

Guide to Parkwood Surgery



The Friends of Parkwood Surgery have produced this guide to help explain how the Surgery works, and the best ways to access various GP services and any support you need

Use our Guide



Be Prepared

Get the help you need

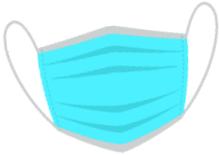


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Why have things changed?



The Covid-19 pandemic forced us all to change the way we behave – wearing masks, washing hands, staying 2 metres apart, staying at home. It's been a huge challenge to our way of life.

Parkwood Surgery has been open throughout but to keep patients and staff safe they have had to implement a few necessary changes.

Whilst some appointments still take place in person - nurses have continued to see patients in the same way throughout the changes and continue to do so - many can be conducted by phone or video call, and it's this change that has enabled the Practice to remain open throughout the pandemic.

The move to online appointments was always going to be part of the future of GP services and the pandemic accelerated this change. This guide provides assistance in accessing services and getting the best possible experience from the surgery.

Please remember, these changes are to protect patients and Practice staff – if we want them to be there when we need them, we all need to play our part to keep each other safe

Thank You.



Summary of 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 website or to nhs.uk for health advice from trusted sources and non-urgent queries
- » See your pharmacist – they are experts in medicines, can offer advice for certain ailments, and are often available outside surgery hours
- » Parkwood surgery offers telephone and online appointments, face to face consultations available for those who need them
- » Telephone triage is for urgent symptoms requiring same day contact
- » For more routine issues, you can book a routine telephone callback via reception with a GP of your choice
- » You can also book a nurse's appointment: you do not need to be triaged to see a nurse
- » Avoid calling between 8am and 10am if you can, when phone lines are busiest

Online Assistance

Did you know that a lot of information, guidance and services can be found online?

- ★ The Parkwood Surgery website provides a range of self-help information and the ability to self-refer for certain clinics, request prescriptions, request sick/fit notes, update your contact details, and contact the surgery by email for routine queries

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

- ★ The Patient Access website also provides self-help information and the ability to request repeat prescriptions and see your recent medical history including test results

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



Note that appointments cannot currently be requested via either website. To ensure patients can get through on the phones to make appointments, please use the above websites for other requirements whenever possible

Thank you

To Make an Appointment

Please telephone the surgery during opening hours

When you telephone the surgery, you will hear an automated message: listen to the options then press the required number

When you speak to a receptionist:-

- ★ They will ask if you can share the nature of your issue *
- ★ You will be asked if you need to see a Doctor or a Nurse
- ★ You can leave a message for a nurse if you have a query, a nurse will usually call you back on the same day
- ★ If urgent, you are assigned to telephone triage
You will receive a call back within 4 hours
- ★ If you require a routine appointment you may be offered a call or face to face consultation
- ★ You may have to wait 2-3 weeks depending on your issue, whether you wish to see a specific GP, and GP availability

* The doctors have asked Receptionists to request an outline of your issue so they can assess how urgently you need to be seen, and the GP can better prepare for your appointment.

Receptionists 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”

What is “Telephone Triage”?

It simply means your appointment will be conducted over the phone – many issues can be dealt with easily by phone.

You will be advised a time frame during which the GP will call. If you are not available at that time please tell the receptionist so the GP can call you at a better time.

Telephone triage can also be a video call, enabling your GP to see you and for you to share visual information on your concern. The surgery has a video conference solution that works on a PC or mobile phone: the GP will send a link, simply click to connect.

If a face to face appointment is needed the GP will schedule this.

If a prescription is issued, it can be sent electronically to your nominated pharmacy or you can collect from the surgery

The Benefits of Telephone Triage include:-

- ★ No need to travel to the surgery
- ★ More patients assessed same day than possible in person
- ★ No need to collect prescriptions in person
- ★ Reduced footfall in the surgery so reduced infection risk on site

To Request a Repeat Prescription

The following options are available:-

★ **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.

