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King George Road Surgery
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www.kinggeorgeroadsurgery.nhs.uk

Information for Patients



Our Practice Guide



Our Practice Guide



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NOTES

This publication is for both existing and new patients
It tells you about our services, how to access them and the general information about how the practice operates

You can also find this information and more on our website:
www.kinggeorgeroadsurger.ynhs.uk

Practice Partnership

There are two partners in this practice and it is not limited. It is not a training practice.

Dr. Selvanayagam Maheswaran MBBS, LRCP Ed, LRCP & S. Glasg.
Dr. Olugbenga Sofowora MBBS, MRCOG, DFFP.

They offer a full range of general practice care to patients registered with the Practice.

Practice Nursing team

Angela Wilkin HCA
Jane Muir RGN

Management Team

Kelly Temple Practice Manager

Surgery Opening times

Late night opening times:

Monday & Tuesday - 6.00pm to 8.00pm by appointment only

(excluding bank holidays and weekends)

NB; some clinics run over lunch, please ring buzzer by side of the door if you have an appointment.

Services offered at the Practice

Asthma/COPD management	Diabetic screening and management
Hypertension screening and management	CHD/heart failure
Stroke management	Hyperthyroidism management
Childhood Immunisations	Child Health surveillance
Minor surgical procedures	Smoking cessation support
Travel Health advice and immunisations	Cervical screening
Family Planning (contraceptive advice)	Phlebotomy (Blood test)
Ante natal and post natal clinics	Ear irrigation
Weight management support	Dermatology
Well Women/Man clinics	NHS Health Checks
Implanon Implantation	

NOTES

The following information is arranged in alphabetical order for ease and includes:

Appointments	Health checks	Practice boundary
General	Home visits	Practice Nursing team
Behaviour	New Patient registration	Prescriptions
Certificate	Other members of staff	Private services
Clinical	Out of Hours emergencies	Relevant legislation
Commissioning	Patient participation groups	Test Results
Group	Patient responsibility	Young people
Complaints	Patient with special needs	Other NHS services
Confidentiality	Practice based counselling	Useful Local Numbers

Appointments

Consultations are by appointment only or in advance, which can be made by telephoning 01634 671037 or in person on the day. Registration is with the Practice and you have the right to a practitioner of your choice. However it may be in your best interest to see a particular GP if he has already diagnosed your problem.

Generally

- The first part of each morning surgery will offer appointments, which will be available for you to book in advance.
- The second part of each morning surgery will offer appointments, which you will be able to book upto 24 and 48 hours in advance or on the day.

Length of Appointments

Routine GP appointments are booked at 10 minute intervals. If you have several issues to discuss with your GP or you would like to discuss a complex issue, you may prefer to book a 'double appointment' of 20 minutes duration.

Talking to the Doctor or Nurse on the telephone

There may be occasions when you would prefer to speak to your GP or our Nurse Practitioner on the telephone, rather than visiting the practice. Our reception team will happily take your contact details and ask the nature of your call, before passing a message to the appropriate clinician. More often than not the person you wish to speak with will be consulting patients when you telephone, but will return your call when their clinic has finished.

How we can help you.

- Surgeries will normally start on time
- When a doctor is called away on an emergency or is running late, we will inform you and give you the opportunity to wait or book another appointment
- We usually expect patients to be seen within twenty minutes of their appointment time. Please ask at reception if you are kept waiting longer than this
- We will comply with NHS targets in respect of providing 24 hour and 48 hour access to appointments with Doctors and other health professionals

Behaviour

We aim to treat our patients courteously at all times and expect our patients to treat us in a similar respectful way. We take seriously any threatening, abusive or violent behaviour against any of our doctors, staff, patients or visitors to the practice. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action, report patients to the Police, and have them removed, immediately if necessary, from our list of patients. When necessary we will record telephone conversations. This can be used as evidence of any threatening and abusive behaviour towards any of our doctors and staff.

