



Stevenage South PCN

Bedwell Medical Centre & Roebuck Surgery
King George and Manor House Surgery
Knebworth and Marymead Medical Centre
Shephall Health Centre
Symonds Green Health Centre
Hertfordshire and West Essex ICB



Stevenage
H E A L T H C A R E

STEVENAGE SOUTH PCN SERVICE GUIDE

A GUIDE FOR PATIENTS
HOW TO ACCESS PCN SERVICES



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Stevenage

H E A L T H C A R E

About Us

Stevenage Healthcare is the collaborative organisation representing the five core practices of the **Stevenage South Primary Care Network**. These include **Bedwell Medical Centre & Roebuck Surgery, King George & Manor House Surgery, Knebworth & Marymead Medical Practice, Shephall Health Centre, and Symonds Green Health Centre**. Together, we work to deliver high-quality, coordinated care..

Since the NHS was created in 1948, the population has grown and people are living longer. Also, many people are living with long term conditions, such as diabetes and asthma, or suffer with mental health issues and may need to access their local health services more often.

To meet these needs, GP practices are now working together in groups known as Primary Care Networks (**PCNs**). These form a key building block of an NHS long-term plan with the aim of providing a wider range of services to patients and to more easily integrate with the wider health and care system.

Our Services

Below is an overview of the services offered by Stevenage South PCN / Stevenage Healthcare, along with guidance on how to access them.

We work closely with the staff at your GP surgery, who are familiar with the full range of services available. They will be your first point of contact and can help you access the right support quickly and easily.

01



Unplanned Care Hub

Our Unplanned Care Hub provides same-day GP, Advanced Nurse Practitioner, and Emergency Care Practitioner appointments for urgent issues like minor illnesses, respiratory symptoms, or abdominal pain. Located at Roebuck and Marymead Surgeries, it's designed to offer extra capacity and faster access.

Access: Surgery staff can book directly into the hub via the PCN appointment system. Slots open to all practices one hour before appointment time.

02



Enhanced Access Service

Need an evening or weekend appointment? Our Enhanced Access clinics run weekday evenings and Saturdays, offering routine GP and allied health appointments outside standard hours.

Access: Book through your surgery, just like a normal appointment. Clinics are at Roebuck (Mon–Fri) and King George Surgery (Sat).

03



Home Access Service

For patients who are housebound, this service offers home visits for long-term condition reviews, vaccinations, and more. Staffed by a nurse and ECP, it ensures equal care for those unable to travel.

Access: Patients are identified by the PCN team or can be referred by your surgery if appropriate.

04



First Contact MSK Practitioner

Got joint, back, or muscle pain? See a specialist first without needing a GP referral. Our MSK physios can assess, diagnose, and refer if needed.

Access: Your GP surgery can book you straight into the MSK clinic.

05



Social Prescribing

This team helps with the non-medical things that impact your wellbeing—like loneliness, housing, or managing a long-term condition. They offer emotional support, practical advice, and connect you to community resources.

Access: Speak to your GP or surgery team, who can refer you via the PCN system.

06



Leg Ulcer Hub

A dedicated service for managing Level 1 leg ulcers (between knee and ankle), following national guidelines to ensure consistent, high-quality care across all practices.

Access: Referrals made directly by a clinician via your GP surgery.

07



Vaccination Hub

We run centralised clinics for COVID, Flu, Shingles, Pneumonia and RSV vaccinations, helping practices manage demand. Clinics take place at Roebuck Surgery.

Access: If eligible, your surgery can book you into a vaccination clinic, or the PCN team may contact you directly.

08



Enhanced Health in Care Homes

This service provides proactive, personalised healthcare for care home residents through regular check-ins, care planning, and end-of-life support, in partnership with social and community teams.

Access: Managed internally by our Care Coordinator Team



Stevenage
HEALTHCARE

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