceptions are made for some patients, whose nominated pharmacy will be notified by Parkwood Surgery.

Set up the 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 they provide will contain a unique code needed to link your account.

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.

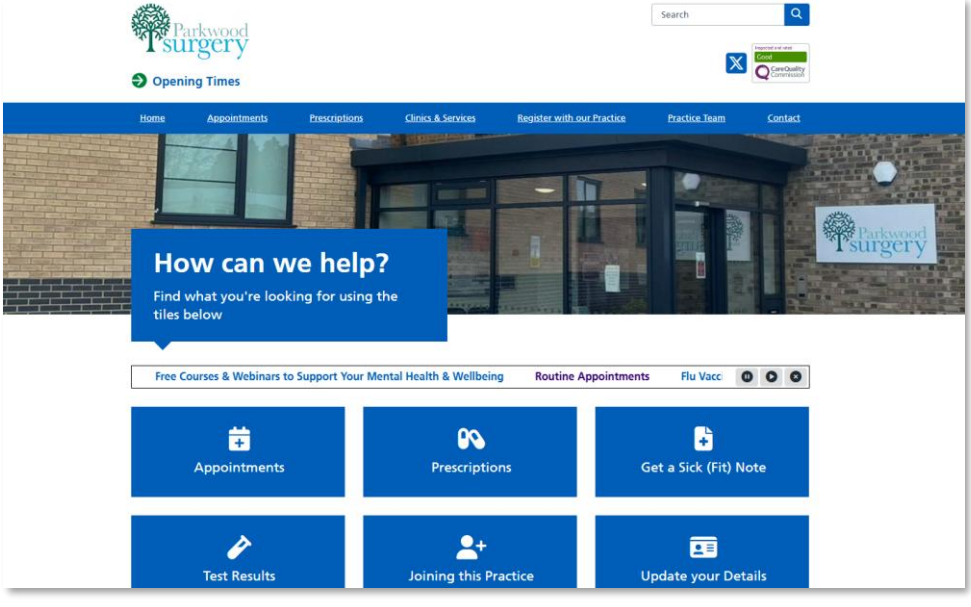
3. **You can now use the NHS App / website to:-**
   - Order your repeat prescriptions;
   - Nominate a pharmacy;
   - See your health record and medical test results.

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



https://parkwoodsurgery.nhs.uk/

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

Use the Translate button or Accessibility button in the footer to help engage with the website.

Obtaining Test Forms and Test Results

If you're asked to have blood tests done, 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 hospital blood clinic, they cannot use an electronic version.

You can check your test results via the NHS App or Patient Access, 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.



You Now Need to Book for Blood Tests!
This is no longer a walk-in clinic. To book, visit
www.westhertshospitals.nhs.uk/bloodtests
Or telephone 01727 897376 Tue-Fri 9am to 1pm

Why Would I See...

Your health is Parkwood Surgery's primary focus.

Sometimes, it's best to see one of their specialist clinicians instead of a GP.

The following pages take a look at the different clinicians you might meet or have an appointment with, and how they can help you.

The Parkwood Surgery Pharmacist - Pharmacists have expert knowledge of medicines and are trained to deal with complex medication reviews and long term conditions: they're 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, they're best placed to support you if your condition is rapidly deteriorating, if you have a long term condition, and for minor injuries/illnesses.

Did You Know ...

Specialist clinicians are often better trained in their subject so they're better placed to assist with your situation, rather than your GP!

Why Would I See...

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

Social Prescriber – A shared Primary Care Network role, the social prescriber can refer patients to a range of local, non-clinical services that can help support physical health and mental wellbeing, to help you take control of your own health and address health needs in a holistic way.

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.

Did You Know ...

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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, blood samples, ECGs, and Diabetes checks.

Advanced Nurse Practitioner – highly trained, they can do many things a GP can do including taking your medical history, conducting examinations, and prescribing medicines. They often care for patients with acute and chronic conditions.

Mental Health Nurse – A shared Primary Care Network role, the mental health nurse will work with the patient, their family and carers to promote and support your recovery if you have mental health problems or live with a psychological condition. They can advise on relevant therapies, different treatments, taking medication correctly and helpful social activities.

Did You Know ...

Specialist clinicians are often better trained in their subject so they're better placed to assist with your situation, rather than your GP!

Why Would I See...

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.

GP – General Practitioner – doctors who treat all common medical conditions.

Did You Know ...

Specialist clinicians are often better trained in their subject so they're better placed 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, and they're proactive in letting you know about any relevant changes.

Reception staff are trained to support you in getting the right care by asking a few quick, confidential questions. They're 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, submit appointment requests via online consultation on your bejalf, 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 Patient Service Manager.

If you're talking to Reception staff in the surgery but prefer not to be overheard, ask to use the consulting room for privacy.

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 can 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 next page or at
https://friendsofparkwoodsurgery.com/

THE FRIENDS OF PARKWOOD SURGERY

APPOINTMENT PREPARATION NOTES

Visit the FPS website to print more copies of this form!

Symptoms / severity / frequency

Existing conditions / family history

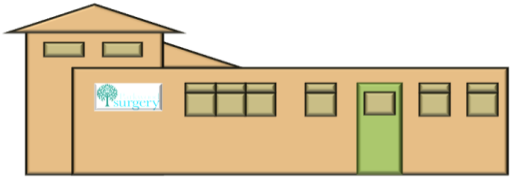
When symptoms occur / patterns

Questions I want to ask

What Do I Want as a Result of this Appointment?

www.friendsofparkwoodsurgery.com FriendsofParkwoodSurgery friendsofparkwooddrive@googlemail.com

Guide to Parkwood Surgery



Parkwood Surgery Contact Details and Opening Times

Parkwood Surgery
Parkwood Drive, Hemel Hempstead. HP1 2LD
Tel: 01442 250117

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

	Consultation Hours
Mon	08:00 – 18:30hrs 07:30-08:00hrs pre-booked nurse appts only
Tue	08:00 – 18:30hrs 07:30-08:00hrs pre-booked nurse appts only
Wed	08:00 – 18:30hrs
Thu	08:00 – 18:30hrs
Fri	08:00 – 18:30hrs
Sat	08:00 – 11:00hrs pre-booked appts selected Saturdays only