Certificates

A self-certificate SCI is normally sufficient for the first week of sick leave. If employers or insurance companies request sick certificates a fee may be charged for this.

If your illness lasts longer than one week you will require a Med 3 or Med 5 certificate which is available from your doctor.

Complaints

We aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service, please let us know by speaking with Julia Young our Practice Manager. In the majority of cases, concerns can be resolved quite easily. However, if you feel we have not dealt with the issues you have raised as you would wish, please refer to our formal Complaints by contacting NHS Medway.

LOCAL PHARMACIES

Merlin Pharmacy

54 Silverweed Road ME5 0QX.
Tel: 01634 861683 Prescription Collection Available.

Fenn's Chemist

9 - 10 Walderslade Centre, Chatham ME5 9LR.
Tel: 01634 863819 Prescription Collection Available.

Morrisons

Princes Avenue, Walderslade.
Tel: 01634 684936 Prescription Collection Available.

Delmergate Pharmacy

163 Wayfield Road, Chatham, Kent, ME5 0HD
Tel: 01634 841967

Delmergate Pharmacy

21 Shirley Avenue, Chatham, Kent, ME5 9UR
Tel: 01634 303110

Lloyds Pharmacy

17-18 Kestrel Road, Lordswood, Chatham, Kent, ME5 8TH
Tel: 01634 863372

ASDA Pharmacy

387 Maidstone Rd, Chatham, Kent, ME5 9SE
Tel: 01634 663010

Karsons Pharmacy

33 Pattens Lane, Chatham, Kent ME4 6JR
Tel: 01634 843177

All listed above have the Electronic Prescription Service available.

Cystic Fibrosis Trust

11 London Road, Bromley, Kent BR1 1BY. Tel: 01543 453165

The Royal Association for Deaf People

49-51 Balmoral Road, Gillingham, Kent ME7 4NT. Tel: 01634 577191

Mencap

Tel: 0300 333 1111

CARE Fund

1 Phillippines Close, Edenbridge, Kent TN8 5GN. Tel: 01732 782711

Health visitor advice and checks for babies & young children

Lordswood Health Centre, Sultan Road, Chatham ME5 8TY

Over the counter medicine advice line:

020 8742 7042 (weekdays 10am to 3pm).

Healthy eating information and ideas websites:

www.nhs.uk/Change4life

www.healthyliving.org

www.food.gov.uk

www.eatwell.gov.uk

LOCAL HOSPITALS

Medway Hospital

Windmill Road, Gillingham.

Tel: 01634 830000 Accident & Emergency Facilities are Available.

Maidstone General Hospital

Hermitage Lane, Barming, Maidstone, Kent ME16 9QQ.

Tel: 01622 729000 Accident & Emergency Facilities are Available.

Darent Valley Hospital

Darent Wood Road, Dartford DA2 8DA.

Tel: 01322 428100

Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best possible care.

This information may be used for management and audit purposes. However, it is usually only available to, and used by, those involved in your care. You have the right to know what information we hold about you. If you would like to see your records, you may do so by appointment with the Practice Manager. A fee of £10.00 is applicable plus additional costs for any copies of letters if required.

Consent:

What does this mean?

Where possible, a clinician must be satisfied that a patient understands and consents to a proposed treatment or investigation. This will include the nature, purpose, and risks of the procedure, if necessary by the use of drawings, interpreters, videos or other means to ensure that the patient understands, and has enough information to make an "informed choice".

Implied Consent

Implied consent will be assumed for many routine physical contacts with patients. Where implied consent is to be assumed by the clinician, in all cases, the following will apply;

- An explanation will be given to the patient what he/she is about to do, and why.
- The explanation will be sufficient for the patient to understand the procedure.
- In all cases where the patient is under 18 years of age a verbal confirmation of consent will be obtained and briefly entered into the medical record.
- Where there is a significant risk to the patient an "Expressed Consent" will be obtained in all cases (See below).

