



THE HILDENBOROUGH & TONBRIDGE MEDICAL GROUP



Hildenborough Medical Centre, Westwood, Tonbridge Road,
Hildenborough, Kent TN11 9HL
Tel: 01732 838777 Fax: 01732 838297

Trenchwood Medical Centre, 264 Shipbourne Road,
Tonbridge, Kent TN10 3ET
Tel: 01732 352784 Fax: 01732 773969

ALSO AT:

The Surgery, Morleys Road, Weald
The Surgery, Rear of Village Hall, High Street, Leigh

www.htmedicalgroup.co.uk

WELCOME TO THE HILDENBOROUGH & TONBRIDGE MEDICAL GROUP

We are a large practice, serving a population of over 17,000 patients in Hildenborough, Tonbridge and the surrounding villages. Our main surgery is located in Hildenborough with branch surgeries in Tonbridge, Weald and Leigh.

Our aim is to provide, by an effective team approach, the highest quality of progressive family health care, in a happy and compassionate environment.

HISTORY OF THE HILDENBOROUGH MEDICAL GROUP PRACTICE

The history of the practice can be traced back to 1879, when Dr Walter Hardin practised from his house, now known as Chilling House, in Leigh High Street. Dr Hardin was succeeded in 1881 by Dr Fraser, who moved the surgery to Park House, Leigh, where he remained in practice until after the First World War. Several patients still remember "old Dr Fraser". He was eventually joined by his son, Dr Beaufort Fraser, who came to Hildenborough to live at Mountains, where private patients were seen in the sitting room, and "panel patients" were seen in the servants' quarters!

After Dr Fraser senior retired, Dr Rochester Berkeley joined Dr Beaufort Fraser. He continued the practice association with Leigh, settling at Applegarth, near the green, where he had his own surgery. Dr Fraser decided to leave in 1937 and Dr Berkeley took Dr Stanley Davison into the partnership. He settled in Hildenborough and, as Mountains was no longer available, he bought the baker's shop on the corner of Mount Pleasant and converted it into a surgery, where the practice was based for the next 30 years.

At the outbreak of the Second World War, Dr Berkeley was called up, leaving Dr Davison to cope by himself. Because of wartime transport problems, Dr Davison set up ports of call in several local villages. Most of these were not used after the war, but Leigh and Weald surgeries have survived from this arrangement. Dr Berkeley decided not to return to Leigh after the war but as Dr Davison's son, Guy, was studying medicine, he continued to work single-handed until Guy could join him in 1954. Tragically, Guy Davison was killed in a shooting accident two years later and it was after his death that Dr Peter Skinner joined the practice.

Since then the practice has steadily increased in size from two to ten partners today.

A branch surgery opened in the Shipbourne Road in Tonbridge in 1961, but the main surgery remained at Mount Pleasant until 1967, when extra accommodation was desperately needed and we moved to a converted dairy at 79 Tonbridge Road.

In spite of two extensions, this surgery also became inadequate for the growing needs of the practice. So in 1991 we moved to a purpose-built medical centre at Westwood. In 1998, we replaced our Tonbridge surgery with the purpose-built Trenchwood Medical Centre.

The practice today serves a population of over 17,000 patients in Hildenborough, Tonbridge and the surrounding villages.

THE GENERAL PRACTITIONERS

Name	Qualifications	Date of Registration
Dr Peter Bench (M)	MBBS DCH DRCOG MRCGP	St Bartholomew's 1989
Peter Bench qualified MBBS at Bart's Hospital in 1989. After house jobs, he worked for hospitals in the Tunbridge Wells and Maidstone areas. Having completed his General Practice Traineeship, he joined the practice in 1994. He has gained diplomas in obstetrics and gynaecology, family planning and child health. He is a member of the Royal College of General Practitioners. Peter has been a GP Trainer since 2004. He has a particular interest in paediatrics. Peter is married and has two children.		
Dr Jocelyn Wilson (F)	BSc (Hons) MBBS DRCOG MRCGP FPCert	University College Hospital 1983
Jocelyn Wilson qualified MBBS from University College Hospital in 1983, having obtained a BSc in Immunology and Pharmacology in 1980. After completing her GP training in Sidcup, Kent, she obtained DRCOG and MRCGP in 1987. She joined the practice in September 1994, working part time at both Hildenborough and Trenchwood Medical Centres. She is married with three children.		
Dr Kenneth Castro (M)	BSc (Hons) MBChB MRCGP	Leicester 1989
Ken Castro qualified MB ChB from Leicester University in 1989, having obtained BSc (Hons) in Physiology at London University in 1983. He obtained MRCGP in 1995. He is on the obstetrics and minor surgery lists and is a GP Trainer. His clinical interests include genito-urinary medicine as well minor surgery and skin conditions. He is married with two daughters and numerous pets.		
Dr Nicki Perry (F)	BSc (Hons) MBChB DCH DRCOG MRCGP	Bristol 1997
Nicki Perry qualified from Bristol University in 1997 MB ChB with BSc (Hons) in Cellular and Molecular Pathology. After completing the GP VTS scheme in Tunbridge Wells, she gained diplomas in obstetrics and gynaecology, child health and geriatric medicine with MRCGP in 2000. Nicki has an interest in minor surgery, acupuncture for muscular pain, and teenage health. She is married with four children.		
Dr Rahul Joshi (M)	BSc (Hons) MBBS DRCOG MRCGP	St Mary's Hospital 1998
Rahul Joshi graduated from St Mary's Hospital Medical School (now Imperial College) in 1998 with a BSc in Chemical Pathology and MBBS. He completed his GP vocational training under Dr Ken Evans at this practice, attaining DRCOG and MRCGP in 2002 and joining as a Partner later that year. Rahul has an interest in medical education, he is a Trainer for GP Registrars at the practice and former Programme Director of the Tunbridge Wells GP Vocational Training Scheme. In 2008 Rahul attained the Postgraduate Certificate in Medical Education at London South Bank University. He is the practice representative for the West Kent Health GP Federation. Rahul lives in Hildenborough with his wife, who is a GP at another Tonbridge practice, and their two daughters. He is a keen Arsenal fan and a plodding runner.		
Dr James Evans (M)	BMedSci MBBS MRCP MRCGP	St Bartholomew's 1999
Having qualified from St Bartholomew's Hospital in 1999 with MBBS and BMedSci, James completed his initial house jobs in East London before working for a year in Darwin, Australia. On returning to the UK James completed a medical rotation in Chichester, gaining his MRCP in 2004, before embarking on GP training at the Dunorlan Medical Group in Tonbridge and gained his MRCGP in 2006. James' areas of interest include elderly care and palliative care. He lives in Tunbridge Wells with his family.		

