

New Road Surgery

Practice Information Leaflet

Dedicated to providing excellent patient-centred care in the local community

The information contained in this leaflet is taken from the New Road Surgery website: <https://newroadsurgery.info>

About New Road Surgery

New Road Surgery is a family doctors' practice led by four doctors in partnership. We serve patients in Croxley Green, Sarratt and the surrounding area.

Our Statement of Purpose

Our aim is to provide patients with medical care of the highest quality. We want to improve the health status of the practice population. We aim to achieve this by being a practice which responds to people's needs. Where possible, we use the latest advances in primary health care and use NHS resources efficiently and effectively.

We take pride in providing high quality care in a small traditional family GP practice.

New Road Surgery – New Road Branch

Phone: 01923 604884

Address

166 New Road
Croxley Green
Herts
WD3 3HD

[What3words – bonus.piano.plank](#)

Opening Hours

Monday	8am to 8pm
Tuesday	8am to 8pm
Wednesday	8am to 6:30pm
Thursday	8am to 6:30pm
Friday	8am to 6:30pm

Accessibility

Call point for wheelchair users. Step-free wheelchair access to reception. Toilet and most consulting rooms are wheelchair accessible. Limited off-street parking for patients with disabilities. Car park within 150 metres behind library. Bus stop within 50 metres for routes 320, 322, and 352.

New Road Surgery – Baldwins Lane Branch

Phone: 01923 604884

Address

266 Baldwins Lane
Croxley Green
Herts
WD3 3LG

[What3words – angle.galaxy.gaps](#)

Weekday

Monday	8:30am to 6:30pm
Tuesday	8:30am to 6:30pm
Wednesday	8:30am to 6:30pm
Thursday	8:30am to 6:30pm
Friday	8:30am to 6:30pm

Accessibility

Step-free access. Most rooms wheelchair accessible, including toilet. Adjustable height couches. Limited off-street parking for patients with disabilities. On-street parking within 75 metres. Bus stop within 75 metres for routes 320, and 322.

New Road Surgery – Church Lane Branch

Phone: [01923 264444](tel:01923264444)

Address

4 Church Lane
Sarratt
Herts
WD3 6HL

[What3words – looked.issued.ears](#)

Opening Hours

Thursday 8am to 12pm

We may arrange additional clinics at Church Lane from time to time. These will be offered when you call or ask online to book an appointment.

Accessibility

Step free access to reception and consulting room for wheelchair users but not yet fully accessible. Limited off-street parking for patients with disabilities. On-street parking available. Bus stop within 200 metres for route 352.

Out of Hours

NHS 111

When we're closed, you can **call 111** for information and advice.

111 is the NHS non-emergency number. It's fast, easy and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

In an emergency, you should call the national emergency number **999**.

The New Road Surgery Practice Team

The practice team includes:

- GP Partners & GPs
- GP registrars
- practice nurses
- health care assistants
- paramedic
- pharmacists
- physiotherapist

- receptionists
- admin team
- practice managers

Within the Grand Union PCN we also have access to primary care mental health professionals and social prescribers who can support patients with additional needs.

GP Partners

Dr Claire Chesworth – Partner
MBBS, DCH, DFFP, MRCGP
female

Dr Clare Jenkins – Partner
BSc (Hons), MBBS, MRCP, MRCGP
female

Dr Clare Dyer – Partner
MBBS, MRCP (Lon) 1995
female

Dr Kunal S Patel – Partner
BSc (Hons), MBBS, MRCGP, DRCOG, DFSRH,
ALAM
male

GPs

Dr Kevin Barrett

BSc (Hons), MBBS, DRCOG, DFFP, MRCGP
male

Dr Helen Rae

MBBS, DRCOG, MRCGP
female

Dr Ansuya Puri

BSc (Hons), MBBS, MRCGP
female

Dr Crystal D’Cruz

MBBS
female

Dr Tasneem Tajbhai

MBChB, MRCGP
female

Dr Parul Karia

MBBS, MRCP (1998), MRCGP (2007), MSc
(Dist)
female

This is also an accredited practice for training doctors to become GPs. They are known as GP Registrars and are fully qualified doctors who have already worked several years in

hospital. We also provide training to medical students during their attachments to general practice and work with several medical schools.

We work well with Garston Medical Centre as part of our Grand Union Primary Care Network (PCN). We also engage with other local practices, hospitals, community services and the local Integrated Care Service (ICS).

Nurses

Sister Linda Senior

RGN
female

Sister Tracey Temple

RGN
female

Sister Fran Edwards

RGN
female

Sister Heather Hankinson

RGN
female

Assistants

Amy Green

General Practice Assistant
female

Vanessa Mackay

Healthcare Assistant
female

Oliver Rosario

Healthcare Assistant
male

Paramedic, Pharmacy and Physiotherapy

Christine Hood-Martin

Paramedic
female

Shahina Juma

Clinical Pharmacist
female

Kiran Kara

Clinical Pharmacist
male

Jaffer Rashid

Clinical Pharmacist
male

Nadia Perez

Physiotherapist
female

Practice Management

Catherine Garibaldi

Practice Manager

Denise Wait

Practice Manager

Reception

Sharon Taylor – Reception Team Lead

Dispensary

Our Sarratt dispensary is currently not running and this service is under review.

