

# theGardenCityPractice

Drs S Gupta, L James, T Archdeacon, R Shah, N Nury & J Hopwood

## January 2020 Newsletter

Our website address is  
[www.gardencitypractice.nhs.uk](http://www.gardencitypractice.nhs.uk)

You will find much useful information on our website about the practice and links to several useful NHS sites.

If you register as a SystmOnline user you can arrange repeat prescriptions and book appointments online. New patients can also register online.

Our address is Birdcroft Rd,  
WGC AL8 6EH

## Useful telephone numbers

Appointments - 01707 321 500

24 hr health service—111

Lister /QE2 hospitals—01438 314333

Patient transport (QE2, Lister and Hertford)—03456 051 208

## Opening Hours

M-F 8.30am—6.30pm

Sat 9.00am— 12.00pm first 3 Saturdays every month

## Usual doctor days

Dr Sachin Gupta (M,T, F)

Dr Lynn James (W,F)

Dr Tina Archdeacon (M, Th)

Dr Rahul Shah (M,W,Th,F)

Dr Nada Nury (M, T, W, Th, F)

Dr Jenny Hopwood (T, F)

## Practice Manager:

Sarah Ellingworth

## Assistant Practice Mgr:

Natalie Cox

**Please leave feedback on [www.nhs.uk](http://www.nhs.uk) and select GP service**

## Parking near Birdcroft, AL8 6EH

We have had a number of patients ask about parking near to the practice. Parking maps are available on our website and at reception. The 2 hour parking bays on Parkway outside St Bonaventure's Church are popular with patients—these bays run from Birdcroft end of Parkway up to Parkfields. There are also 2 hour parking bays on Parkway gardens— the road next door to the practice. There is also parking on Barleycroft Rd on opposite side of Parkway after 11am. Other locations are on the maps.

Birdcroft Road itself is currently resident permit holders only. Only patients with blue badges can park on Birdcroft Road at the moment. **Welwyn Hatfield Council are launching a consultation to create 6 parking bays opposite the practice on Birdcroft —we hope this to conclude in a couple of months.** For the time being please be aware of parking wardens on Birdcroft Rd—they operate here on a regular basis.

## Telephone system

We have been exceptionally busy since the start of December. Please bear with us as we try and support your healthcare needs. Now we are one site you may be at a higher number in the queue but we only have 1 queue now, not 3. We are also going to introduce eConsult in late January and this will take traffic away from the phones. We advise you not to call on Monday mornings unless your call is urgent as this is the busiest time in any one week.

## **New partner Dr Hopwood and retirement of Dr James**

*We are delighted to announce that Dr Jenny Hopwood will be joining the practice and she will start with us on week commencing 13 January 2020. Jenny comes to us from a practice in Muswell Hill and she will be working Tuesdays and Fridays.*

*Dr Lynn James has decided to retire from the practice and she will step down from the partnership in April 2020. We will be very sorry to see Dr James leave and she will be greatly missed by staff and patients.*

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## eConsult

**In late January we will be introducing a new way of contacting the practice**

You can use eConsult to ask your us about your health symptoms, conditions or treatment.

You can even request things like sick notes and GP letters.

Find your symptom, condition or request. Fill out a quick form.

We will respond by phone or email, usually by the end of the next working day.

You will be able to choose self-help or pharmacy advice for your condition, and send through an admin request online or self-refer to local services

If you want advice from a doctor, you can submit a short form and photograph (if relevant) about your symptoms or condition which is sent to us at the practice

eConsult captures over 100 common clinical conditions, with built-in red flags to highlight critical symptoms that may require immediate or urgent intervention

**Please set yourself up as an online user—it helps us at the practice!!**

*By using our online service you can:*

*order repeat prescriptions, book appointments, cancel appointments*

**How to set yourself up for online access:** *you will need to come into the practice and ask a receptionist to register you for online access. The receptionist will ask for photographic ID (acceptable forms of photographic ID are a passport or photo drivers licence).*

*You will then be handed a document containing your username and password (which you can change when you later log on).*

*We cannot set patients up over the phone. Online access allows access to some of your medical information and we have appropriate protocols in place to protect access to your medical information.*

## **Check – In screens by reception desks**

*We have automated check-in screens. Please do use these to mark your arrival. It may save your time waiting to speak to one of the reception team. All you need to do is select your month of birth, then your date of the month, then the first letter of your surname—the system will find you. You will then be directed to either the bluebell or daffodil waiting area!*