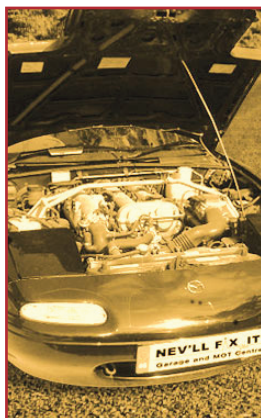
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Dr Harmandeep Grewal (M) MBBS BSc DRCOG MRCGP Guy's Kings & St Thomas' 2005
Harmandeep Grewal graduated from Guy's Kings & St Thomas' medical school in 2005 with MBBS and a BSc in Radiological Sciences. He undertook his GP training in Tunbridge Wells and was a GP Registrar at this practice in 2010. During this time he gained his DRCOG and MRCGP. He is a GP trainer. Harmandeep lives in Sevenoaks with his wife and children.

Dr Rebecca Findley (F) MBChB (Hons) DRCOG DCH MRCGP Leeds University Hospital 2006
Dr Rebecca Findley qualified from Leeds University in 2006 obtaining MBChB (Hons). Initially she worked in Manchester doing paediatric training, moving to the Tunbridge Wells GPVTS scheme in 2010. In 2015/16 she worked at the practice as a GP Registrar. She has obtained her DRCOG, DCH and MRCGP during her training, joining the practice as a partner in October 2016. She lives in Sevenoaks with her husband and two children.

Dr Alice Goldhill (F) MBBS(Hons), BA(Hons), DRCOG DFRS MRCGP St Thomas' 2008
Dr Goldhill qualified from Guys, Kings & St Thomas's Medical School with a MBBS in 2008, having previously gained a BA in Human Sciences from Oxford University in 2004. She completed her GP training in Bromley, obtaining her DRCOG and DFRS during this time, and achieved her MRCGP in 2017. She has a particular interest in family planning and oncology. She is married and lives in Sevenoaks with her young children.

Dr Paul Goozee (M) BPharm MBBS MRCP MRCGP PGDipSEM Middlesex 1983
Paul Goozee qualified from the Middlesex Hospital in 1983 as MBBS, having obtained a Bachelor of Pharmacy in 1977. He obtained MRCP in 1987 and MRCGP in 1988, when he joined the practice. Paul is on the obstetric, child health surveillance and minor surgery lists and has the Family Planning Certificate. Paul also has a Postgraduate Diploma in Sport and Exercise Medicine, and is a member of BASEM. He was a Medical Officer to the Great Britain Athletics Team and was a medical officer to the England Athletics Team at the Commonwealth Games in Delhi. He is married to Dr Nikky Evans, has three grown up children and still enjoys running and other sports.

Dr Virginia Winstanley (F) MBBS, BSc(Hons), MRCP, MRCGP, DRCOG, DGM Imperial College 2005
Ginny Winstanley trained at Imperial College from where she graduated in 2005 with MBBS and BSc (Hons) in Endocrinology. She obtained MRCP in 2008 and spent a year training in Diabetes and Endocrinology before she transferred to GP training in 2011. During her training she gained diplomas in Obstetrics and Gynaecology and Geriatric Medicine, and completed a Postgraduate Certificate in Health and Wellbeing. Ginny finished her GP training at Hildenborough and was awarded MRCGP in 2017 before joining HTMG as a partner. With an interest in community geriatrics, Ginny also works one day a week with the West Kent Home Treatment Service. She lives locally with her husband and three young children.

Dr James Rumbles (M) MBBS MRCGP UEA 2009
Dr Rumbles grew up in Kent. His medical training was at UEA, graduating in 2009. His GP training was on the Tunbridge Wells VTS and he gained MRCGP in 2016. His experience in between was across many specialties including urology, emergency medicine and geriatrics, these areas continue to interest him. He lives locally, loves sport, gardening and the outdoors.

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Advertising Feature

Salaried GP

Dr Ann Llewelyn (F)

Welsh National School of Medicine 1984

Ann Llewelyn works part time as a salaried GP at Hildenborough Medical Centre. Ann has interests in family planning, care of the elderly and paediatrics having worked as a community paediatrician locally when she first came to the area. Ann is married and has five sons.

GP Registrars and Medical Students

We have up to three GP Registrars and/or medical students training at the practice.

THE PRACTICE STAFF

Mr Peter Nicholas, Managing Partner MBA

Peter graduated from Exeter University in 1986, and spent four years in industry before joining the practice in 1990. He gained his Master of Business Administration with distinction from Kent University. Based at Hildenborough, he is responsible for all aspects of the management and administration at the practice. Peter is married with two daughters.

Karen Thompson, Assistant Practice Manager

Karen is also based at Hildenborough and assists Peter Nicholas in the day to day running of the practice and also deals with GP Reports for life insurance.

Practice Nurses

Our experienced practice nurses give support for the doctors and provide primary health care in their own right and specialising in areas such as Asthma, COPD, Diabetes, Family Planning and Travel to name but a few. Our nurses are: Sue Iliopoulos, Velma Conboy, Amanda Mawdsley, Susan Sayell, Jessica Williams and Georgina Bland.

Nursing Assistant: Ann Witcomb

Secretaries and Admin Staff

A large practice like the Hildenborough & Tonbridge Medical Group needs a dedicated administration team working "behind the scenes". The following staff are based at Hildenborough, if you need to contact them, please phone between 10.00am and 4.00pm. Please assist our staff by notifying us immediately of any change of your address and contact details.

Secretaries: Jennifer, Amanda, Pam, Rebecca, Jean, Anne and Carol.

