

# KNEBworth AND MARYMEAD MEDICAL PRACTICE

## *PATIENT PARTICIPATION GROUP NEWSLETTER*

*May 2020*

### **The New Knebworth Surgery**

The new Knebworth Surgery, located on St Martin's Road will be open from Monday, 18th May, but it will still be necessary for the Practice to maintain all existing Covid-19 procedures in order to protect both the patients and the staff.

However, when it is possible to return to some level of normality, what will you find at the new premises? The main entrance to the surgery can be accessed by a ramp or by a small flight of steps off St Martin's Road or by a pathway from the car park along the side of the building. From the car park, patients with mobility problems can access the building through a door at the rear which can be opened electronically by the receptionist.

Entrance to the car park, which will be shared by visitors to the Library and customers for the Pharmacy, is by a roadway on the east side of the building. Of the twenty-three car parking spaces available, two are marked out for patients and visitors who are disabled. If required, additional parking can be found in the nearby NHDC pay-and-display car park or in marked time-limited parking bays in St Martin's Road, London Road or Milestone Road. Parking in St Martin's Road beyond the curtilage of the new building is not permitted.

As you enter the surgery, the reception desk is straight ahead and to the left of the entrance is a small waiting area. Behind the reception desk is a small interview room for the benefit of patients who may wish to have a confidential discussion with a receptionist.



There are two consulting rooms on the ground floor, as well as a toilet with access for the disabled, and the remaining seven consulting rooms are on the first floor, which is accessible by a lift or by stairs. As well as two nurse's treatment rooms and the staff offices and facilities, the first floor also contains the spacious main waiting area.



The door from the waiting area leads directly onto the corridor where the consulting rooms are located. These are readily identifiable by the clear signage by each door. The consulting rooms are comfortable and airy, all have external windows, each one has a screened area for physical examinations and they have the necessary state of the art medical equipment.



Directions for your return to the ground floor and through the reception area to the main door are clearly signposted.

The clinical staff can't really say that they are looking forward to seeing you there but, if you have to visit the surgery, they hope that you will be suitably impressed with their new premises!

## Other Practice News

We are looking forward to meeting Dr Pang Ng who is joining the Practice, as a partner, on 1st June. Dr Ng will be working on Mondays, Thursdays and Fridays, mainly at Knebworth. He is joining us from a North London Practice where he has been working as a GP for the past ten years.

## Forthcoming PPG Meetings

As you will be aware, as a result of the Covid-19 lockdown restrictions, and for everyone's safety, it will probably be some time before we can again hold our monthly PPG Meetings. Sadly, these restrictions also mean that the Officers, together with the Practice Manager, have decided to cancel our annual "Help Yourself to Health" evening which was scheduled for Wednesday, 22nd July. At this stage, it is not possible to determine if we might be able to hold such a meeting later in the year.

## PPG Contacts

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***Produced by The Knebworth and Marymead Patient Participation Group***