

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 2 working days before you collect the prescription. Your prescription may be withheld pending a review with your Doctor or the Nurse – please attend for these reviews when called.

*Please note that The new Surgery is not a dispensing site.

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
01992 586969 or visit
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

Our aim is to provide a high standard of services across the Rothschild House Group and we welcome feedback regarding any aspect of your treatment.

We understand that you may feel less than satisfied with aspects of our care at times and have a standard complaints procedure, a copy of which is available at reception at any of our sites.

If you have a complaint you wish the practice to investigate please email hertsvalleysccg.complaints.rhs@nhs.net addressing your concerns for the attention of our Complaints Officer.

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. We record all calls that we make and receive for training and complaint purposes. The recordings are securely kept and access is limited.



Rothschild House Group

Rothschild House Surgery

Chapel Street, Tring, HP23 6PU
01442 822468
www.rothschildhousesurgery.co.uk
patientservices.rhs@nhs.net

Pitstone

71 Marsworth Road, Pitstone, LU7 9AX
01296 662800
www.rothschildhousesurgery.co.uk
patientservices.rhs@nhs.net

The New Surgery

St Peters House, Church Yard, Tring, HP23 5AE
01442 890661
www.rothschildhousesurgery.co.uk
newsurgery.tring@nhs.net

Markyate

1 Hicks Road, Markyate, AL3 8LJ
01582 841559
www.rothschildhousesurgery.co.uk
patientservices.rhs@nhs.net

Berkhamsted

Victory Road, Gossoms End, Berkhamsted, HP4 1DL
01442 874784
www.rothschildhousesurgery.co.uk
patientservices.rhs@nhs.net

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 therefore be offered an appointment with a trainee doctor.

Our Doctors

Dr Stuart Caldwell **M**

MBChB (Dund) BMSc (Hons)
MRCGP

Dr Romit Choudhury **M**

MB ChB (Glas) 1998

Dr Janet Crabtree **F**

MB BS (Lond) 1987 BSc MRCP
DRCOG MRCGP

Dr Sarah Gallagher **F**

MB BS (Lond) 1997 MRCGP

Dr Avinash Gupta **M**

MB BS (Lond) 1990 BSc DCH

Dr Susan Osbond **F**

BSc MBChB DRCOG MRCGP

Dr Radhika Ravichander **F**

MD(Vrach) DRCO MRCGP

Dr Theo Sacca **M**

MB BS (Padua) 2000 MRCGP

Dr Panikos Sissou **M**

MB BS (Lond) 1990 BSc DFFP

Dr Kate Smith **F**

MB ChB MRCGP (2001)

Dr Kate Thomson **F**

MBBS (Lond) 2009 BSc (Hons)
PHD DRCOG MRCGP

Dr Alexandra Wainwright **F**

BM (So'ton) 1983 MRCGP

Dr Masoud Amini **M**

MD, MRCGP

Dr Rosie Bartholomew **F**

MBBS (Lond) 2010 MBBS MA
(Cantab) DCH DFSRH MRCGP

Dr Caitlin Bevan **F**

MB ChB 2000 University of
Birmingham

Dr Harriet Emmerson **F**

MBChB MRCGP

Dr Louise Gibbs-Jones **F**

MBChB MRCGP

Dr Randula Haththotuwa **F**

MBChB (hons) (2008), MRCGP,
MRCP, PGCMedEd (Dist), FHEA

Dr Rebecca Hunt **F**

MBBS, DRCOG, MRCGP

Dr Katy Joynson **F**

MBBS UCL (2009)

Dr Martin Kenton **M**

MSc, MBBS, RCGP

Dr Monica Khiani **F**

MBBS 1998 MRGCP

Dr Katie Massey **F**

BSc(Hons), MA, MBBS, DRCOG,
MRCGP

Dr Adil Nathoo **M**

MBBS (York) 2012, BSc (Hons)
(Toronto) MRCGP

Dr Lola Ojo-Aromokudu **F**

MBBS, MRCGP, DRCOG, DFSRH
MBChB (Hons) MSc DRCOG

Dr Rupal Patel **M**

MRCGP

New Patient Registration

We welcome all patients within our surgery's catchment area. Please ask our reception staff for more information. If you take regular medication, please also hand in a copy of your repeat prescription when you register with us.

If we're closed and you need medical assistance please call 111. In the event of an emergency please call 999.

Appointments

Appointments can be booked in a number of ways:

1.

In advance, over the telephone or in person, or online through the surgery website the surgery promotes use of the NHS App/Website portal to this online

2.

Some situations can be dealt with by having a telephone consultation with your Doctor.

3.

If you no longer need your appointment, please inform the surgery so that your appointment may be offered to another patient.

4.

Nursing appointments can vary in length – please let the receptionist know the reason for your appointment, so that you can be allotted the correct amount of time.

5.

Home visits are available for the housebound and for patients too ill to attend surgery – please book by 11:00 if possible.

When allocating 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.

Our Services

Antenatal & Postnatal
Asthma Management
Babies & Children's
Vaccinations
Cervical Screening (smear)
Diabetic Management ECGs
Family Planning Services
Flu Vaccinations
First Contact Physio
HRT check
Hypertension care
INR monitoring (Warfarin)
Joint Injection Clinic

Minor Surgery
NHS Health checks (40–74
year olds with no history of
chronic disease).
Non NHS Services
Rotovirus Injections
Shingles Vaccinations
Social Prescriber
Travel Vaccinations

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

Surgery Opening Times

TRING

Monday – Friday
08:00 – 18:30
Monday – Thursday:
18:30 – 19:30*
Saturday:
08:20 – 10:00*

PITSTONE

Monday – Thursday:
08:00 – 13:00
14:00 – 18:30
Wednesday:
18:30 – 19:30*
Friday: 08:00 – 13:00
Saturday: Closed

THE NEW SURGERY

Monday – Friday:
08:00 – 13:00
14:00 – 18:30
Thursday:
18:30-19:30*
Saturday: Closed

MARKYATE

Monday – Friday
08:00 – 13:00
14:00 – 18:30
Monday
18:30 – 19:30 *
Saturday: Closed

BERKHAMSTED

Monday - Friday
08:00 - 18:30
Monday - Thursday
18:30 - 19:30*
Saturday:
08:20 - 10:00*

*The Surgery is only open to pre bookable appointments during these times