Admin staff: Julie, Amanda, Sian, Heather and Joanne.

Receptionists

Our team of part-time receptionists at Hildenborough and Trenchwood are there to help. Please remember that they work to specific instructions from the doctors and sometimes may need to ask you questions about your illness/symptoms to ascertain the urgency of your request.

Barbara (Trenchwood Reception Manager), Susan, Clare, Sian, Carol, Julie, Liz, Jean, Laura, Sheila, June, Catherine, Heather, Joanne and Tina.

Dispensing Staff

Lyn and Anita

Our central dispensary is at Hildenborough where our dispensers will be happy to answer any questions relating to the supply of your medicines. They can also arrange for medicines to be delivered to Weald, Community Shop and Leigh Post Office for qualifying patients.

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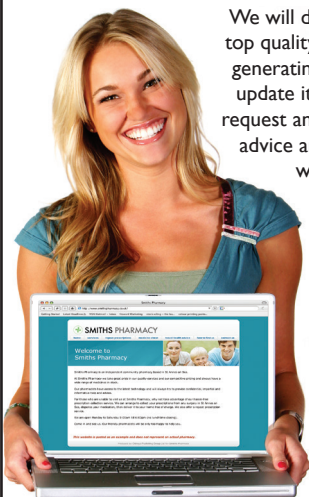
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ATTACHED PRIMARY HEALTH CARE TEAM

As well as the doctors, nurses and staff who are employed by the practice, other members of the team are attached to the practice, most of whom are employed by West Kent CCG or Maidstone and Tunbridge Wells NHS Trust. Unless there is a direct contact number listed, they can be obtained through the main surgery number.

Community Nurses: Tel: 01732 359685

The community nurses' primary role is to provide nursing within the community.

Health Visitors: Tel: 01732 357106

Health visitors have a role within the community looking after the welfare of mothers, babies and children under five years old. They can also provide support for the elderly and patients with emotional and social problems.

Midwives - Midwifery Liaison office: Tel: 01892 633488

The midwives look after mothers during their pregnancy and 10 days after delivery. Clinics are held at both Hildenborough and Trenchwood Medical Centres.

Hospice Nurses: Tel: 01892 820505

Alison Crawley and team

The Hospice nurses support our patients who are receiving palliative care as well as supporting their families.

School Nurses: Tel: 0300 123 4496

Counsellor:

Patients can self-refer to counsellors by phoning 0300 012 0012 or online at www.thinkaction.org.uk

Podiatrists: Appointments Line Tel: 0300 123 6756

Our patients are referred by their GP. There are strict criteria which need to be met before a patient will be offered an appointment.

Phlebotomists

The phlebotomists from Maidstone and Tunbridge Wells NHS Trust, run the blood test clinics in the mornings at Hildenborough Monday, Wednesday and Friday and at Trenchwood Tuesday and Thursday.

GP Registrars And Students

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are usually attached to our practice for four or 12 months and most go on to become GPs after completing their training. They are at all times encouraged to seek advice when required from the practice partners.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor. When booking an appointment you may be asked if you would be happy to consult with one of our registrars who are excellent doctors appointed by the practice.

SURGERY TIMES

We run a full appointment system. (These times may be subject to change.) (*Emergency Surgery at Hildenborough on rotation.)

Hildenborough Surgery Times (Extended hours surgery Saturday mornings 08.00 to 12 noon)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Dr P Bench	15.30-18.00		08.00-11.00	15.15-17.15	08.00-11.00
Dr J Wilson	08.00-11.30	08.00-10.00	15.30-17.30		
Dr K Castro	08.00-11.30	08.00-11.00			
	15.30-18.00*				15.30-17.30*
Dr R Joshi	16.00-18.30*			08.00-11.30	
Dr J Evans	08.00-10.30		08.00-12.00	08.40-11.00	
			16.00-18.30*		14.50-16.50*
Dr H Grewal	08.00-10.00		08.00-10.40	08.00-11.30	08.00-11.40
	16.30-18.00			16.00-18.30*	
Dr R Findley	09.30-12.00			09.30-12.30	
Dr A Goldhill		08.30-11.00		08.00-11.00	
Dr P Goozee	08.00-11.00	08.00-10.20		08.00-10.00	
		16.30-18.30*			
Dr V Winstanley	08.20-12.00			15.00-17.00	08.20-10.20
Dr J Rumbles		14.30-16.30	16.00-18.00		08.00-11.00
Dr A Llewelyn		09.10-11.20			08.30-11.00
		14.00-16.00			

Trenchwood Surgery Times (Extended hours surgery Monday 18.30 to 20.00)

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Dr P Bench	08.00-11.30		13.45-18.10	08.00-11.00	15.00-17.00*
Dr J Wilson			08.10-11.10		
Dr K Castro		14.30-15.30	08.00-11.30		08.00-11.30
			16.30-18.30		
Dr N Perry	08.30-11.30			08.30-12.30	
	15.00-17.30			16.00-18.00	
Dr R Joshi	08.00-09.00	08.00-11.30		17.30-18.30	08.00-11.30
					15.30-17.30*
Dr J Evans	15.00-17.00	08.00-11.30			08.00-12.00
		16.30-18.30			
Dr H Grewal	08.00-11.30		14.30-16.30	08.00-12.20	15.30-17.30*
Dr R Findley	15.20-17.20		08.00-11.00		
Dr A Goldhill	08.00-11.00	15.30-17.30*			
Dr V Winstanley				08.20-11.20	
Dr J Rumbles	08.00-11.00	08.00-11.00	08.00-11.00		
	15.30-17.30				

Leigh Surgery Times - No appointment necessary

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Dr P Bench				13.30-14.30	
Dr H Grewal	14.00-15.00				
Dr K Castro		12.00-13.00			
Dr R Joshi					13.00-14.00
Dr J Evans			13.00-14.00		

Weald Surgery Times - No appointment necessary

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Dr P Goozee		14.30-15.30			
Dr H Grewal			12.00-13.00		
Dr K Castro					14.00-15.00
Dr P Bench				13.00-14.00	
Dr J Evans	12.00-13.00				

APPOINTMENTS

At both Hildenborough and Trenchwood, consultations are by appointment only. Appointments are pre-bookable up to six weeks in advance and can be made by telephone, in person or online (please register at reception). There are a limited number of book-on-the-day appointments which are available from 8.30am. Where possible, future pre-bookable appointments should be booked for reviews and non-urgent problems. This will allow book-on-the-day appointments to be available for the more urgent medical problems that have arisen acutely, as well as reduce the inevitable telephone line congestion when the surgery opens.

