



Regal Chambers

Patients' Newsletter

Issue 10: December 2018

Virtual Patient Network

We are pleased to introduce the "Friends of Regal Chambers" Facebook page. By liking our page, patients will have access to relevant news and information.

Patients are invited to join the virtual Patient Participation Group. This will provide members with the opportunity to participate in surveys and provide feedback on developments in the practice and across the locality.

View our Facebook page here <https://www.facebook.com/RegalChambersGPSurgery/>

Who's Who – Behind the Scenes

It is easy to assume that what you see is all there is at Regal Chambers, or any other surgery for that matter.

However, in addition to the clinical staff and reception team there are about a dozen other people that keep the place going and do essential work for us all. From cleaning floors to keeping an eye on the finances, from checking mail to mailing cheques!

I recently interviewed two of the stalwarts of the back of house and want to share what they had to say:

Tell us a bit about yourself

My name is Callum Doolan and I work as an Administrative Apprentice. I started at Regal Chambers in November 2017 and my term ends in May next year.

Tell us about some of the things your job entails

I process documents such as discharge summaries and appointment letters. I send out invitations to Asthma, Diabetes, Cancer and Depression clinics and more recently I have been working on social media. I have been preparing a Facebook page for the Patient Participation Group and Friends of Regal Chambers and getting it ready to go live very soon. I like the work and feel it is important because it helps people. All my colleagues are good to work with and I enjoy their company.

What do you think patients might like to know about what you do?

Mainly that there are people like me that do the day-to-day administration jobs that are vital to the smooth running of the Practice. I have limited access to patients, in fact most patients will never see me, but I am here beavering away in the background.

Why did you choose to work in the NHS in general and Regal Chambers in particular?

The NHS is one of the Country's biggest employers, there is job security and opportunities for progression. I like the idea of an apprenticeship with an office based aspect that would enable me to build up relationships with people.

Describe the best thing about working at Regal Chambers.

Every day really. Each day is different and they are all really good.

Jennifer Piggott

Extended Access

Patients registered in GP Practices across North Hertfordshire (Hitchin, Letchworth and surrounding villages) can access additional GP, Nurse or Healthcare Assistant appointments each week. These appointments are available at Sollershott Surgery in Letchworth as follows:

Weekdays 6.30 p.m. to 8.00 p.m.

Saturdays 8.00 a.m. to 4.00 p.m.

Sundays 8.00 a.m. to 12.00 p.m.

Extended Access appointments can be booked via our usual reception telephone number (01462 453232). You will be asked by the receptionist to confirm your consent for the healthcare professional at Sollershott Surgery to access your medical record. This will ensure that they have the information that they need to provide you with the best possible care. Patients who do not provide consent will unfortunately be unable to access these appointments.

Please be assured that you will remain registered at Regal Chambers Surgery and existing access to the practice will not be affected. The Extended Access appointments are available in addition to the current services provided by Regal Chambers Surgery.

Hayley Marshall

Appointment System

Regal Chambers Surgery continuously reviews systems in place to assess where changes can be made to improve both services provided and the overall patient experience. We feel that appropriate access to appointments could be improved and we are therefore proposing a change to our appointment system from next April.

We will be consulting with patients via a survey in the next few weeks and would encourage feedback from you. Keep an eye on our Facebook page for updates.

Hayley Marshall