



Patient Information Leaflet

Peartree Surgery: [110 Peartree Lane, Welwyn Garden City AL7 3UJ](#)
Moors Walk surgery [123 Moorswalk, Welwyn Garden City AL7 2BQ](#)

Contact Information

Telephone: 01707 329292

General email : peartree.general@nhs.net

Prescription email : peartree.prescriptions@nhs.net

Opening Hours

Monday	0830-1830
Tuesday	0830-1830
Wednesday	0830-1830
Thursday	0830-1830
Friday	0830-1830
Saturday	0800-1100 (pre-booked appointments only)
Sunday	Closed

Pharmacy

0700-2100
0700-2100
0700-2100
0700-2100
0700-2100
0800-1800
0800-1700

Peartree Group Practice is located in Welwyn Garden City. We serve 22,000 patients looked after by 31 clinicians and 21 administrative team members.

The GP Team

Dr Robin Davies - GP Partner

Dr Shona Hyde - GP Partner

Dr Caroline Keen - GP Partner

Dr Thomas Gillham - GP Partner

Dr Johanna Crispim - GP Partner

Dr Gita Chawla - GP Partner

Dr Andrew Brighthouse - GP

Dr Asma Hussain - GP

Dr Ankush Sachdev - GP

Dr Ridwan Daureeawoo - GP

Dr Joseph Jones – GP

Dr Rebecca Littlewood - GP

Dr Mita Roy - GP

In addition to our team of GPs, we have other clinicians who provide invaluable support and clinical care to all our valued patients.

Clinical Pharmacists – Our practice pharmacist, Dharmesh is supported by pharmacy technicians Dani, Raad and Martine.

Clinical Pharmacists support the safe and timely prescribing of acute and repeat medication at Peartree Group Practice. Our pharmacists can prescribe acute and repeat medication, offer

medication reviews and support for patients with long term conditions such as asthma, diabetes and hypertension. Pharmacists are also able to support with general minor illness advice and repeat prescribing of family planning and women's health medication such as the pill or HRT.

Minor Illness – Paramedics James and Kirsty alongside minor illness nurses Jo, Caroline and Lorraine are qualified to see patients from the age of 2 upwards for any minor illness concern. Peartree hold daily clinics for patients who contact us presenting with symptoms relating to minor illness.

Women's Health – specialist, Nurse Julie Adolph, is a nurse practitioner specialising in gynaecology, family planning and women's health. Please ask to speak to Julie for any women's health related concerns.

Mental Health - Mental health nurses, Sarah, Gemma and Bonnie provide care to patients who have new or ongoing mental health concerns. Patients suffering from low mood, anxiety, depression or require support with their medication can speak to our mental health team.

Practice Nurses - Our team of nurses, Sophie, Sandra and Claire hold treatment room sessions and long-term condition clinics (Diabetes, Asthma and COPD) each morning and afternoon. Our nurses are available to undertake and advise on wound management, immunisations, dressings and cervical smears.

HealthCare Assistants - Michele assists the doctors and nurses, performing dressings, blood pressure checks, ECG, vaccinations, health checks and ear syringing.

Physiotherapy – Our two physiotherapists, Peace and Meha, support patients with muscular and skeletal concerns. You will be referred to our physio team by our GP's if required.

Practice Management - James Brookman is the Managing Partner at Peartree Group Practice. James' vision for Peartree Group Practice is to provide patient centred care and service coupled with Care Quality Commission compliant operations. James Brookman works closely with our Practice Manager, Nicola Willoughby and our Deputy Practice Manager, Jitka Stacey.

Administration – the practice is supported by a talented and dedicated team of 16 administrators working in a combination of full and part time roles. The team are there as a first point of contact to support our valued patients and undertake a number of tasks. The team support in answering phones, supporting the clinicians, writing referrals and tasks to support the delivery of healthcare.

Access to the Surgery

Our new appointment booking system

From Monday 17th June 2024, Peartree Group Practice will switch to a “digital triage system” where all requests for appointments will be submitted online. This system has been implemented successfully across the country with excellent feedback regarding accessibility, patient choice and continuity. This change will allow the practice to prioritise patients based on their clinical need and will ensure faster care, improved continuity and better outcomes for our patients.

All patients are asked to use the new digital system, but full provision will be made for those unable to do so.

Please [click here](#) to submit an online consultation request.

Why is the system changing?