When all the available book-on-the-day appointments have been filled, reception may offer a five minute emergency consultation, for which patients may have to travel to either Hildenborough or Trenchwood, and for which there may be a wait. We are unable to offer a choice of doctor for an emergency consultation and would ask that these are used appropriately.

An emergency telephone triage surgery is held every weekday at Hildenborough from 3.00pm. This is for medically urgent problems only; all patients are telephoned by the duty doctor who will decide if an emergency appointment is needed. Appointments in the emergency surgery will be made purely for urgent problems as they are not intended to be used to fit in with school or work timetables.

We run an "open" list system, which means that you can see any doctor, even if you are not registered with him or her. However, it is our normal practice to encourage continuity of care with our patients. Please try to always see the same doctor about a particular problem you have. Appointments are for 10 minutes and for one person only. Please tell the receptionist when booking if you need longer. Please bear in mind that the doctors' rotas are subject to change.

At Leigh and Weald, no appointments are necessary, so please attend during the stated hours and you will be seen, although on a busy day this may involve a long wait. You can check on the practice website for advanced notice of any cancellations.

EXTENDED HOURS

Additional surgeries are held on Monday evenings between 18.30 and 20.00 at Trenchwood Medical Centre and on Saturday mornings between 08.00 and 12 noon at Hildenborough Medical Centre. These are pre-bookable appointments only and are provided mainly for those patients who cannot access the surgery during normal opening hours (08.00 to 18.30 Monday to Friday).

TELEPHONE ADVICE

Please telephone before 10.30. If you want to speak to a specific doctor and all their telephone slots for the day have been filled, your request may be scheduled for the next available telephone slot that week, if your request is urgent it may be passed to another doctor. If following telephone advice, the problem gets worse, please ring the surgery again.

Our staff have strict instructions not to interrupt a consultation unless it is an emergency.

HOME VISITS

Home Visits are reserved for the terminally ill, the permanently housebound and patients who are severely ill and cannot be mobilised.

We want to see patients as quickly as possible, and the best way is often to encourage them to come to the surgery, because your GP will have access to all your medical records, including those held on computer. There are also better facilities for examining and treating patients at the surgery.

Babies and small children should be brought to the surgery where we will do our best to see them promptly. If the reception staff are made aware that your child is particularly unwell, they will do everything they can to see that you are not kept waiting unnecessarily to see the doctor.

We cannot undertake home visits for reasons of convenience or lack of transport. We will be happy to provide you with details of local taxi firms. From experience, we are aware that relatives, neighbours or friends are often willing to help out. Our responsibility to you is to resolve the medical problem you have; your responsibility is to take all the reasonable steps you are able to, to enable us to do that.

Please request visits before 11.00am as this allows the doctor to plan their day accordingly. A doctor may call you to assess your problem and to prioritise visits. It may be that your problem can be dealt with by telephone advice, or that it would be more appropriate for a community nurse to visit, arrange a prescription or indeed arrange a hospital attendance. He/she may ask you to come to the surgery, where you will be seen as soon as possible. Home visits received later in the day will be passed to the duty doctor to triage.

The practice would like to stress that NO patient in definite, clinical need of a home visit will be refused.

OUT-OF-HOURS COVER

Outside the normal practice hours (currently 08.00 to 18.30 Monday to Friday) the national non-emergency telephone number is 111. If you are then advised to be seen by a doctor or nurse, there is a base at Tunbridge Wells Hospital.

REGISTRATION

All new patients will be asked to complete our practice registration forms which are available from reception or you can download them from our website. You will be asked for information on your medical history and lifestyle. Please note that we can only accept patients who live within the boundary of the practice as shown on the back cover. Practice boundaries are subject to change so please contact the surgery if you are not sure if your address falls within our area. Currently our practice boundary encompasses Tonbridge - north of the river Medway, Hildenborough, Leigh, Weald, the Tonbridge side of Hadlow, Underriver, Shipbourne, and Chiddingstone Causeway and other surrounding villages.

If you have an ongoing medical complaint it is helpful if you can also supply copies of recent clinical letters as it may take some time to obtain records from your previous practice.

ON-LINE

You can book or cancel doctors' appointments, order repeat prescriptions and access parts of your medical records on-line. To access this service you must register first. You will need to complete a registration form and supply two forms of ID, one of which must be photographic eg a passport or photo driving licence. You can collect a registration form from the medical centre or download one from the practice website. A letter will then be emailed to you giving details of the steps to follow in order to create your online account. Once registered you can access the services via the links on the practice website or direct at www.patient-services.co.uk

MEDICAL RECORDS

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care. It is important that the NHS can use this information to plan and improve services for all patients. To enable this the NHS links information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. This will allow the NHS to compare the care you received in one area against the care you received in another, so they can see what has worked best. You have a choice. If you are happy for your information to be used in this way you do not have to do anything. If you have any concerns or wish to opt out, please speak to practice staff or download a copy of the leaflet "How information about you helps us to provide better care" from the practice website.

Summary Care Record – supporting better urgent and emergency care

Summary Care Record (SCR) is an electronic record of important information about your health. It will contain information about the medicines you take, your allergies and any bad reactions you have had to medicines.

Having this information stored in one place makes it easier for healthcare staff in other settings (eg hospital or ambulance) to treat you in an emergency, or when our practice is closed. This information could make a difference to how a doctor decides to care for you, for example which medicines they choose to prescribe for you. You will always be asked before your Summary Care Record is accessed by healthcare staff from other organisations and you will always have the right to refuse to share this information.

