

# South Street Surgery Practice Information



We aim to put the needs of you, our patients, at the heart of everything we do. Our website provides further information

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

Use the eConsult tool via our website to contact the practice for non-urgent advice

We have two sites:

**Bishops Park Health Centre**  
Lancaster Way  
Bishop's Stortford  
Hertfordshire  
CM23 4DA

**South Street Surgery**  
83 South Street  
Bishop's Stortford  
Hertfordshire  
CM23 3AP

**Contact-** 01279 465700

Phone lines are open **8:00am-6:30pm**

## **Bishops Park Health Centre**

Monday- Friday 8:00am-6:30pm

Pre booked appointments only

Monday 6:30pm-8:30pm

## **South Street Surgery**

Monday- Friday 8:00am-5:30pm

Pre booked appointments only

Saturday 8:00am-11:00am

**Test Results can be obtained Mon – Fri after 10.30am**  
**01279 465700**

## **Need a doctor out of hours?**

Call **111** for urgent medical assistance when the surgery is closed. This is the NHS 111 service; open 24 hours a day, 7 days a week, and 365 days a year. Calls are free. If you have a life-threatening medical emergency, dial **999**

## **Privacy and Confidentiality**

**We respect patients' privacy, dignity and confidentiality at all times.**

If you wish to discuss anything in private please make our reception team aware.

It is also the legal duty of everyone at the surgery to keep information confidential.

## **Our Partners**

Dr Tennekoon

Dr Dixon

Dr Gralton

Dr Calisir

Dr Matys

Dr Hadley

Dr Peehal

**Your feedback is important to us as it helps us to review and improve the services and facilities we provide.**

If you have a comment, suggestion, praise or a complaint about the service you have received from the Practice, we would welcome your feedback and encourage you to complete one of our Patient Feedback forms available from reception. Please just ask.

We handle your data in accordance with the **General Data Protection Regulation GDPR (2018)** and **The Data Protection Act 1998**.

Please view the privacy notice on our website or at reception for more information.

## **Appointments**

In line with NHS England guidance during the covid-19 pandemic we are offering a triage service.

You can contact the practice for non-urgent issues via the eConsult tool on our website. We aim to respond within 2 working days.

If you need more urgent advice please telephone and book a telephone appointment and a clinician will call you back.

Appointments for Long Term Condition reviews, cervical screening and immunisations are available, please call for availability.

The booking of online appointments is currently suspended.

## New patient registration

You can check if you live within our practice area by using the “check postcode” tool on our website [www.southstreetsurgery.co.uk](http://www.southstreetsurgery.co.uk), if you live within our area, we’d be happy to register you. Our registration pack can be downloaded via our website, or picked up from reception.

For online services to request repeat medication and access to your medical record we require photo identification (e.g. passport / driving licence). Online access is available from 16 years of age, if required for patients aged under 16 years please ask at reception for the relevant application form.

**Patients who register with a non UK mobile numbers will not be able to receive text reminders / confirmation of appointments etc. We would urge patients to therefore obtain a UK mobile & record this number on the registration form.**

Our **Patient Liaison Group (PLG)** aims to allow our patients to make a positive contribution to our continuous improvement of services by way of constructive feedback.

We hold meetings every two months or you can opt to receive information only by joining our virtual group.

If you would like to find out more about the PLG or are interested in becoming a member you are welcome to contact our Operations Manager. Alternatively you can email us at:  
**[southstreet.plg@nhs.net](mailto:southstreet.plg@nhs.net)**

## Repeat prescriptions

We normally require 3 working days to process repeat prescriptions. However, there are occasions when this may be longer. We do not accept prescription requests over the phone

Many items can be processed by Repeat Dispensing

<https://digital.nhs.uk/services/electronic-prescription-service/explaining-electronic-repeat-dispensing-to-patients>

Nearly all prescriptions are now sent electronically via the Electronic Prescribing Service (EPS). Please let us know your nominated Pharmacy.

## Urgent Appointments

For urgent medical matters please telephone the practice and you will be given a telephone appointment. The clinician will call you back and if necessary you may be offered a video consultation or a face-to-face appointment.

If you are attending the practice please wear a face covering and arrive no more than 5 minutes before your appointment time. Please follow social distancing and be considerate to other staff and other patients.

## Our Management Team

Human Resources: **Natalie Davidson**  
01279 464780

Finance: **Karen Thompson**  
01279 464757

Operations: **Sandie Ince**  
01279 464788

## Data Sharing Summary Care Records (SCR)

Your Summary Care Record is a copy of key information held in your GP record and includes information about medicines you are taking and allergies you may have. You can choose to add more information about your health to your SCR such as your long term health conditions such as asthma, diabetes or heart problems and vaccination history. Having additional information on your SCR may be of benefit for sharing when you need unplanned care, particularly for frail elderly and vulnerable patients. Please ask us to add this to your record.