Feedback from our recent patient survey has requested that we look at our appointment booking system, especially telephone waiting times, choice/booking options and continuity with clinicians. We have listened to this feedback and have made the decision to introduce the new contact system. This will eliminate waiting on the telephone for administrative or clinical enquiries, which in turn frees the phone lines for urgent queries, home visit requests and vulnerable patients.

How will the system work?

All patients requesting an appointment must submit an online consultation form from [our website](#) or using the [NHS App](#) which will then be assessed and prioritised by the clinical team. We aim to respond to every submission by text or phone within 24 hours telling you what will happen next, and we guarantee to respond within 48 hours, excluding weekends. We ask that you provide as much information as possible, including whether this is a new or ongoing issue. If ongoing, it is helpful to include the name of the clinician who has been dealing with the problem to aid continuity of care. If further information or clarification is needed for the triage team, we will contact you.

What about patients who find it hard to use the Internet?

Our friendly reception team will be available to walk you through how to use the system either over the telephone or in-person at the front desk. For patients truly unable to use the online system for whatever reason, the reception team will complete the online consultation form on their behalf. This request will then be submitted, assessed and responded to in the same way as described above.

Administrative queries

The online consultation system must also be used for your administration queries such as requesting a sick certificate, test results and any other administrative query you may have.

When is it open?

Online submissions for clinical queries will be available from 7.30 am until 5.00 pm Monday - Friday. This will provide enhanced access for all patients and will be fairer for those who

undertake school runs or work set hours. If you have an urgent clinical query between 5.00 and 6.30 pm, please call the practice where the duty doctor will be able to advise on an appropriate course of action. Online submissions for administrative queries will remain open 24 hours a day, 7 days a week.

We appreciate your cooperation during this change, which will benefit both our valued patients and the practice. We are confident that the new system will ensure better and fairer access for all our patients, allowing us to provide a responsive, safe service for all. We will review the new process in a few months to confirm this.

[Click here](#) to submit an online consultation request.

Web links

Online submissions: <https://florey accurx.com/p/E82040>

Practice website: www.peartreegp.co.uk

NHS App online: www.nhsapp.service.nhs.uk

Extended Access – for when we are closed

We understand that commitments can make it difficult to attend appointments in working hours. We offer a selection of evening and weekend appointments outside of our opening hours at a branch site, Spring House. Spring House is located in Ascots Lane, just opposite the QEII hospital in Welwyn Garden City. The address is Spring House Medical Centre, Ascots Lane, Welwyn Garden City, AL7 4HL.

The appointments available fall into the following time slots as follows:

Evenings (Monday to Friday) 6:30pm – 8:00pm

Weekends: 08:00am – 4:00pm

This is in addition to a 100 hour Pharmacy provision for late evening and weekend prescription collection and pharmacist advice. See opening hours on front page.

111 and Out of Hours

If you require medical advice outside of our opening hours please call 111.

Advice can be offered over the telephone or an appointment or home visit may be arranged. You can call 111 or visit 111.nhs.uk to obtain an online consultation 24 hours a day 7 days a week.

The urgent treatment centre UTC is open evenings and weekends to accept walk ins for non-emergency care ranging from GP appointments to minor injuries and minor illness. The UTC is located at the QE2 Hospital in Welwyn Garden City.

Repeat Prescriptions

Requests for repeat prescriptions should be made through your NHS app, local nominated pharmacy or can be made via our website. All prescriptions will be sent electronically to your nominated pharmacy within 5 days of your request. Please request repeat medication in sufficient time.

Please make your requests in advance and ensure you always have sufficient medication to last over weekends and public holidays. If you have a prescription query please email Peartree.prescriptions@nhs.net

Test results

Peartree Group Practice encourage that patients ring for the results of investigations after 10:00AM. Most tests take up to 7 days to be returned. Your doctor will inform you if this is likely to be longer.

Disabled Access

There are facilities for the disabled at Peartree Group Practice and suitable access is provided. Peartree Lane and Moorswalk offer disabled parking within easy reach of the surgery buildings and both offer automatic doors for ease of access. Our consulting rooms are all on the ground floor and we have a lowered reception desk area at Peartree Lane. Disabled access toilets are available at both sites, as well as an onsite pharmacy at Peartree Lane with delivery driver for home delivery.

Rights and Responsibilities

We respect the rights of our patients in terms of race, gender, social class, age, religion, sexual orientation or appearance, and disability or medical condition and would expect the same from our patients. We operate a strict policy where if patients are violent or abusive this will result in their removal from the practice list.

