

# The Grove Medical Centre

A guide to our services



Borehamwood Shopping Park, Borehamwood WD6 4PR

Telephone: 020 3538 3959

Evenings and weekends: 020 3538 3959

This practice is within Herts Valley Clinical Commissioning Group

[www.grovemedicalcentre.co.uk](http://www.grovemedicalcentre.co.uk)

# Welcome to The Grove Medical Centre

The Grove Medical Centre has been well established for 50 years and serves Borehamwood as well as parts of Shenley. Our team includes seven GPs, two nurses, two health care assistants as well as our practice manager, reception and administration staff.

The Grove Medical Centre aims to provide a high standard of medical and nursing care for all our patients. We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know to whom you are speaking, so our practice staff wear name badges.

We offer a full general practice service and run specialist clinics for children and pregnant women, diabetes and asthma sufferers.

We are part of HertsFive Primary Care Network. This is a group of five Practices who are working very closely together to deliver services to the Practice patients. HertsFive PCN consists of Fairbrook Medical Centre, Grove Medical Centre, Little Bushey Surgery, Schopwick Surgery and Red House Surgery Group.

We as a Practice and PCN aim to provide a high standard of medical and nursing care for all our patients. We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know to whom you are speaking, so our practice staff wear name badges.

This booklet is for both existing patients and those considering registering with us. It tells you about our services, how to access them and some general information about how our practice operates.

If you live in our practice area and would like to register with us, please complete one of our registration forms that are available from reception.

## Opening Hours

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### Main Reception Entrance

|                   |                 |
|-------------------|-----------------|
| Monday            | 8.30am - 8.00pm |
| Tuesday to Friday | 8.30am - 6.30pm |

### Telephone lines

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| Monday to Friday | 8.00am - 6.30pm |
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## Appointments

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To book an appointment ring our main switchboard number on **020 3538 3959** or register with patient access to book appointments online. Please ask at reception for details.

- **Urgent** cases are seen on the day. These are bookable from 8am for a morning appointment and 1.30pm for an afternoon appointment.
- If your condition is **non-urgent**, you can expect to see a GP within two working days, using our **on the day** appointments, although you may have to wait longer if you want to see a particular GP. On the day appointments are released at 8am every morning for that particular day.
- We would be grateful if you could provide the receptionist with brief details of your problem so that you can be offered an appointment with an appropriate member of our team. Nurses based in our practice treat patients for a wide range of common conditions.
- Let us know if more than one person in the family needs to be seen. We can give you a longer appointment if necessary.

- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters. Remember that the results of tests can only be given to the patient.

**You can help us by:**

- Being on time for your appointment or having your phone to hand for your telephone consultation
- Letting us know if you need to cancel
- Calling for a home visit or urgent appointment before 10.00am

## Home Visits

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Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. However, we can visit you at home if your condition means you cannot attend the practice. Please ring before 10.00am to arrange a visit and let us know if your condition is urgent. It is safe to bring children with temperatures to the surgery. They will be seen more quickly and, if infectious, can be accommodated in a separate room.

## Evening And Weekends

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Herts Valley CCG offers patients registered with our practice a full GP service when our practice is closed. If you require a doctor when the surgery is closed, please ring the main surgery number and follow the directions given. You can obtain health information and advice any time by calling 111.

## Clinics

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We run a range of clinics. For an appointment or further details, please call the surgery on **020 3538 3959**

### Child Health Clinic

**Varying days each week**

All new babies are invited for regular check-ups from eight weeks old.

### Childhood Immunisation Clinic

**Wednesday afternoon**

### Diabetic Clinic

**Varying days each week**

Led by our nursing team, this clinic offers advice and general health check-ups to patients diagnosed with diabetes.

### Asthma

**Varying days each week**

Asthma sufferers can make an appointment at this clinic for advice and support from our nurse and clinical pharmacist who specialises in asthma care.

### Well Women Clinic

**Various times - contact reception**

Appointments available for cervical smears, postnatal and contraception.

## Other Health Care Services

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We also provide appointments for those people who wish to give up smoking. Contact reception for an appointment. The Grove Medical Centre is an authorised Yellow Fever Vaccination Centre.

## Prescriptions

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### Repeat Prescriptions

Patients who need regular repeat medication and have had this approved by their doctor can order a repeat prescription in the following ways:

1. By sending us your computer slip with a stamped, addressed envelope and ticking the items required. Correct use of this slip is a great help to our staff.
2. By leaving your computer slip at reception after ticking the items required and picking up the prescription two working days later.
3. By emailing your medication request to [scripts.thegrove@nhs.net](mailto:scripts.thegrove@nhs.net)
4. Registering with our website [www.grovemedicalcentre.co.uk](http://www.grovemedicalcentre.co.uk) and requesting your prescription online.
5. Registering for online services (or via NHS app) and requesting online

**Always order your prescription in good time - don't wait until your tablets have run out. We regret that we do not allow our staff to take prescription requests over the telephone to avoid the possibility of dangerous mistakes.**

Some chemists will collect your prescription from the surgery for you.

## Test Results

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Please contact reception for the results of your tests. Results will only be given to patients themselves or to the parents/guardians of minors if appropriate. If you have had several tests done, it is important that you check all results are back. Please contact the surgery after 10am.