Expressed Consent

Expressed consent (written or verbal) will be obtained for any procedure which carries a risk that the patient is likely to consider as being substantial. A note will be made in the medical record detailing the discussion about the consent and the risks. A consent form may be used for the patient to express consent.

Health checks

We encourage all patients who have not visited the practice in the last 3 years to have a health check, please talk to reception to request an appointment. Patients between 40 and 74 will get invited in for a free NHS Health Check.

Home Visits

A doctor will visit housebound patients at home or if you are too ill to come to the practice. It is helpful to us if your request is made before 11.00am and for the receptionist to be given an idea of the nature and urgency of the problem.

New patient registration

New patients wishing to register with the Practice are asked to attend a new patient health check. This enables us to assess your health needs and enables you to get professional advice regarding you or your family.

You can help us by

- Being on time for your appointment and checking in with the receptionist
- Letting us know if you need to cancel
- Making separate appointments for each member of the family that needs to be seen
- Calling for a home visit or urgent appointment before 11.00am

Other Members of Staff

Practice Nurses

The nurse is available by appointment and can help you with minor injuries, injections, removal of stitches and ear syringing. She can advise on travel immunisations, diet, smoking and stress management. She can also perform health checks, including cervical smears.

Community Nursing Team

Nurses from the Community Nursing Team visit housebound patients for a variety of nursing needs

USEFUL LOCAL NUMBERS

Intermediate Care Community Respiratory Team

Tel: 01634 382860

Diabetes UK

Tel: 01634 238657

Epilepsy Action

Tel: 0808 800 5050

Medway Asthma Self Help

Tel: 01634 855844

NHS Smoking Helpline

0800 0224 332

Complementary Cancer Care Trust

3 Riverdale Road, Bexley, Kent DA5 1RD.

Tel: 01322 524079

Arthritis Research Campaign

Amberleigh, Church Road, Hartley, Longfield, Kent DA3 8DW.

Tel: 01474 703610

Podiatry Self Referral

Patient Self referral forms to be sent to:

Podiatry Service Appointment Centre, Hawthorn Road Clinic, Hawthorn Road, Strood, Kent, ME2 2HU

Alzheimer's Society

Park Lodge, Goldsmid Hall, Tudeley Road, Tudeley, Tonbridge, TN11 0NW

Tel: 01732 370330

Age Concern

Tel: 0800 169 6565

Wound Therapy Clinics

The Rochester Community Healthy Living Centre, Delce Road, ME1 2EL.

Tel: 01634 891855

Test Results

In the course of treating you, you will often have blood or other tests arranged by your doctor. The results are rarely available immediately. Blood results can take 1 to 14 days depending on their nature, and x-ray and scan results can take 7 to 14 days to arrive after the test.

You can obtain your results by telephoning the surgery after 11.00am. A normal result will be reported directly to you. If the result is abnormal you may be advised to discuss this with your doctor.

The results of cervical smear tests will be sent to you in writing, but can take up to six weeks.

Please note that for reasons of confidentiality we are unable to discuss any medical details with anyone other than the patient concerned, unless we have written consent.

Young People

You can be sure that anything you discuss with any member of this practice – doctor, nurse or receptionist – will stay confidential. That means nobody else will be told.

Even if you are under 16, nothing will be said to anyone – including parents, other family members, care workers or tutors – unless you give us permission.

Other NHS services

PALS (Patient Advice and Liaison Service)

PALS focuses on improving the service to NHS patients, offering:

1. Advice and Support to patients, their families & carers
2. Information on NHS services
3. Listening to your concerns, suggestions or complaints
4. Help sort out problems on your behalf

PALS is a confidential service and can be contacted Monday-Friday between 8.30am and 5pm. The contact details are below:

West Kent and Medway PALS

Priority House, Maidstone, Hermitage Lane, Maidstone, ME16 9PH

Email: patientexperience@kmpt.nhs.uk

Phone: 0800 587 6757 Direct line: 01622 723207

Fax: 01622 725290

Midwives

The midwives work with the doctors to provide care for mothers before, during and after delivery and initial care for babies.

