

The Nevells Road Surgery
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Dr Ashwini Alva
Dr Jessica Hansell
Dr Fraser Smith

Partner Profiles

We are team of 3 GP Partners who pride ourselves on delivering excellent patient care within a friendly and mutually supportive team, both professionally and personally. We believe in providing continuity of care and work in the traditional GP model, with each GP having their own patient list. We are delighted to hear from our Locum staff that we run a very happy place to work.

Whilst we run an efficient business, achieving above average GMS earnings, we all prioritise maintaining a healthy work-life balance and are not looking sacrifice our personal lives to earn more.

We are an innovative practice who embrace new technologies to improve the care we provide for our patients but also protect the workload and wellbeing of our staff. We have recently introduced an AI receptionist called EMMA to reduce call wait times.

Ash works 5 sessions, Jess 6 and Fraser 6.

Ash

Joined in 2014, leads on dementia and mental health and has a special interest in cardiology. She is CQC lead and our LMC representative. Ash enjoys cooking, travelling, yoga and playing the piano.

Jess

Joined in 2021, Jess leads on the Operational side of the practice and is co-Clinical Director of our PCN (Icknield PCN). Outside of work she enjoys spending time outdoors with her young family, crafting and gardening.

Fraser

Joined in January 2024. Fraser has an interest in dermatology, and specifically skin cancer after spending some time working as a GP in New Zealand. He is Business and Workforce lead. In his spare time, he enjoys football, especially supporting Derby County, as well as yoga, cycling, food and wine.

Nursing Team

We are very lucky to have a fantastic nursing team.

We have 2 Advanced Nurse Practitioners with a wealth of experience, Linda (our clinical nurse lead, who works 4 days per week) and Karen, who works 3 days per week. They predominantly have same-day, face-to-face appointments. Additionally, we have Elaine, our Asthma and COPD nurse.

Our Treatment Room nurses include Marie, working 4 days per week, maintaining a very high standard of care for our 766 patients with diabetics. We are very proud that she was awarded Doctor Magazine Practice Nurse of the year award in 2012 and has continued to be amazing ever since! Bea works 5 days providing our main treatment room services, performs learning disability checks and home visits for long term condition assessments and frailty checks.

Alice works as our Healthcare Assistant and is passionate about promoting health and wellbeing. She completes multiple long-term condition reviews, including CHD, AF, stroke plus MMSEs, ECGs and dressings.

We have additional support for our COPD patients with remote clinics run by 2 specialist respiratory nurses.

Administrative Team

Our Business Manager, Chamila Perera joined us in January 2023, bringing a wealth of experience with 20 years managing in General Practice. Our Operations Manager, Andrew Poole joined in August 2022 and has modernised the way we work, bringing new innovative ideas. We have a fantastic team comprising 3 medical

secretaries and 12 part-time administrative staff (including team-leaders, care navigators, coders and a care-coordinator). The usual front line pressure withstanding, the team is cohesive and effective. We embrace a very open and supportive atmosphere. We host social occasions through the year, with an annual Christmas party funded by the Partners.

Out of Hours & Home Visits

Our patients have access to Out of Hours through 12 Point Care, at the nearby Sollershot GP surgery. There is also an Urgent Care Centre at Lister Hospital, Stevenage, which includes Mental Health Urgent Care.

The Hertfordshire Acute In Hours Visiting service see our patients for any acute issues, which hugely reduced the number of home visits performed by our GPs, usually to 0 or 1 per week. This is generally to provide care to Palliative patients or routine matters for housebound patients on our own lists.