You will be able to access your own Summary Care Record via the Patient Services website in the same way that you can book online appointments, once you have registered. **If you do not want these details stored please download and complete an Opt-Out form, which is available on our website.**

For further information you can phone the Summary Care Record Information Line on the Digital NHS Website <http://digital.nhs.uk/services/summary-care-records-scr/summary-care-records-scr-information-for-patients>

Electronic transfer of patient records

When a new patient registers with Patient Services, the surgery will use the GP2GP electronic transfer system to request a copy of the patient's medical records. Likewise, if a patient leaves our practice we will use GP2GP to transfer information electronically to the patient's new surgery. The information is transferred in a safe and effective manner and includes any primary or secondary care information which is in the patient's medical records.

REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long term treatment. Repeat prescription requests must be made in writing or by completing the repeat request form attached to your previous prescription or you may request a repeat prescription online once you have registered for this service. Please allow at least two days before collecting your prescription. You may request for your prescription to be delivered direct to your pharmacy, this may take three to five days. Please note that our receptionists are not allowed to take requests for repeat prescriptions by telephone, this is to avoid mistakes being made.

DISPENSING

We are a part-dispensing practice, and can supply you directly with your medicines if you live more than a mile (as the crow flies) from your nearest chemist and you are registered as a dispensing patient. In Leigh and Weald, forms can be left at the surgeries or at Leigh Post Office or the Weald Community Shop respectively. Requests are taken to Hildenborough to be dispensed and we try to return medications the following day. If a fee is payable, please leave the correct money either by cash or cheque payable to Hildenborough Medical Group. If you are exempt from the prescription charge other than for age please provide proof at the time of the repeat prescription request.

This is an important service for many of our patients, so please use it if you are eligible.

TEST RESULTS

Test results have to be checked by the doctor so please telephone our receptionists for results in the afternoon. Some tests take longer than others; your doctor should be able to give you an idea of how long you are likely to wait but, as a general rule, for blood tests please phone the surgery for the results one week after your test. Results of routine X-rays, scans etc can take up to two or three weeks before they are received at the surgery. DEXA scans can take several weeks to be reported.

CLINICS

Patients Aged 16 to 75

We strongly support the trend towards health education and screening. If you have not attended surgery in the last three years, we would be happy to see you to perform a brief health check and give you any help and advice that you require, especially with respect to diet, exercise and other aspects of healthy living.

Patients Aged Over 75

We are keen to see all patients over the age of 75 at least once a year, in order to perform a brief health check.

This can be done at the surgery by your doctor or a practice nurse or, if applicable, at your home by the district nurse.

Specialist Clinics

We run several specialist clinics, such as anticoagulant monitoring, respiratory and diabetes.

Please check with reception for clinic times.

Genito-Urinary Medicine Clinic (GUM)

This is run by Maidstone and Tunbridge Wells NHS Trust at Trenchwood Medical Centre from 16.00 to 18.30 on Tuesday and Wednesday afternoons.

Antenatal/Midwifery Clinics

These clinics for our pregnant patients are run by the community midwives and are held at both Hildenborough and Trenchwood Medical Centres.

Cervical Smears

These should be carried out every three years for all females between the ages of 25 and 50 and then every five years until the age of 65. Smear tests can be carried out by one of the practice nurses or by some of our doctors. Patients will be notified when their smear test is due and notified of the result.

Travel Services

We provide a full range of travel services, including advice, immunisations (some of which are free under the NHS to registered patients) and certain consumables.

Please see our travel service leaflet for more information and current prices.

Child Health Clinics

Child health clinics for developmental checks are held by Dr Bench at Trenchwood surgery on Wednesday afternoons. Please phone the surgery to make an appointment. Health visitors are available for consultation on Thursday afternoons at Trenchwood Medical Centre.

Minor Operations

Drs Goozee, Castro and Perry hold alternate sessions at the Trenchwood Medical Centre every Monday afternoon from 14.20 - 16.20.

The operations performed include the removal of skin lesions and biopsies.

Non-NHS Examinations

The doctors are happy to carry out private medicals, eg for insurance and driving licences, by appointment. Please telephone the surgery for an appointment stating that you need a medical as you will need a longer time with the doctor. The fees charged for these services are in line with the BMA recommended charges.

PATIENT CHOICE / E-REFERRALS

Under the E-Referral system (previously called 'Choose and Book') patients can arrange and review their appointments when being referred for further investigation or treatment by their GP. You may be offered a range of hospitals, unless your GP has requested a specific consultant or service. (This may include some private hospitals for certain specialities although there are strict criteria to fulfill, for example, being overweight or having a chronic condition may exclude you). The E-Referral system is an electronic booking service where you can choose the venue, time and date of your appointment either on the internet or over the phone.

If your GP feels an NHS referral is appropriate you will most likely be referred via E-Referral. Sometimes the referral is 'Triaged' and you will then hear direct from the hospital regarding your appointment. To contact E-Referrals, phone 0345 60 88 888 or online at www.ebs.ncrs.nhs.uk

INFLUENZA VACCINATIONS

Influenza vaccinations are recommended for all patients over the age of 65 or those with heart, lung or kidney disease, diabetes, pregnancy and residents of nursing and rest homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment. We also recommend a once only Pneumococcal vaccination for these patients. The practice also administers Influenza immunisation for children aged two to three years.

MEDICAL ADVICE FOR OUR PATIENTS

When To Dial 999 For An Ambulance

Always Call an Ambulance If

- you think the patient's illness or injury is life-threatening.
- you think the illness or injury may become worse or even life-threatening on the way to the hospital.
- moving the casualty without skilled people could cause further injury.
- the casualty needs the skills or equipment of the ambulance service and its personnel.
- traffic conditions cause a delay in getting the person to hospital and time could be critical.
- you have any doubts about your ability to decide whether or not an ambulance is required. Err on the side of caution and call for one.

Special Problems

If you think a patient is suffering from one of the following you must dial 999 for an ambulance:

- heart attack (eg chest pain for more than 15 minutes)
- stroke (slurred speech, facial droop, weakness in arms)
- sudden unexplained shortness of breath
- heavy bleeding
- unconsciousness (even if the patient has regained consciousness)
- traumatic back/spinal/neck pain

Remember...