Health Visitors

The Health Visitors have a special responsibility towards pre-school children, but their role expands to cover all aspects of Health Promotion for people of all ages.

Out Of Hours Emergencies.

The opening hours of our surgery are 8.30 to 6.00 Monday to Friday.

If you have an urgent medical problem outside of our opening hours, which cannot wait until the surgery re-opens, please contact NHS 111 to access the out of hours service. Just dial 1-1-1 from a phone.

NHS 111 is a new service that's being introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is free to call from both landlines and mobiles.

Call 999 in an emergency. Chest pains and / or shortness of breath constitute an emergency.

Patient Participation Group

Please contact Kelly Temple. If you are interested in joining our group.

Patient Responsibilities

Be courteous to our staff at all times. Please remember they are trying to help you. We do not tolerate aggressive or rude behaviour towards our doctors, staff, patients or visitors to the practice.

Inform us when you move home or change your name, so that our records are correct and up to date.

Be on time for your appointments and check in with the receptionist

Let us know if you need to cancel appointment

Make separate appointments for each member of the family that need to be seen

Call for a home visit or urgent appointment before 11.00am

Read the practice leaflets and other information we give you. They are there to help you use our services. Please ask if you do not understand them, this will help us make them easy to read.

Let us have your views. Your views are important in helping us make our practice a friendly and safe place to visit for medical treatment.

Patients with Special Needs

There are dropped kerbs which minimise the route to the surgery

Automatic entrance

There is sufficient space for wheelchair users to manoeuvre within the surgery

The surgery also offers a disabled WC with handrails and room for a wheelchair

For patients with a hearing aid, we have a loop system at the front desk and a portable device which is available for use in consulting rooms.

Please discuss your requirements with the reception team of the Practice manager should you experience any difficulty.

Practice Boundary

Postcode area ME5

Practice Nursing Team

Our practice nursing team comprises of Practice Nurse: Jane Muir and Health Care Assistant, Angela Wilkin.

Prescriptions

Requests for repeat prescriptions should be made in writing or by registering on our surgery website: www.kinggeorgeroadsurgery.nhs.uk

Please note, we do not take repeat prescription requests over the phone.

The process will take 48 hours.

Prescriptions can be sent electronically to a nominated pharmacy of your choice, please ask for a nomination form from either our practice or the pharmacy of your choice.

Medway Clinical Commissioning Group

The area served by King George Road Surgery is in the district covered by Medway Clinical Commissioning Group. Medway CCG is responsible for nursing you get all the services you need. For details of all primary care services in the area contact:-

NHS Medway Clinical Commissioning Group

50 Pembroke Court

Chatham Maritime

Chatham

Kent

ME4 4EL

01634 335020

Private Services

Some examinations and certificates (eg for sports, HGV, PCS licence and travel immunisations) are not covered by the NHS and you will need to pay for these.

This also includes private certificates/prescriptions, holiday cancellations forms and insurance claim forms. Our fees are based on the British Medical Association's recommended scale and are displayed in reception. Medical examinations may take up to 30 minutes and we would appreciate some advance notice, so that we may make you an appropriate appointment.

Relevant Legislation

This practice operates in compliance with:

The Data Protection Act 1998 and the Freedom of Information Act 2000.

Sign Language Interpreters through Medway Council

Sign language interpreters are available through Medway Council for any of our Deaf patients. When the patient comes into the surgery to book an appointment they should be made aware of this service, and the receptionist can book the interpreter. 5 day routine booking, or emergency 24 hour booking

Contact Number: 0845 688 2626 (5 day routine Booking)

Contact Number: 07974 325563 (Emergency 24 hour booking)