



Berkhamsted Group Practice

Correspondence Address: Milton House Surgery, Doctors Commons Road, Berkhamsted HP4 3BY

PATIENT NEWSLETTER – JULY 2018

Merger of Boxwell Road and Milton House Surgeries

Boxwell Road and Milton House Surgeries merged on 1st July 2018, to become Berkhamsted Group Practice.

Both sites will continue to operate. There are some forthcoming changes for patients that we have detailed in this newsletter.

MERGER OF COMPUTER SYSTEMS

Work to merge the computer systems of Boxwell Road and Milton House will take place between Friday 27th July and Monday 30th July.

This means that from Monday 30th July onwards, patients of the practice will be able to see a clinician at either the Boxwell Road site or the Milton House site and that the practice will be using one computer system for all patients.

You will still be able to ask to see your usual doctor and the merger should increase the availability of your usual doctor.

IMPORTANT: EMERGENCY SERVICE ONLY 27th JULY AND 30th JULY

At 1pm on Friday 27th July, **both** surgeries will need to stop using their computer systems. These will be unavailable until around 10am on Monday 30th July.

There will be NO pre-bookable appointments available on Friday afternoon. The surgery will not be able to access patient records, therefore an emergency service only will be in operation from 1pm on 27th July.

Patient notices have been put up in the surgeries and on the websites and waiting room screens to this effect.

Patients will be able to call 111 or go to the Urgent Treatment Centre at Hemel Hempstead.

Repeat prescriptions will not be available and we will not be able to send an electronic prescription to pharmacies during this time.

From Monday 16th July until Tuesday 31st July, we will not be able to accept patient registrations at the Boxwell Road site, but patients will be able to register at the Milton House site during this period.

If you require a repeat prescription in the next two weeks, please order Friday 20th July, to ensure that your prescription has been processed before computer work starts on 27th July.



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Online Services

The Boxwell Road website portal for ordering prescriptions will be deactivated on Monday 23rd July and this service will cease entirely on this date. If patients wish to order prescriptions online, they will have to register for Online Services (**see below**).

However, patients who were registered at Boxwell Road Surgery will not be able to use Online Services (such as Patient Access) from Thursday 26th July. **They will have to re-register for the service completely from Tuesday 31st July 2018 (see below).**

This means that they will not be able to book appointments, order prescriptions or view their medical records online, until they re-register.

This does not affect patients who were registered at Milton House Surgery.

If you are affected, to continue using Online Services please re-register from Tuesday 31st July 2018 onwards.

We apologise for this inconvenience in advance. It is beyond our control – we asked our provider if they would transfer Online Services registrations and they have confirmed they are unable to do this.

The surgery has a list of registered “Boxwell Road” online users, who will be able to re-register for the service without completing a new registration form. To re-register, please attend in person at Reception and show photographic ID to receive your new Online Services registration details that you will need to set up your access.

If you are not currently registered for Online Services, we encourage you to do so – but please wait until after 31st July!

Contacting the surgeries from 30th July onwards

On the morning of 30th July, our computer system will be available from around 10am. No doctor’s appointments have been booked before this time.

The surgery telephone and fax numbers and email addresses are not changing, so you can call either number to contact the surgery:

01442 874784

01442 863119

These telephone numbers will ring at both sites. There will be one incoming call queue only.

Patients will be able to book in with a doctor at either surgery. We will have plenty of capacity on 30th July to see patients who might not have been able to see a doctor on Friday or first thing on Monday morning.



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Combined appointment system

From Monday 30th July, we will confirm the location of the clinician when booking appointments for patients. If you are not sure, please check with the receptionist. We will have maps available so that you can find our surgeries if you are unfamiliar with them.

From 30th July, some doctors may work at both sites, therefore please do check when you book where the doctor will be working.

When you call the surgery, please be prepared to provide our receptionists with brief details of your problem, so that they can find the most appropriate appointment for you.

Routine appointments are available at both sites in advance, as well as Extended Access appointments, currently offered at The New Surgery in Tring and West Herts Medical Centre at Hemel Hempstead Hospital.

If you need to be seen urgently, you may be offered an appointment with an emergency care practitioner or a minor illness nurse if you need to be seen on the day.

If you believe your problem to be serious or very urgent, please tell the receptionist when you call.

Online services users will be able to book routine doctor's appointments at Boxwell Road or at Milton House online in advance. We will not offer bookings for urgent appointments or any nurse appointments online. This is because we need to find out more details in order to book the most appropriate appointment for you.

Our Doctors

We are delighted to welcome Dr Tila Kansagra and Dr Aekta Davda.

Dr Kansagra joined our team in May and has been working at our Boxwell Road site and our Milton House site.

Dr Davda joins the team on 31st July.

Doctor	Usual working days
Dr Jennifer Beck	Maternity Leave
Dr Caitlin Bevan	Monday, Tuesday, Thursday, Friday
Dr Jean Bunker	Monday, Tuesday, Wednesday
Dr Aekta Davda	Tuesday, Thursday
Dr Theresa Finn	Monday, Wednesday
Dr Tila Kansagra	Monday, Wednesday, Friday
Dr Rosie Khan	Tuesday, Wednesday, Friday
Dr Michael Knowlden	Monday, Wednesday, Thursday, Friday
Dr Helena Pattinson	Monday, Tuesday, Friday
Dr Kate Smith	Monday, Tuesday, Thursday