Take into account what has happened to the patient as well as how bad he looks and feels, eg many people get themselves out of badly damaged vehicles at road accidents saying that they are fine, but could, for example, have sustained a potentially serious neck injury.

Source: South East Coast Ambulance Service.

For General Health Advice And Information

1) NHS 111 www.nhs.uk/111 Telephone 111

2) Consumer Health Information Centre www.chic.org.uk

General Advice For When You Feel Unwell

- Drink 8-12 glasses of clear fluid a day unless you have an existing medical condition which means this is not possible.
- Keep the room at a comfortable temperature and make sure that fresh air is circulating.
- Rest and avoid heavy activity until symptoms go away.
- Smoking or breathing in other people's smoke can make symptoms worse. Try to avoid being around people who are smoking. If you are a smoker try to cut down or quit.

Medicines For Pain

- You may benefit by alternating ibuprofen with paracetamol at their maximum doses, but they should not be taken at the same time.
- Always follow the manufacturer's instructions when taking or giving someone else any medicines.
- If the pharmacies in your area are closed, there may be a supermarket, local shop or garage selling non-prescription medicines that could help your symptoms.
- If you are using other medicines such as cold remedies or herbal remedies check to see if they contain paracetamol or ibuprofen. If you are not sure, ask a pharmacist.

Paracetamol

- It may take half an hour for paracetamol to start working, but the effect should then last for up to four hours. If the pain returns after this time, it does not mean the treatment has not worked. However, you may need another dose, or you may wish to add a different medicine such as ibuprofen.
- Paracetamol is safe to take while pregnant or breastfeeding.

Ibuprofen

- It may take half an hour for ibuprofen to start working, but the effect should then last for up to six hours. If the pain returns after this time, it does not mean the treatment has not worked. However, you may need another dose, or you may wish to try a different medicine such as paracetamol.
- You should not take ibuprofen if you are taking warfarin, or have a history of stomach ulcers, indigestion, asthma, or kidney disease.
- Ibuprofen can be taken as a single dose up to the 28th week of pregnancy and is safe to take whilst breastfeeding.

How To Treat Your Back Pain At Home

- To ease the pain, take simple painkillers such as paracetamol or ibuprofen. Always follow the manufacturer's instructions for the correct dose. You should not take ibuprofen if you have a history of stomach ulcers, indigestion, asthma, or kidney disease, or if you are taking warfarin.
- Applying cold to the painful area can numb the pain and limit the effects of any swelling. Cold packs are available to buy from your local pharmacist. Alternatively, you can make a cold pack yourself by wrapping ice cubes or a bag of frozen peas in a wet tea towel.

Apply the cold pack for no more than 20 minutes at a time. Repeat every two to three hours. To avoid burning your skin, make sure you wrap the cold pack in a tea towel before applying it. If you use a packet of frozen peas as an ice pack, you can reuse the same packet several times. However, it's important to remember that you should not eat the contents if they have become defrosted during use.

- Applying gentle warmth to the painful area can help ease muscle pain. Try a heat pack (available from your local pharmacist), hot water bottle or a hot shower. To avoid burning your skin, make sure you don't apply anything too hot and check the skin regularly. You should not apply heat to a new injury - wait at least 48 hours before using heat to ease the pain.
- Bed rest is not helpful for lower back pain - try to continue with your normal activities as far as possible.
- Keep as active as possible and take gentle exercise until the pain eases. Exercises such as walking, swimming and gentle stretching are especially good for back pain and will help to prevent injury in the future.
- Keep a good posture. Try to walk or stand with your head and shoulders slightly back. Avoid wearing high-heeled shoes.
- If you are sitting at a desk, make sure that your chair is at the right height for the desk. Your feet should be able to rest flat on the floor, or on a foot rest, with your knees bent at 90 degrees.
- If you are reading, make sure that the book is at eye level so that you do not need to stoop.
- If you are sitting or driving for a long period, make sure you have a seat that supports your back and neck. Take regular breaks to stretch and walk around if possible.
- In bed, use a firm mattress that matches and supports the natural curves of your spine. Lie on your side with your knees bent - avoid lying on your stomach.
- If you are overweight there is extra stress on your back. Losing weight should help reduce your risk of back pain. Try to avoid lifting anything heavy while you have back pain. However, if you do have to lift, make sure you lift correctly. Never twist and bend at the same time.

How To Manage Your Child's High Temperature

Most children with fever can be cared for at home but you may wish to speak to an adviser at NHS Direct (0845 4647) who may advise you to seek further help or try some of the following measures:

- offer your child regular drinks (if you are breastfeeding then breast milk is best).
- look for signs that your child may be dehydrated (dry mouth, no tears, sunken eyes, sunken fontanelle – the soft spot on a baby's head).
- encourage your child to drink more fluids if they are dehydrated, and seek further advice if you are worried.
- look for and identify a non-blanching rash (a rash that does not disappear with pressure).

Do the 'tumbler test' if your child has a rash.

Press a glass tumbler firmly against the rash.

If you can see the spots through the glass and they do not fade, this is called a 'non-blanching rash' and you should seek medical advice immediately.

- check on your child during the night.
- keep your child away from school or nursery while they have a fever and notify them of your child's absence.

There are medicines (known as antipyretics) that are commonly used to reduce fever. Paracetamol and ibuprofen are antipyretics. These medicines can help to lower your child's temperature and make your child feel more comfortable but they do not treat the cause of the fever. It is okay to give your child paracetamol or ibuprofen if they have a fever and they are distressed or unwell. These medicines should not be given at the same time, but if you give your child one medicine and it does not help, you may want to consider using the other. You should always check the instructions on the bottle or packet or ask your healthcare professional if you need more information.

- Do not over or under dress your child.
- Do not sponge your child with water. This does not help to reduce fever.

How To Treat Your Cough At Home

- Sitting in a warm humid environment, like a steamy bathroom, for a short period of time may help.
- Warm drinks can soothe a cough.
- Use extra pillows (for older children and adults) or raise the head of the bed to reduce coughing at night.
- A simple cough medicine containing glycerol, honey and lemon, available from a pharmacist, may soothe a ticklish or dry cough. Some cough medicines are unsuitable for young children, so ask the pharmacist for advice.

