

### Alternative Sources of Advice

- **Pharmacy** – your local chemist can advise on most minor ailments. Additionally, some pharmacies are now offering a walk-in **Pharmacy First** service, allowing them to supply prescription-only meds for several common health issues, without the need to visit a GP. Problems include: Sinusitis, Sore Throat, Earache, Infected insect bites, Impetigo, Shingles, Uncomplicated UTI in women. Participating pharmacies include Crescent, Jade & St Andrews in Hertford, as well as Eastware, Tesco, Boots & Andrews in Ware.
- **Cheshunt Minor Injuries unit** - based at Cheshunt Community Hospital open 8am -8pm. This centre is run by specialist nurses.
- **QE2 Urgent Care Centre, Welwyn Garden City** - open 8am to 10pm for minor illnesses and injuries.
- **Call 111** – for non life threatening advice. You can call 111 at any time for immediate access to telephone advice. They will also be able to signpost you to the most appropriate service for your ailment i.e. pharmacy, GP, A&E.
- An **out of hours** (evenings and week-ends) emergency service is provided by a co-operative, Hertfordshire Urgent Care (HUC). Please call 111.

*Please use A&E appropriately*

If you would like a **chaperone** to be present during your consultation please ask when booking your appointment.

### Compliments or complaints

If you wish to make a comment about any of the services that we provide, please ask for a form at the reception desk or email us. These are dealt with by the practice manager.

### Zero Tolerance Policy

The GPs, staff and patients in this surgery have the right to work and be cared for in a safe and supportive environment. Shouting and swearing at practice staff will not be tolerated under any circumstances and patients who are violent, abusive or threatening may be removed from the patient list.

# New River Health



We have two sites:

Church Street Surgery  
St Mary's Courtyard  
Church Street  
Ware  
SG12 9EF

&

Castlegate Surgery  
42 Castle Street  
Hertford  
SG14 1HH

Tel: **01992 676454** or  
**01920 468941**

Email: [newriverhealth@nhs.net](mailto:newriverhealth@nhs.net)

### The GP partners

**Dr Nicolette Williams**

MBBS, MRCGP, DA

**Dr Giles Pratt**

MBBS

**Dr Nirshanthan Nagarajah**

BSc, MBBS, MRCGP, MRCP

**Dr Shakib Khamkar**

BSc, MBBS, MRCGP, DRCOG

**Dr Alex Sims**

BM, BSc, MRCGP, DRCOG

### New Patient Registration

To register as a new patient complete the forms online via our website or by completing the form available at reception.

Bring the completed forms back to reception together.

### Surgery Opening Hours

Monday to Friday, 8.00am - 6.30pm  
(doors open from 8.30am)

**We also offer extended opening hours in the evening and at weekends. These appointments are based in Hertford.**

### The Practice

New River Health was formed in 2019 from a merger of two well established surgeries; Castlegate in Hertford and Church Street in Ware.

We now offer **online services** such as viewing blood test results and ordering/tracking repeat medication. You can also view your health record. Please apply at reception for a form. You will need two items of ID for this.

### Appointments

We have a variety of appointment options including; routine, telephone consultations and a system for those patients who feel that they need to be seen "on the day". We also offer home visits for housebound patients.

To make an appointment we recommend you complete an **eConsult** which you can do via our website. This offers the most efficient way to book an appointment with the most appropriate clinician (please visit our website for further details). If you do not have access to the internet please speak to a receptionist by phoning or attending reception.

**If you cannot keep an appointment, please remember to cancel it so it may be offered to someone else.**

For urgent appointments, you may need to attend the alternative site to your usual surgery.

### Repeat Prescription Requests

Please sign up to request your repeat medication online (via our website) or via the AirMid App. Requests are usually processed within 3 working days. We will send the prescription direct to your nominated pharmacy.

If you are due a medication review or require monitoring (e.g. blood pressure or a blood test) we will contact you to arrange this. But don't worry we will issue you enough medication in order to get these tests done.

*Requests for medication cannot be taken over the telephone. If you're unable to use online services, requests can be made using a paper form which is available at reception.*

We now have a variety of health care professionals in addition to experienced GPs, such as nurse practitioners and in house paramedics who deal with minor illness. Also physio's, clinical pharmacists, mental health workers and social prescribers. You may be offered an appointment with one of these rather than a GP.

### Nursing Services

Nurses are available for health advice, certain procedures and checks. These include the following:

Health Checks	Stitch Removal
Asthma Checks	Contraceptive services
Travel Immunisations	Cervical Smears
Dressings	Diabetic Clinic

*Please inform the receptionist of the reason why you wish to see the nurse. This is so that the appropriate length of appointment time can be booked.*

Health Care Assistants (HCA): are able to carry out a variety of procedures including Blood Pressure readings, Smoking cessation, Spirometry, Vaccinations, Lifestyle advice & Health Checks.

### Named Accountable GP

All patients now have a named GP responsible for their care. However, this does not mean that you need to only see that GP as you are able to book an appointment with the doctor of your choice. We aim to have continuity by sending info relevant to your care to the GP you have seen recently.

### Test Results

Please allow 5 – 7 working days for test results to be returned to us before phoning for the result, or you can view results via online services. You will not automatically be contacted with the result if it is normal.

### Antenatal and Child Immunisations

We have a visiting Community Midwife who attends the Ware surgery on Tuesday mornings. These are by appointment only. Appointments in Hertford are at Hertford County Hospital, please email [leavalleybookings.enh-tr@nhs.net](mailto:leavalleybookings.enh-tr@nhs.net) for enquires. More info can be found on our website.

Childhood Immunisation clinics are held on Tuesday & Wednesday mornings.