

BLOOD TESTS

These are done in the morning with the Practice Nurse in order that the blood can be sent to the laboratory for daily analysis.

BLOOD TEST RESULTS

These are available after 1.00 pm. The receptionists are only allowed to make brief comments as to whether the result is normal or abnormal. The doctor will be happy to discuss the result in greater detail by means of a telephone appointment.

SPECIALIST CLINICS

The following special clinics are run in the practice:

Diabetes, Blood Pressure, Asthma, Child Health Surveillance, General Health Checks and Cervical Smears

CONFIDENTIALITY

All patient information is kept completely confidential, and no information will be provided about a patient without the patient's written consent

COMPLAINTS

If you are not happy with any aspect of your treatment, we would ask you to contact our Practice Manager who will endeavour to deal with your complaint promptly and to your satisfaction. Any suggestions for improving the service we offer would also be very welcome.

GOSSOMS END SURGERY

VICTORY ROAD
BERKHAMSTED
HP4 1DL

Phone No. 01442 866148

Fax. No. 01442 873167

E-mail: Gossomendsurgery@nhs.net

Website: www.gossomendsurgery.co.uk

“Putting patient health first, and respecting our patients’ views”

Reception Hours: 8.00 am to 6.30 pm, Monday-Friday
Nurse Late evening Tuesday from 5.30 pm to 7.45 pm

If you telephone the surgery outside opening hours, you will be redirected to Herts Urgent Care who are the out-of-hours provider.

111 Service – call this Freephone number to be directed to the service most appropriate to you need

PRACTICE TEAM

DOCTORS

Dr Ojo-Aromokudu MBBS, MSc, FRCS, DFFP

Dr Lola Ojo-Aromokudu MBBS, MFFP, DRCOG

PRACTICE MANAGER

Chris Dearden

PRACTICE NURSE

Jackie Brooks

RECEPTIONISTS/ADMINISTRATIVE STAFF

Jean Axford

Jenny Ling

Helen Mayo

Celia Rance

Emma Geary

COMMUNITY MIDWIFE and HEALTH VISITORS

Operate clinics from the building during the week

DISTRICT NURSES

We have a dedicated group of nurses who care and support patients at home.

PRACTICE INFORMATION

The practice has existed for over 30 years but re-located to its present site on 19th December, 2005. We pride ourselves in listening to patients' views and adapting to patients' needs. To this end we have a Patients' Forum that meets and discusses issues that are of importance to the patients and population that we serve. If you would like to contribute to this forum, you can write to the Patients Forum Group via the surgery.

CONSULTING TIMES

Mon, Wed and Thurs 9 am to 11 am, and 4 pm to 6 pm

Tuesday 10 am to 12 am, and 5.30 pm to 7.45 pm

Friday: 9 am to 11 am, and 5 pm to 6 pm

URGENT APPOINTMENTS

We will always see patients on the day for *urgent* appointments.

HOME VISITS

If you do require a visit, please telephone 01442 866148 earlier on in the day.

TELEPHONE CONSULTATIONS

There is an opportunity of speaking directly with either the Doctor or the Nurse every day. Please contact the reception for details.

MINOR SURGERY

We are equipped to deal with most minor surgeries in the practice.

REPEAT PRESCRIPTIONS

Repeat prescriptions are for patients on long term treatment. This can be requested online via Patient Access, through your chosen pharmacy or directly with the surgery by post. Please allow **48 hours** for this to be ready.