How To Treat Your Sore Throat At Home

- Warm or iced drinks and ice lollies may be soothing.
- Avoid foods that cause pain when you swallow. Try eating soft foods such as yoghurt, soup or ice cream.
- For older children and adults, sucking any pastille, lozenge or boiled sweet can help.
- Anaesthetic lozenges can provide some relief (check manufacturer's instructions before giving to children).

Vomiting And Diarrhoea In Children

- Make sure your child has plenty to drink to avoid becoming dehydrated. Even if they vomit or do not feel like drinking, you should encourage them to try and take small, frequent sips of water or diluted fruit juice. Start by giving sips of fluid and, when the sickness eases, slowly build up the quantity. Don't let them drink too much at one time.

- If you are worried that your child may be becoming dehydrated, it is recommended that you give your child some rehydration drinks. You can buy these in sachets from your local pharmacist and add them to water. They provide the correct balance of water, salt and sugar. They do not help to cure vomiting, but are ideal to prevent or treat dehydration.

- Do not let your child eat any food while they are feeling sick or vomiting. Rest the stomach after being sick - then try to give small sips of water.

- Let your child eat small amounts of plain foods that are easy on the stomach, such as bread or toast, biscuits or crackers, rice, potatoes or low-sugar cereals.

- Avoid caffeine type drinks (such as cola, tea or coffee), greasy or highly spiced foods as these may make the vomiting worse.

- Diarrhoea may make the area around your child's bottom feel sore and irritated. Use warm water rather than wipes to clean the area. Pat the area dry with a clean towel, don't rub as this can make your child feel more sore. A barrier cream, such as zinc and castor oil cream will protect the skin.

- Most vomiting and diarrhoea is caused by a mild viral illness that is self-limiting. Maintaining a good standard of hygiene can help stop germs from spreading to others. Make sure you and your family wash your hands thoroughly and regularly, particularly before preparing food and after going to the toilet.

- Supervise your child when they wash their hands or do it for them.

- A household disinfectant can clear germs from surfaces that you've touched. Disinfect kitchen and bathroom surfaces, door handles and toilet flush handles so that your child's germs do not spread to others. Use a separate toilet if possible.

- Do not let your child prepare food for others until three days after their symptoms have gone.

Most vomiting will clear within 48 hours and diarrhoea within five days. You should call NHS Direct on 111 if:

- your child's symptoms get worse
- your child develops new symptoms
- your child's vomiting does not stop within 48 hours
- you are concerned about your child for any reason.

Healthy Living

Eating a balanced diet, taking regular exercise and not smoking will give you the best chance to lead a fit and healthy life.

A small amount of alcohol will not do you any harm but anything over the recommended guidelines of up to 21 units for men and 14 units for women (a unit is ½ pint of beer or a standard glass of wine) means you run the risk of side effects. These can include obesity, liver disease, depression, high blood pressure, stomach ulcers and cancers of the mouth and gullet. Smoking is a major cause of lung cancer which kills around 38,000 people each year and increases the chance of having a heart attack.

We can help you if you want to give up smoking.

You should aim to take 20 or 30 minutes of exercise two or three times a week.

THE PATIENT PARTICIPATION GROUP

We have a group of patients who we meet with regularly to discuss matters relating to the practice. Further details can be obtained online via the practice website www.htmedicalgroup.co.uk

COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments, suggestions and enquiries from our patients. Please present your views in writing to the Managing Partner who will be happy to try to help.

COMPLAINTS

We endeavour, with limited resources, to provide the highest quality of family healthcare. Nonetheless, we recognise that problems may occasionally arise with the services we provide. Should you wish to make a complaint about our work, or us, we will give you the following undertakings:

- We will acknowledge your complaint and make early contact with you to discuss the way forward. The discussion can be face to face but need not be depending on what is most convenient for all concerned. Your complaint will be investigated within an agreed timescale and you will be kept informed of progress.
- Once the investigation has been concluded a letter will be sent to you setting out how we investigated your complaint as well as details of the actions taken or to be taken as a result of our findings.
- If, despite our efforts, you feel that your complaint has not been dealt with adequately, we will advise you how you may pursue the matter.

DISABLED ACCESS

At both the Hildenborough Medical Centre and The Trenchwood Medical Centre, reserved car parking spaces for the disabled are marked near the front door. Wheelchair access is available at both buildings as are disabled patients' toilets.

CONFIDENTIALITY

This practice complies with the Data Protection and Access to Medical Records legislation. We may share information held on your records to enable further medical treatment for you eg by hospital services or district nurses. We have a duty to others, for example in child protection cases

We do require written consent from our patients when information contained within their medical records is requested by insurance companies, solicitors etc. You have the right to see any report written about you before it is forwarded to a third party but you must request a copy in writing.

The Freedom of Information Act aims to increase the openness and accountability for information held by public authorities. We are obliged to help anyone who requests information. However, we must receive this request in writing and will endeavour to deal with requests within 20 working days. There may be a charge for handling a request.

Anonymous information is used at local and national levels to help the Department of Public Health and the Government to plan services. If you do not wish anonymous information about you to be used in such a way please let us know.

ZERO TOLERANCE

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

PRACTICE BOUNDARY

Currently our practice boundary encompasses Tonbridge, north of the river Medway, Hildenborough, Leigh, Weald, the Tonbridge side of Hadlow, Underriver, Shipbourne, and Chiddingstone Causeway. Practice boundaries are subject to change so please contact the surgery to check whether your address is within our practice boundary.

CLINICAL COMMISSIONING GROUP (CCG)

The Hildenborough & Tonbridge Medical Group is a member of West Kent CCG..

CQC

The practice is registered and regulated by the Care Quality Commission www.cqc.org

PRACTICE CHARTER

Your Doctor's Responsibilities

To treat you with respect and courtesy at all times.

To treat you as an individual, and to discuss with you the care and treatment we can provide.

To give you full information on the services we offer.

To give you the most appropriate care by suitably qualified staff.

To provide you with emergency care when you need it.

To refer you to a consultant acceptable to you when necessary.

To give you access to your health records, subject to any limitations in the law.