The practice follows the GMC guidelines – “Confidentiality: Protecting and Providing Information” Patients have a right to confidentiality at all times, and all information is protected and shared only with the patient concerned. Implied consent to disclosure is taken for sharing information in the health care team or with others providing care and information for clinical audit. Express consent is always sought for disclosures of information to third parties however there may be circumstances where the disclosure has to be made for example disclosure in connection with judicial or other statutory proceedings, disclosures required by law, disclosures to the courts or in connection with litigation or disclosures to statutory regulatory bodies.

Forced disclosures are also made in the public interest to protect the patient or others, in the case of children and other patients who may lack competence to give consent, in relation to the treatment sought by children or others who lack capacity to give consent and where a patient may be a victim of neglect or abuse. The practice has an obligation to keep personal information confidential after a patient has deregistered or passed.

Patient Feedback

Peartree Group Practice is dedicated to continuously improving operations, patient care and service. If you feel there are any aspects which we could improve we encourage you to speak to us and your feedback will be passed on to the relevant team member or partner at the surgery. Please email peartree.general@nhs.net.

Peartree Group Practice recognises that sometimes mistakes are made. Complaints are one way of identifying what those mistakes are. If any patient who has contact with PGP is not happy with the service they receive we wish to know so that we can review and improve our current services. If you are considering making a complaint to the surgery please telephone and arrange to speak with our

Practice Manager Nicola Willoughby. If we are unable to resolve your complaint or you would like to formalise it, please write or email (peartree.general@nhs.net) to Peartree Group Practice. For further details please visit our website. You can also contact the Parliamentary Health Service Ombudsmen - via www.ombudsman.org.uk.

We hope that you find your experience with Peartree Group Practice to be a pleasant one and encourage feedback on areas of improvement and positive experiences.

Patient Data

Patient data is information that relates to a single person and is collected every time a patient has contact with a health and care organisation. It falls into three broad categories:

- Demographic – name, address, contact details and NHS number
- Administrative – details of appointments, or whether the patient is waiting for a place in a health and care setting, such as a care home or hospital ward
- Medical – information such as symptoms, diagnosis, weight, medicines, treatments and allergies

Patient information can be stored electronically, in paper records, in natural language and in clinical coding. Whatever form it is stored in, the national data opt-out still applies.

Data Protection

All information held about patients is completely confidential. The Practice is registered with the Information Commissioners Office (ICO) and complies with all regulations in line with the General Protection Regulations (GDPR). For more information, please visit our website.

General Data Protection Regulations (GDPR)

The GDPR lists the rights of the data subject, meaning the rights of the individuals whose personal data is being processed. These strengthened rights give you more control over your personal data, including through the need for an individual's clear consent to the processing of his or her personal data.

Consent

Consent is permission from a patient – an individual's consent is defined as "any freely given specific and informed indication of his/her wishes by which the data subject signifies his/her agreement to personal data relating to them being processed."

The GDPR requires us to get explicit permission from our patients when using their data. This is to protect your right to privacy, and we may ask you to provide consent to do certain things, like contact you or record certain information about you for your clinical records. You also have the right to withdraw your consent at any time.

Chaperones

All patients are entitled to have a chaperone present for any face-to-face consultation. If you would like a chaperone, please request this when you speak to your clinician.

Referrals

From time to time your doctor may refer you to a specialist for further treatment or investigations. The referral will be made for you by our medical secretaries using the electronic referrals system which is linked to the hospital. You will be given or sent a unique booking reference number (UBRN) and password which can be used to rearrange or cancel an appointment.

Complaints and Suggestions

The practice operates a complaints procedure in line with NHS guidelines. Details regarding the procedure are available on our website. Our aim is to give the highest possible standards of service and we will try to deal swiftly with any problems that may occur. We welcome comments and suggestions on how we could improve our services therefore if you have any comments or suggestions, please let a member of staff or the Practice Manager know as appropriate.

Minor Surgery

If minor surgery is required following discussion with your GP you will be added to a waiting list and contacted once an appointment becomes available.

Herts and West Essex ICB

To obtain details of all primary medical services available within Herts and West Essex, please contact the ICB on 01707 685000 or visit their website
<https://hertsandwestessex.icb.nhs.uk>

Patient Advice and Liaison Services (PALS)

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. Further information can be found on their website
<https://www.hct.nhs.uk/compliments-and-complaints/>

Thank You — The Peartree Group Practice Team