Registering with the Practice

We recommend all registrations are done online using the NHS approved tool.

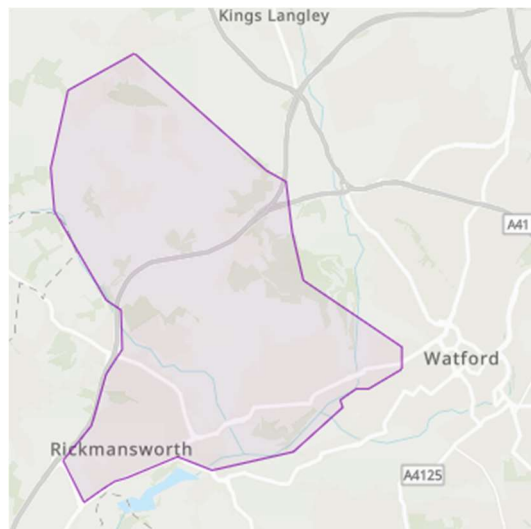
<https://gp-registration.nhs.uk/E82106/gpregistration/landing>

If preferred, patients can download the PDF form to print and complete at home.

The form can be downloaded from:

<https://gp-registration.nhs.uk/PRF1-050723.pdf>

Our catchment area where we accept new patient registrations is:



Named GP

All patients are registered with a named GP and can express a preference at the time of registration. Patients can see any GP at the practice and can request to change their named GP.

Data Sharing

If you have chosen to 'opt out' of sharing your data at your last surgery, you may need to fill out new forms. For more details, please see [our patient data policy](#).

Patient Records

All individuals with access to your data have a professional and/or contractual duty of confidentiality.

Confidential patient data will be shared within the practice health care team and with other health care professionals to whom you are referred for care. Your data may also be used by those clinical teams providing your care for the essential purpose of clinical audit. Confidential patient data may also be required for the broader purposes of public health and audit, research, the provision of health care services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure.

Confidential and identifiable patient information will not otherwise be disclosed without explicit consent unless:

1. it is a matter of life and death or serious harm to you or to another individual
2. it is overwhelmingly in the public interest to do so
3. there is a legal obligation to do so.

In all these circumstances the minimum identifiable information that is essential to serve the purpose may be revealed to someone with a legal entitlement to access the data for that purpose. If you are concerned about any of the ways in which your confidential data are managed, further information is available from the practice manager. You are entitled to register an objection and this will be respected if possible.

Clinics

We offer the following clinics and services:

- General care for medical conditions
- Health advice to help you stay healthy
- Emergency care (if appropriate)
- Referrals to other services
- Urgent care for people who are staying nearby for a short time but not registered with us. These are “temporary resident” patients.

Other specialist clinics are detailed on the practice website.

Housebound patients

Home visits are limited to those who are registered housebound and in circumstances where the visit Doctor determines the patient’s medical condition requires it. See details of our [housebound policy](#).

The following groups can ask for an appointment for a checkup:

- patients aged 16 to 75 who haven’t seen us for 3 years
- patients 75 and over who haven’t seen us in the previous 12 months
 - (If you can’t get to the surgery for these checks because of your medical condition, we can arrange a home visit)

Other Services

We also carry out the following

- **Adult vaccinations**
- **Child health surveillance**
- **Influenza immunisations**

The following groups can ask for an appointment for a checkup:

- patients aged 16 to 75 who haven’t seen us for 3 years

- patients 75 and over who haven’t seen us in the previous 12 months
 - (If you can’t get to the surgery for these checks because of your medical condition, we can arrange a home visit)
-

Non-NHS Services

The NHS does not pay for some of the services we provide. These include:

- private sick notes
- insurance forms
- holiday cancellation forms
- medical reports
- fitness to travel certificates
- private prescriptions
- some vaccination services

You can find information about private fees on our website.

Please provide a copy of the form you want filled out so the doctor can check if it’s okay to complete it. Please note that we must focus on our NHS work first. We can’t guarantee how long non-NHS work will take.

For more details about our fees and how long it takes to complete reports, please see

<https://www.bma.org.uk/pay-and-contracts/fees/why-doctors-charge-fees/why-does-my-doctor-charge-fees>

Doctors are not able to countersign passport photographs. See

<https://www.gov.uk/countersigning-passport-applications/accepted-occupations-for-countersignatories>

Prescriptions

Medicines

If you take medicine regularly, you'll usually have a repeat prescription. Any new medicines or those for short-term use won't be on your repeat list and you must request them separately. If you need a medicine that's not on your repeat list, you can use our online form.