Your Responsibilities As A Patient

To treat all staff with respect and courtesy at all times.

To tell us if you are unsure about the treatment we are offering you.

To ask for a home visit, only when the patient is unable to attend the medical centre through illness or infirmity.

To request such a visit if at all possible before 10.00am.

To ask for an out-of-hours visit only when necessary.

To keep your appointments and to contact the medical centre in advance if you cannot.

To be punctual for appointments, and to make a separate appointment for each member of the family wishing to see the doctor.

Not to expect a prescription from every consultation with a doctor. There may be other options for treatment.

To take medicines according to the instructions and to only ask for a repeat prescription if you need one.

To let us know when you change your address or telephone number.

Help Us To Help You

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.

2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.

3. The out-of-hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.

4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.

5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the Managing Partner at the Hildenborough Medical Centre or via our website www.htmedicalgroup.co.uk.

USEFUL WEBSITES

www.htmedicalgroup.co.uk

The practice website with information, online access, advice and links to other services and websites.

www.patient-services.co.uk

For accessing the HTMG online services - for appointments, ordering repeat prescriptions and accessing parts of your medical records.

NHS www.nhs.uk

The official site of the National Health Service offers expert information on conditions, treatments, local services and healthy living.

E-Referral (formerly Choose and Book) www.ebs.ncrs.nhs.uk

To make and view appointments when referred by your GP via the E-Referral service.

www.westkentccg.nhs.uk

For information about West Kent CCG - Clinical Commissioning Group.

www.kentandmedway.nhs.uk

On the Kent and Medway National Health Service Website you can find out about local NHS services and discover how to stay healthy at home or when travelling abroad.

www.kent.gov.uk/social-care-and-health/health/healthy-living

This website offers support to help you stay healthy, get the right treatment and provides details of health services in West Kent.

www.patient.co.uk/

A commercial UK site with a wealth of medical information.

www.lastingpost.com/

For advice following a bereavement

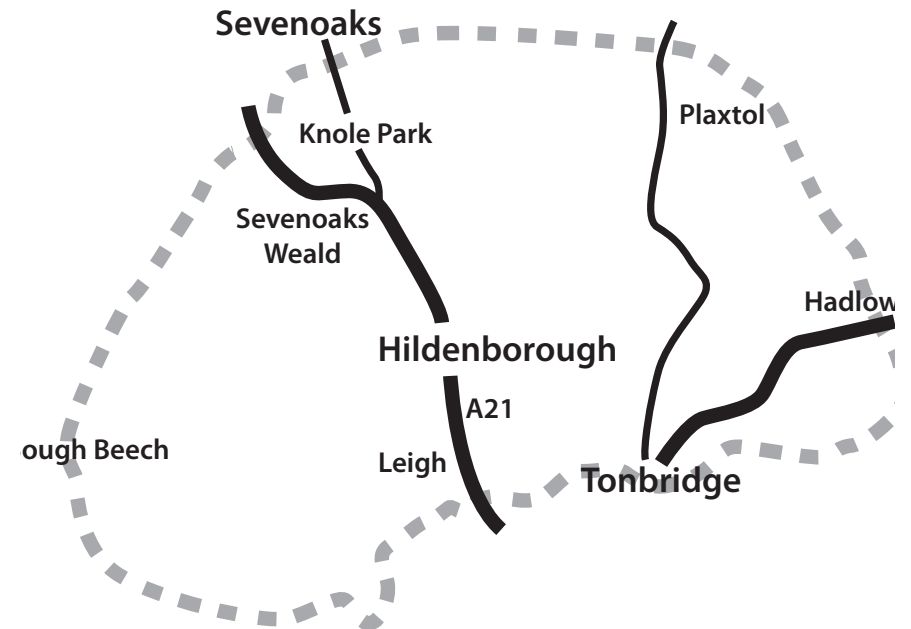
Visit the HTMG website for further information and links to other websites.

NOTES

THE HILDENBOROUGH & TONBRIDGE MEDICAL GROUP

PRACTICE AREA

www.htmedicalgroup.co.uk



The practice would like to thank the sponsors who have helped make this booklet possible. We cannot, however, be responsible for the accuracy of any statements made and neither guarantee nor endorse any goods or services advertised.

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USEFUL TELEPHONE NUMBERS AND CONTACTS

Local Chemists/Pharmacies

Boots the Chemist, High Street, Tonbridge01732 353586
Clarke & Coleman, High Street, Tonbridge.....	.01732 353743
Curries, York Parade, Tonbridge.....	.01732 355550
East Street Pharmacy, Tonbridge01732 770055
Gosrani, Martin Hardie Way, Tonbridge.....	.01732 355956
Hadlow Pharmacy, Hadlow.....	.01732 850259
Hobbs, Quarry Hill, Tonbridge01732 353950
Thompsons, Riding Lane, Hildenborough01732 833433

Other Useful Numbers

E-Referral0345 60 88 88 8
CGL (West Kent Recovery Service, Alcohol & Drug Counselling).....	.01732 690944
Citizens Advice Bureau, Tonbridge.....	.01732 350099
Citizens Advice Bureau, Sevenoaks.....	.01732 454443
Cornerstone (Alcohol and Drug Abuse Counselling).....	.01892 534422
Cruse (Bereavement Service)01732 353575
Community Nurses.....	.01732 359685
Hildenborough Medical Centre01732 838777
Hospice in the Weald.....	.01892 820500
The Nuffield Hospital01892 531111
Out-of-Hours Service.....	111
PALS (Patient Advice and Liaison Service for Maidstone & Tunbridge Wells)01622 224960
Police, Tonbridge01732 771055
Relate (Marriage Counselling).....	.0300 100 1234
Samaritans0845 790 9090
Sevenoaks Hospital.....	.01732 470200
Social Services - Adult.....	.03000 416161
Social Services - Children03000 411111
The Spire Hospital, Fordcombe.....	.01892 740047
Tonbridge Cottage Hospital01732 353653
Trenchwood Medical Centre.....	.01732 352784
Tunbridge Wells Hospital, Pembury01892 823535
Volunteer Car Bureau01732 357978
West Kent CCG.....	.01732 375200