The prescription will be sent direct to your nominated pharmacy if the surgery holds this information on your record: the pharmacy will contact you when it's ready

★ **Email Parkwood Surgery**

parkwood.prescriptions@nhs.net

★ **Complete an Online Request**

- Using the Parkwood Surgery Website - see Page 9
- Using the Patient Access Website - see Page 11



Using your Pharmacy

Most pharmacies offer to manage your prescriptions for you. You need to complete a form giving them permission. You can then give your completed repeat prescription forms to them.

This is useful if you need the same medications every time. Otherwise, make sure that you confirm with the pharmacy which items you require.

Repeat Prescription: Parkwood Website

You can request your repeat prescriptions by using Parkwood Surgery's new website.

In your web browser go to <https://parkwoodsurgery.nhs.uk/>

- ★ On the home page, click the purple Prescriptions box
- ★ Complete the form. If you need to order more than one item, click + on the right of the Medications field
- ★ Check the "I am not a robot" box
- ★ Check the permissions box
- ★ Click Submit.



Prescriptions ordered via this method can take up to 5 days.

After you have used this process once, the system will remember your items so the form will be faster to complete in future.

Parkwood Surgery Website

See the next page for details of what help, guidance and other useful options can be accessed online

Parkwood Surgery Website

The screenshot shows the Parkwood Surgery website homepage. At the top, there is a teal navigation bar with a 'Translate' button. Below this is the website header featuring the Parkwood Surgery logo (a tree with 'Parkwood surgery' text), the practice name 'Parkwood Surgery', the address 'Parkwood Drive, Hemel Hempstead, HP1 2LD', the current time 'Current time is 09:17 - We're open', the telephone number '01442 250 117', out of hours 'Out of Hours: 111', and the NHS logo with the text 'Providing NHS services'. A teal navigation menu contains links for Home, News, Covid-19 Info, Appointments, Prescriptions, Forms, Practice Staff, Patient Info, Self Referrals, Surgery Newsletters, and Contact Us. Below the menu, there is a 'Latest News' section with a link to 'here for you when you need us - how to access services'. The main content area is titled 'Welcome to Parkwood Surgery' and contains several paragraphs of text describing the practice's services and staff. To the right of the text are six colorful buttons: 'Prescriptions' (purple), 'Update your details' (green), 'Med3 Sick/Fit Note Request' (light green), 'Contact Us' (teal), 'New Patient Registration' (pink), and 'COVID-19 Vaccination and Information' (red). An accessibility icon (a person in a wheelchair) is located on the far right.

Parkwood Surgery Website

Find details on opening times; how the appointment system works; details of practice staff; self help information for common ailments and self-referral options; update your contact details or submit a query to the surgery via email.

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

Repeat Prescription: Patient Access

To use the Patient Access website, you first need to register and then link your account to Parkwood Surgery.

