

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

thegrove@nhs.net

This practice is within Herts & West Essex ICS

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 or through our website.

Opening Hours

Main Reception Entrance

Monday to Friday 8.30am - 8.00pm

Telephone lines

Monday to Friday 8.00am - 6.30pm

Appointments

To request a GP appointment, you will need to submit an online medical request form via the following link, which can be found on our website - <https://florey.accurx.com/p/E82117>

If you are unable to complete the form online, please call the Practice and a coordinator will complete the form with you over the phone. There is also a handwritten form to complete in reception for patients who do not have access to a phone.

All forms will be reviewed by our GP led triage team within two working days, although we aim to review all medical requests on the same day if received before 3pm.

- If your condition is **urgent**, you may be required to attend GP appointment on the same day, or following day.
- If your condition is **non-urgent**, but requires an examination, you may be requested to book a routine GP appointment.
- It may be possible to deal with your problem directly without the need to see a clinician. Any outcomes or advice will be communicated to patients by SMS or email, or by phone (where necessary).
- You may receive advice about self-care or other services you can refer yourself to.
- We may refer or book you in with another partner service, such as a mental health nurse or a local pharmacy

(for UTI's or other minor illnesses)

- We may organise some investigations for you while you are waiting to be seen.

You can still call the Practice to book appointments directly for:

- Routine nurse appointments such as wound care, B12 injections, Travel etc.
- Medication review with our Clinical Pharmacists
- Annual health checks for conditions such as Asthma, COPD or Diabetes
- Phlebotomy appointments
- 6–8-week Mother and baby check
- Child Immunisations
- Flu and Covid appointments
- NHS Health checks
- Coil and Implant fit or removal.

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

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 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

Hertfordshire and West Essex ICB 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

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 afternoons (and other ad hoc clinics)

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

We also provide appointments for those people who wish to give up smoking. Contact reception for an appointment.

Chaperones

Patients can choose to have a chaperone present during consultations. It is recommended to make the reception team aware of this prior to your appointment. However, a chaperone can be requested at any point during a consultation, but please advise the clinician if you would like a chaperone prior to an examination.

The clinician may also request a chaperone for an appointment.

Accountable GP

When joining the Practice you will be allocated an accountable GP. This does not mean that you can only see this GP as all clinicians in the Practice have access to your medical records and can support you with your health needs. If you would prefer to change you're accountable GP, please inform a member of the reception team

Prescriptions

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. Submitting a request via our online service - <https://florey accurx.com/p/E82117>
2. Registering for online services (or via NHS app) and requesting online
3. By emailing your medication request to scripts.thegrove@nhs.net
4. 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.
5. By leaving your computer slip at reception after ticking the items required and picking up the prescription two working days later.

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

Please contact reception for the results of your tests. Results will only be given to patients themselves, to the parents/guardians of minors if appropriate, to carers or NOK (where consent allows). 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

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

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 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.

Associate GPs

Dr Rajiv Chandegra MbCHB MRCGP

Dr Bhakti Gajjar BSc 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 work under the supervision of a qualified nurse. They can carry out a range of clinical duties including blood pressure checks and syringing of ears.

Paramedic

Charlotte conducts home visits for patients who are housebound.

Clinical Pharmacists

Abigail and Sohini support the Practice and assist patients with medication related queries. They also support with reviewing patients with long term conditions.

Care Coordinators

Abigail, Debbie, Donna, Jean and Joseph 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.

Operations & IT Manager

Louise assists with the daily operations and IT of the practice and provides management support to the admin teams.

Reception Manager

Andrea is our reception manager and is on hand to help you with any queries you may have

Reception Care Coordinators

Amanda, Collette, Dawn, Kerry, Sam, Nic and Nicola are here to help you. They answer the phone and deal with enquiries. Their job is very demanding so please be patient.

Administration Staff

Carol provides the surgery with secretarial support.

Anna (Carers Champion) is responsible for our repeat prescribing service and provides administrative support and care coordination for our carers

Kim is our senior administrator.

Kerry support with repeat prescribing, scanning and coding and secretarial work

Tracy, Jade and Tracey are our scanners and clinical coders

Heather is our summariser.

Additional Members of the Team

Clinical Pharmacists

The Practice receives support from Prina who assist patients with their medication queries and reviews.

First Contact Practitioners (Physios)

The Practice receives support from Ruchira 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.

Other Local NHS Services

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 and West Essex Integrated Care Board

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

T. 01442 898 888

W. <https://hertsandwestessex.icb.nhs.uk/>

Other Information

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 operations and practice manager - hweicbhv.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.

The Practice will discuss and support patients with reasonable adjustments where necessary.

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

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Evenings and Weekends

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Freedom Of Information - Publication Scheme

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.

Practice Catchment Area