## Specialist And Hospital Care

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If a GP or another member of our health care team believes you need hospital treatment or specialist care elsewhere, they will refer you to our local provider.

## Our Team

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### The Partners

**Dr Andrew Schapira MB BS DA MRCGP (London 1987)**

Andrew has been a partner with the practice since 2000. He offers general practice care and specialises in diabetes.

**Dr Jane Rose MB ChB MRCGP (Manchester 1988)**

Jane has been with the practice since 1992. As well as offering a full general practice service, she has a special interest in child health and minor ops.

**Dr Liam Chapman MBBS MRCGP DFFP MSc Nutr**

Dr Chapman joined us in April 2016 and offers full general practice care and specialises in diabetes. Dr Chapman is also the Clinical Director of HertsFive PCN

**Dr Karima Visram MBBS MRCGP MFDS**

Dr Visram joined us in September 2015 and offers full general practice care.

**Dr Victoria McCulloch MBChB MRCGP DRCOG**

Dr McCulloch joined the Practice in 2014 and offers full general Practice care. Dr McCulloch is also the clinical lead for Learning Disabilities for Herts Valleys CCG.

**Clare Lindsay - Practice Nurse**

Clare joined the Practice in 2008 and leads on nursing

## Associate GPs

**Dr Rajiv Chandegra** MbCHB MRCGP

**Dr Simon Al Moshe** MBBS MRCGP

## Our Nursing Team

Our highly qualified nurses deal with a range of conditions and health concerns. They are experts in many areas of disease management such as diabetes and asthma.

**Clare Lindsay**

**Fiona Ray**

## Health Care Assistant

**Angela and Debbie** are important members of the practice team who works under the supervision of a qualified nurse. They can carry out a range of clinical duties including blood pressure checks and syringing of ears.

## Care Coordinators

**Debbie, Donna and Jean** are our care coordinators and provide pro-active care and support for our patients.

## Practice Manager

**Gary Lewis** will be able to help you with any administrative problems you may have with the way our practice is run.

## Reception Staff

**Andrea, Chloe, Collette, Dawn, Jade, Kerry and Nicola** are here to help you. They answer the phone and deal with

enquiries. Their job is very demanding so please be patient.

## Operations Manager

**Gina** assists with the daily operations of the practice and provides management support to the reception and admin teams.

## I.T Manager

**Louise** provides IT support for the practice.

## Administration Staff

**Carol** provides the surgery with secretarial support.

**Anna** is responsible for our repeat prescribing service and provides administrative support and care coordination for our carers

**Kim** is our senior administrator.

**Tracy** is our scanner and clinical coder

**Heather** is our summariser.

**Izzy** is our administrator

## Additional Members of the Team

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### Clinical Pharmacists

The Practice receives support from clinicals pharmacist who will assist patients with their medication queries and reviews.

### First Contact Practitioners (Physios)

The Practice receives support from two FCPs who will assist patients with their musculoskeletal problems.

### District Nurses

They visit housebound and infirm patients who require nursing care.

### Health Visitor

The health visitor works with the under-fives and their families, but is available to discuss health problems with all age groups.

### Midwives

From Barnet General Hospital, they run antenatal clinics at the surgery and offer postnatal care at home.

### Counsellor

Appointments can be arranged through the doctor

## Other Local NHS Services

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As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home. We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture

- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen - SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings.

#### **Remember**

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates - don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

### **Your Local Pharmacist**

Your local pharmacist will be able to give you free health advice at any time - you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

### **Accident and Emergency/999**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call **999**.

## **Herts Valley Clinical Commissioning Group**

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Herts Valley Clinical Commissioning Group

Hemel One,  
Boundary Way,  
Hemel Hempstead,  
Herts. HP2 7YU

**T.** 01442 898 888

**E.** [enquiries.hvccg@nhs.net](mailto:enquiries.hvccg@nhs.net)

### **Other Information**

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#### **Suggestions or Complaints**

The Grove Medical Centre aims to give a friendly and professional service to all our patients. We are happy to receive constructive comments and suggestions for improving our service to patients. Similarly, if you have a complaint, we will deal with it in a constructive manner. In either instance, please write to the practice manager - [hertsvalleysccg.complaints.thegrove@nhs.net](mailto:hertsvalleysccg.complaints.thegrove@nhs.net)

#### **Patients with Particular Needs**

The surgery is accessible to patients using a wheelchair.

We can arrange interpretation and translation services by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

Baby changing facilities are available.

## Patient Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. The practice uses computers to record patient information. This information is held in accordance with the guidelines of the Data Protection Act under which the practice is registered. All members of our team are bound by strict rules of confidentiality that apply to all aspects of their work.

## Violent or Abusive Patients

Violent or abusive behaviour towards our staff or doctors will not be tolerated. Any patient who verbally or physically assaults a doctor or member of staff will be removed from our list of patients.

## Contacting Us

The Grove Medical Centre, Borehamwood Shopping Park, Borehamwood, Herts WD6 4PR

Tel: 020 3538 3959 or Fax: 0870 890 2529

[www.grovemedicalcentre.co.uk](http://www.grovemedicalcentre.co.uk)

## Evenings and Weekends

For urgent advice and treatment when our practice is closed call the surgery and select option 1.

## Freedom Of Information - Publication Scheme

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The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.