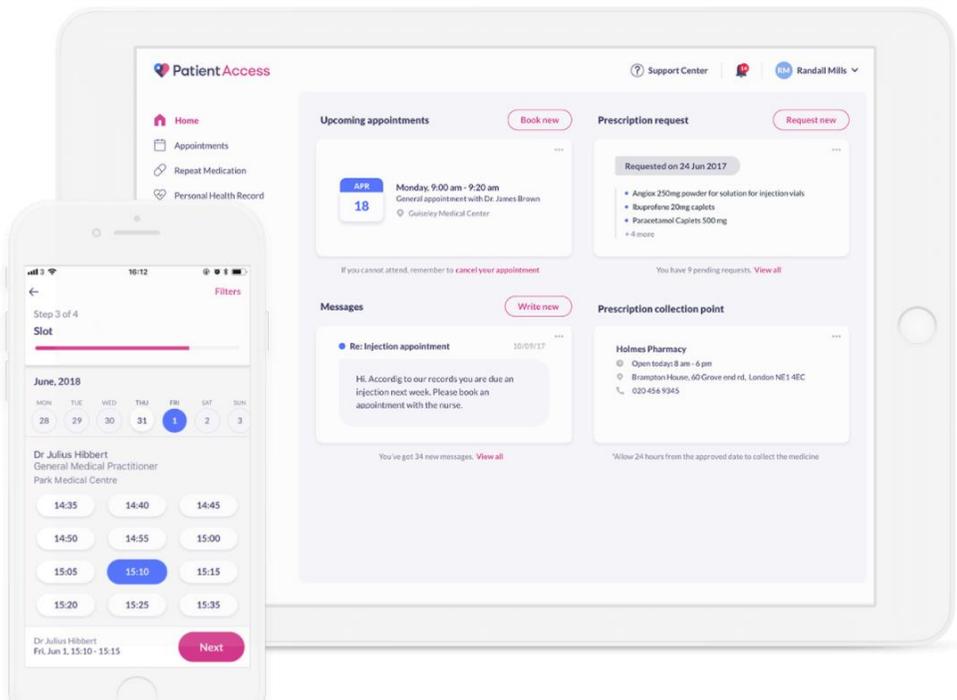
- ★ **Request a Registration letter from Parkwood Surgery**
The letter provides a unique code needed to link your account
 - ★ **In your web browser go to <https://www.patientaccess.com/>**
Click Register, and create an account
Click Link your GP Practice, follow the instructions on screen.
You may need to allow 24 hours to see your medical details
 - ★ **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
- 

Patient Access Website

Please note that you cannot use Patient Access to book appointments with Parkwood Surgery.

To book an appointment, see page 6 for available options.

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 send a message to Parkwood Surgery

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.

The surgery will contact you when test results are available. They may contact you to arrange an appointment if you need to discuss the results, or they may send a text message to confirm that no further action is necessary.

Did you know that you can also view your test results and medical information on the Patient Access website?

If you register with the website, as outlined on the previous page, you can log on to view your records.

See the page on the Patient Access website for details on how to create an account

Why Would I See...

The Pharmacist - trained in dealing with complex medication reviews and long term conditions

The Asthma/COPD Nurse - specialise in care for those with respiratory conditions

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

The Nurse – trained to deal with a range of care needs, e.g. wound care, phlebotomy, blood pressure reviews, contraception, family planning, smear tests, child immunisation, travel vaccinations, ECGs, NHS health checks, ear syringing, and Diabetic checks

First Contact Physiotherapist – trained to assess patients with soft tissue, muscle and joint pain, offer self-management guidance or refer for further treatment

Did You Know that Parkwood Surgery has -

Carers Champions: available to help and provide advice to carers

A Social Prescriber: to help 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.

Effective Appointments

To help you make the best use of your appointment time:-

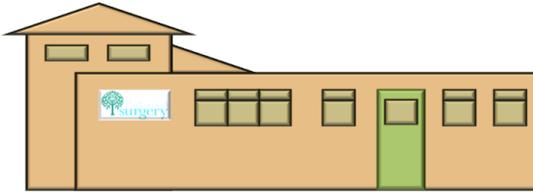
- ★ Be prepared to explain your symptoms
What are the symptoms, when do they occur, how frequently do they occur, how severe are they, etc.
- ★ Advise about any ongoing conditions that may be relevant
They will have your records but it helps if you share relevant details too
- ★ Make notes so you don't forget anything important
For example, any questions you may wish to ask



You can take a photo of any visual symptom if you have had a reaction or something has changed, this may help the doctor to diagnose your concern.

On a telephone triage call, the GP can send a link which you click to launch the video conference service, then upload the images.

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	PreBooked Appointments Only
Monday	08:30 – 20:00hrs	18:30 – 20:00hrs
Tuesday	07:00 – 18:30hrs	07:00 – 08:30hrs
Wednesday	07:00 – 18:30hrs	07:00 – 08:30hrs
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

08.30am – noon, Monday –
Friday

Gadebridge Surgery

300 Galley Hill, HP1 3LE

Tel: 01442 262514

8.30am – noon, Monday -
Friday