

## 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 a member of our dispensary team.

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 to 3 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 & Berkhamsted surgeries are not dispensing sites.

## 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 4pm 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](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 Patient Services Team for details or a list is available on our website.

### 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 [rhg.complaints@nhs.net](mailto:rhg.complaints@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

**Pitstone**  
71 Marsworth Road, Pitstone, LU7 9AX  
01296 662800

**The New Surgery**  
St Peters House, Church Yard, Tring, HP23 5AE  
01442 890661

**Markyate**  
1 Hicks Road, Markyate, AL3 8LJ  
01582 841559

**Berkhamsted**  
Victory Road, Gossoms End, Berkhamsted, HP4 1DL  
01442 874784

[www.rothschildhousesurgery.co.uk](http://www.rothschildhousesurgery.co.uk)  
[patientservices.rhs@nhs.net](mailto: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 Masoud Amini **M**  
Dr Caitlin Bevan **F**

Dr Stuart Caldwell **M**

Dr Sarah Gallagher **F**

Dr Avinash Gupta **M**

Dr Susan Osbond **F**

Dr Radhika Ravichander **F**

Dr Theo Sacca **M**

Dr Panikos Sissou **M**

Dr Kate Smith **F**

Dr Kate Thomson **F**

Dr Alexandra Wainwright **F**

Dr Sara Atkinson **F**

Dr Rosie Bartholomew **F**

Dr Jess Britto **F**

Dr Harriet Emmerson **F**

Dr Pauline Foreman **F**

Dr Louise Gibbs-Jones **F**

Dr Randula Haththotuwa **F**

Dr Rebecca Holland **F**

Dr Rebecca Hunt **F**

Dr Katy Joynson **F**

Dr Michael Keane **M**

Dr Monica Khiani **F**

Dr Adil Nathoo **M**

Dr Andy Noble **M**

Dr Rupal Patel **M**

MD, MRCGP

MB ChB 2000 University of Birmingham

MBChB (Dund) BMSc (Hons) MRCGP

MB BS (Lond) 1997 MRCGP

MB BS (Lond) 1990 BSc DCH

BSc MBChB DRCOG MRCGP

MD(Vrach) DRCO MRCGP

MB BS (Padua) 2000 MRCGP

MB BS (Lond) 1990 BSc DFFP

MB ChB MRCGP (2001)

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

BM (So'ton) 1983 MRCGP

MBBS RCGP

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

BSc Psychology (2011), MBBS (Kings College London) 2014, MRCGP (2020)

MBChB MRCGP

MBBS (Lond) MA Med Ed & FRCGP

MBChB MRCGP

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

MbChb, BSc (hons), DRCOG, MRCGP

MBBS, DRCOG, MRCGP

MBBS UCL (2009)

MBChB BSc (Hons) MRCGP PGCMEd

MBBS 1998 MRCGP

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

BMBS MRCGP

MBChB (Hons) MSc DRCOG MRCGP

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.

2.

We offer both face to face and telephone consultations. Some situations can be dealt with by having a telephone consultation with your doctor but if you would prefer a face to face please let our patient services team know at the time of booking.

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.

**For Urgent On the Day Appointments we operate a GP Lead Triage system to ensure that patients receive timely access to the correct type of appointment. You will be asked a short series of questions by our patient services coordinators to help our triage Doctor to decide on the correct course of action for each patient. 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  
Rotavirus Injections  
Shingles Vaccinations  
Social Prescriber  
Travel Vaccinations

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

## 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 – 18:30  
Thursday:  
18:30–19:30\*  
Saturday: Closed

### BERKHAMSTED

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

### MARKYATE

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

\*The Surgery is only open for prebooked appointments during these times.

## 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.