

New Patients

If you live within the practice area we will usually accept you as a patient. Our friendly reception staff will take you through the registration procedure.

We will arrange an appointment with our Practice Nurse to review your medical history, and if you have any existing medical conditions we will make suitable appointments for you.

Help Us to Help you

We will treat you as an individual and you will be given courtesy and respect at all times, irrespective of your ethnic origin, religious beliefs, personal attributes or the nature of your health problems. In return we ask you to be aware that we have to satisfy the needs of all our patients and would appreciate your consideration in this regard.

Our medical staff will advise of the treatment they think appropriate, which you are invited to discuss if you wish. No care or treatment will be given without your informed consent.

All staff at the surgery have the right to carry out their work without the threat of violence. The surgery has a policy of removing from our list any patient who is abusive or threatening to staff or other patients. We promise to treat all our patients with respect and in return we feel our staff are entitled to the same respect.

Personal information

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Personal health information is used to monitor the practice's screening activities.

Disabled Access

The surgery has easy ground floor access, a reserved parking space and a toilet suitable for wheelchair users.

Feedback & Complaints

We welcome feedback as a positive way of improving services. If you have any queries, suggestions or complaints regarding non-medical matters please speak with the reception manager Maureen.

Doctors

Dr D Kapacee (M) MBBS
Dr T Darku (F) BSc MBBS DRCOG MRCGP
Dr F Nickzad (M) MBBS MRCGP
Dr K Lotey (F) BSc MBBS MRCGP
Dr I Gakhal (F) MBChB MRCGP
Dr M Oza (M) MBBS MRCGP DGM DFSRH
DRCOG
Dr V Pau (F) Bsc MBBS MRCGP

Practice Nurse

Gill Simpson

Practice Manager

Jahanvi Dhruv

Reception Manager

Maureen Graham

Clinical Commissioning Group

We are part of
Herts Valleys Clinical Commissioning Group
Hemel One, Boundary Way
Hemel Hempstead
Herts
HP2 7YU
Tel: 01442 898888

Email: enquiries.hvccg@nhs.net

Website: www.hertsvalleyscc.nhs.uk

Theobald Centre

121 Theobald Street,
Borehamwood, Herts, WD6 4PT



TEL: 020 8953 3355
FAX: 0208 207 2150

NHS Out of hours - Urgent Care
Tel: 111

**Welcome to the Theobald Centre
Medical Practice.**

We are committed to giving our patients high standards of care in a friendly environment. We aim to achieve this by working with and for our patients.

PATIENT INFORMATION

Appointments

Reception is open Monday-Friday
8.00am- 6.30pm

Appointment times will vary by Doctor but in general are available between:

- ☆ Morning 8:30 am to 12:30 pm
- ☆ Afternoon 2 pm to 4:30 pm
- ☆ Evening 6:30 pm to 7:30 pm

Saturday morning surgeries run once monthly from 8:30am to 10:30am. All appointments have to be pre-booked.

Booked appointments are available up to 2 weeks in advance, where patients can usually see the doctor of their choice.

If you have an urgent medical problem you will always be seen on that day.

Anyone who is infectious should inform Reception and you will be shown to a side room where you can wait for your appointment.

Urgent Care

If you call us between 6.30pm and 8.00am weekdays, or at any time during the weekend, your call will be re-directed to our dedicated Out Of Hours service, or you can call them directly on
111

Keep it or Cancel It

Over the course of a week we see over 700 patients. Unattended appointments waste time and will prevent someone else from seeing their doctor.

If you know that you can't attend your booked appointment, please let us know as soon as possible.

Telephone advice

To speak with a doctor or nurse for advice, please call the surgery when one of our reception staff will take some details from you. If the matter cannot be dealt with at the time of your call you will be called back by the receptionist, or by a doctor/nurse, with a response as soon as possible.

Home Visits

The doctor will happily visit any patient for medical reasons if they are unable to attend the surgery for a consultation.

To request a home visit please call us before 10am wherever possible. The doctors start their home visits from 11am onwards and will only be available for urgent visits after this time.

Please only request a home visit if absolutely necessary as the doctor is able to see at least 4 patients in the surgery in the time it takes to carry out one home visit.

Test Results

All results of any test or investigation are checked by a doctor.

Please always call us for the results of any test or investigation you may have had 5 to 10 days after it was conducted. Test results are available after 11.00am.

Repeat Prescriptions

Your repeat prescription will be available for collection 48 hours after leaving your written request at the surgery. Please note that we do not accept requests for repeat medication by telephone.

Letters & Forms

Please allow 7 working days for letters and forms to be processed before collection.

District Nurses

We have district nurses attached to the surgery who provide nursing care at home if a patient is unable to attend the surgery. If you require a nurse to call, please phone the surgery in the normal way.

Practice Nurse

Gill conducts clinics throughout the week and will see patients for the following:

- ☆ Asthma checks
- ☆ Immunisation
- ☆ Blood pressure checks
- ☆ Family Planning
- ☆ Well woman checks (inc. cervical smears)
- ☆ Well man screening
- ☆ Smoking Cessation Advice
- ☆ Other nursing procedures
- ☆ Diabetic checks
- ☆ Travel advice
- ☆ Dressings
- ☆ Post natal checks

To arrange an appointment please contact reception.

Health Visitors

Health visitors are based at
Elstree Way Clinic
Elstree Way, WD6 1JT
TEL: 0208 359 8520

They also visit patients at home and have a particular interest in the care of expectant mothers, children, elderly and handicapped patients.

Maternity

Most antenatal care for our patients is provided in the surgery by the attached midwifery team.

Midwives will visit you at home in the first 10 days after the baby is born. Postnatal checks are carried out in surgery 6 weeks after the baby is born (please make an appointment with our Practice Nurse).

Counsellor

We have a counsellor attached to our surgery who is an expert in emotional and mental health problems. Please discuss this with your doctor if you feel that you would like to be referred.