Repeat Prescriptions

We recommend the NHS App or website to request all repeat prescriptions. You can use it to check the status of your request and see when we've sent it to the pharmacy for you to pick up.

Requests

Always try to request your medication in the 7 days before you run out. If you're ordering early, please let us know why so we don't reject the request. Please make sure you ask early enough so you don't run out of medicine, especially if we are very busy.

These are the different ways to ask for your repeat prescriptions:

1. Online, using the [NHS App](#) on your phone, tablet, or use the NHS login on your [computer](#).
2. Through your local pharmacy.
3. Tick a box on your paper copy of repeat medication. Put it in the prescription box at our reception.
4. Write it down and put it in the prescription box at our reception.
5. Using another online service you have registered to use like Patient Access.

We don't take repeat prescription requests over the phone. This helps stop mistakes and keeps our phones free for appointments and questions. But if you need your medicine urgently or in special situations, please call us.

We try to process your repeat prescription in 48 hours (2 working days). Remember this

can be longer on weekends and bank holidays.

For new prescription requests, we will aim to process these as soon as possible. But these may take longer than 2 working days, depending on what the medication is and whether we can prescribe it.

Appointment Requests or Queries

If you have an urgent medical need please phone us on [01923 604884](tel:01923604884) and our reception staff will do our best to help you.

For non-urgent issues, request an appointment or ask a question using our online form on our website or via the NHS App.

For some conditions, a pharmacy can see you more quickly and if suitable we will direct you there. Before you ask for an appointment, please check if you have one of the conditions suitable for Pharmacy First. <https://www.nhs.uk/nhs-services/pharmacies/how-pharmacies-can-help/> These pharmacies could see you and issue prescription medicine if needed without seeing a GP first.

How our appointment system works

We will always try to see urgent medical cases on the same day. When you call, our receptionists will book appointments for urgent medical issues. For non-urgent issues, we'll ask you to fill in a brief online form for a GP to assess.

Please **do not** use this online form for **urgent** or **emergency** requests. We read forms during office hours. We won't see them on the weekends (Saturdays and Sundays) or on Bank Holidays.

You can also fill in the form in using the NHS App to make it faster to complete. If your request isn't urgent, you don't have to call us first.

On the form, you can let us know what times work best for you. We aim to consider this when we contact you or book your appointment.

If you can't fill out the online form, don't worry! We can do it for you. Let reception know when you call, and they will help you.

A GP will review the request and we will respond as soon as possible, usually within 48 hours (2 working days).

If you become more unwell, or if you need more urgent help, please call us on 01923 604884. Call **NHS 111** during out of hours for advice.

If this is a **medical emergency**, please call 999.

Cancelling or changing appointments

If you have an appointment and don't need it, or can't attend, please don't waste it. **Call reception on 01923 604884** or use the **NHS App to cancel it** to free it up for someone else.

If you need to change your appointment date or time, please call us.

Feedback & Complaints

Your feedback is important to us and helps improve the care and services we offer. We welcome all types of feedback, whether it's a compliment, a suggestion for improvement, or a concern about the care you've received.

There are several ways you can provide feedback:

1. **In person:** Speak to a member of staff at the practice.

2. **Online:** Complete a feedback form on our website or use the NHS online feedback tools.

3. **By post:** Send us your thoughts in writing.

4. **Friends and Family Test:**

Share your experience by completing a Friends and Family Test. It asks if you would recommend our practice to others.

We take all feedback seriously and we review it to help us improve the services we provide. If you have a concern, we encourage you to speak to us so we can address the issue as soon as possible. Your feedback helps us ensure we continue to provide the best possible care for all our patients.

Making a complaint

Most problems can be sorted out quickly and easily, often by talking to us first.

If you can't resolve the issue this way and want to make a formal complaint, it's best to do so in writing as soon as possible, ideally within a few days. This helps us understand what happened. You need to make the complaint:

- Within 12 months of the incident, or

- Within 12 months of realising there's a problem.

Explain your complaint clearly with as many details as possible.

If you're a registered patient, you can complain about your own care. You can't complain about someone else's treatment without their written permission.

You can also write your complaint in your own format if it includes all the necessary details.

Send your written complaint to:

**Practice Manager
New Road Surgery
166 New Road
Croxley Green
WD3 3HD**

Your rights and obligations as patients

You will be treated with respect and care.

Patients are also expected to treat staff with respect and we have a zero tolerance policy for verbally or physically abusive patients.

Abusive patients will be removed from our list and will be required to access healthcare at a different practice.

Patients should also be aware that appointments are a limited resource, and an appointment should be attended when booked.

If the appointment is not needed, patients should cancel the appointment so that the time can be offered to others in medical need.

Last Updated December 2024