

### Prescriptions

If you live more than 1 mile from a chemist, your surgery can dispense medication to you. Delivery options may also be available, please ask your dispenser.

You can order your repeat prescription online if you are registered for this service, or you can drop your white prescription sheet off at the surgery. Please allow 48 hours (2 working days) for the prescription to be raised / made up. Your prescription may be withheld pending a review with your Doctor or the Nurse – please attend for these reviews when called.



### Investigations & Results

From time to time, your Doctor may order either routine or urgent investigations such as blood tests, scans and x-rays. These are usually ordered electronically, and the results are returned to the Doctor who ordered them. Once they have been reported on by your Doctor, the results are made available to you. Please call your surgery after 2pm for the results of your test(s). Please do not ask for test results that have been ordered by your consultant, as these go directly to them. In some cases, the Doctor may ask you to book a telephone or face to face appointment to discuss these results; however, it is the responsibility of the patient to enquire after the result.

### Patient Rights and Responsibilities

You will be treated as an individual and will be given courtesy and respect at all times. You have the right to be treated confidentially. We have respect for race, gender, religion and disability.

We expect patients to extend the same approach to all members of the practice team. Action may be taken if a patient is violent or abusive, and they may be removed from the practice register.

### Carers

If you provide care on a regular basis for a child, relative, partner or neighbour who is unable to manage alone owing to illness, disability, frailty, mental distress or impairment, please tell us so that we can make a note on our patient records and provide you with any help you may need. For further information and support, please contact:

Carers in Hertfordshire  
The Red House  
119 Fore Street  
Hertford SG14 1AX  
Telephone 01992 586969 or visit  
[www.carersinherts.org.uk](http://www.carersinherts.org.uk)



### Non-NHS Services

Non NHS services such as insurance reports, medical examinations and private letters are chargeable, please ask our Receptionists for details.

### Comments and Complaints

We welcome feedback regarding any aspect of your treatment. If you have a complaint, please contact Lisa Flaherty on: 01442 892466 or [lisafлахerty@nhs.net](mailto:lisafлахerty@nhs.net)

### Test Results

Please allow at least 3 working days before requesting your results. You can obtain results by contacting reception or phoning your Doctor's secretary - preferably in the afternoon when the telephone lines are less busy.

### Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records so that you receive the best possible advice and care. This information is only available to those involved in your care.



## PRACTICE LEAFLET

Serving patients at four locations:

#### Rothschild House Surgery

Chapel Street, Tring, HP23 6PU  
Telephone: 01442 822468  
[www.rothschildhousesurgery.co.uk](http://www.rothschildhousesurgery.co.uk)  
Email: [patientservices.rhs@nhs.net](mailto:patientservices.rhs@nhs.net)

#### Little Rothschild House Surgery

71 Marsworth Road, Pitstone, LU7 9AX  
Telephone: 01296 662800  
[www.rothschildhousesurgery.co.uk](http://www.rothschildhousesurgery.co.uk)  
Email: [patientservices.rhs@nhs.net](mailto:patientservices.rhs@nhs.net)

#### The New Surgery

St Peters House, Church Yard, Tring, HP23 5AE  
Telephone: 01442 890661  
[www.thenewsurgerytring.nhs.uk](http://www.thenewsurgerytring.nhs.uk)  
Email: [newsurgery.tring@nhs.net](mailto:newsurgery.tring@nhs.net)

#### Markyate Surgery

1 Hicks Road, Markyate, AL3 7LJ  
Telephone: 01582 841559  
[www.markyatesurgery99.co.uk](http://www.markyatesurgery99.co.uk)  
Email: [e82663.markyatesurgery@nhs.net](mailto:e82663.markyatesurgery@nhs.net)

## Surgery Opening Times

TRING	PITSTONE
Monday – Friday 08:00 – 18:30	Monday – Thursday 08:00 – 13:00
Monday – Thursday 18:30 – 19:30 *	14:00 – 16:30
Saturday 08:20 – 10:00 *	Friday 08:00 – 13:00
	Saturday: Closed
THE NEW SURGERY	MARKYATE SURGERY
Monday – Friday 08:00 – 13:00	Monday – Friday 08:00 – 13:00
14:00 – 18:30	14:00 – 18:30
Saturday: Closed	Monday Only 18:30 – 19:30 *
	Saturday: Closed
* Extended hours surgeries for pre-booked appointments only	

## Our Services

Antenatal & Postnatal	Asthma Management
Babies & Children's Vaccinations	Family Planning Services
Carers	Counselling Services
Diabetic Management	Be Active!
Flu Vaccinations	Health Visitors
Joint Injection Clinic	Minor Surgery
NHS Podiatry	Physiotherapy
Rotovirus Injections	Shingles Vaccinations
Travel Vaccinations	Non NHS Services

**Please note: Not all services are available at every location, please ask at Reception.**

## New Patient Registration

We welcome all patients within each surgery's catchment area.

We are happy to register patients who live outside these catchment areas but please speak with a practice member as not all services may be available to you. Please ask our reception staff for more information. If you take regular medication, please also hand in a copy of your repeat prescription.

## Appointments

Appointments can be booked in a number of ways:

- In advance, over the telephone or in person, or online through the surgery website (please ask the receptionist to register you for online access)
- Some situations can be dealt with by having a telephone consultation with your Doctor
- If you no longer need your appointment, please inform the surgery so that your appointment may be offered to another patient.
- Nursing appointments can vary in length – please let the receptionist know why you want the appointment, so that you can be allotted the correct amount of time
- Home visits are available for the housebound and for patients too ill to attend surgery – please book by 10:00 if possible.

**When allocating Emergency/On-the-Day Urgent appointments you may be asked by a receptionist to provide some guidance or information on your ailments or symptoms. Please note that all staff abide by strict confidentiality and data protection guidelines and this information is used to ensure that we prioritise and allocate appointments safely.**

**If your surgery is closed and you need medical assistance please call 111. In the event of an emergency that cannot wait until the surgery reopens please call 999.**



## Our Doctors

Dr Alexandra Wainwright (F)	BM (So'ton) 1983 MRCGP
Dr Panikos Sissou (M)	MB BS (Lond) 1990 BSc DFFP
Dr Avinash Gupta (M)	MB BS (Lond) 1990 BSc DCH
Dr Susan Osbond (F)	BSc MBChB DRCOG
Dr Romit Choudhury (M)	MB ChB (Glas) 1998
Dr Jonathan Hykin (M)	MB BS MSc (Lond) 1990
Dr Theo Sacca (M)	MB BS (Padua) 2000
Dr Janet Crabtree (F)	MB BS (Lond) 1987 BSc MRCP, DRCOG MRCGP
Dr Radhika Ravichander (F)	MD(Vrach), DRCOG,
Dr Sarah Gallagher (F)	MB BS (Lond) 1997, MRCGP
Dr Kate Thomson (F))	MBBS (Lond) 2009 BSc (Hons)PHD DRCOG MRCGP
Dr Adil Nathoo (M)	MBBS (York) 2012, BSc (Hons) (Toronto) MRCGP
Dr Rupal Patel (F)	MBChB (Hons), MSc, DRCOG, MRCGP
Dr Caldwell (M)	MBChB(Dund),BMSc (Hons), MRCGP
Dr Nicky Naylor (F)	MBBS (Lond) 1996, DRCOG, DFFP
Dr Monica Khiani (F)	MBBS 1998, MRGCP

## We are a training practice...

From time to time Rothschild House Group trains junior doctors. They are fully qualified and have already done training in hospitals. You may be offered an appointment with a trainee doctor during busy periods.