

# Newington Road Surgery

## Information Leaflet

100 Newington Road  
Ramsgate  
Kent, CT12 6EW

Telephone: 01843 595951

[www.newingtonroadsurgery.co.uk](http://www.newingtonroadsurgery.co.uk)

For life threatening emergencies, please dial 999

For less urgent emergencies when Surgery is closed, please telephone NHS 111

### THE PRACTICE TEAM

#### Doctors

Dr Adem Akyol (male)  
State Examen FRG MD PhD DFFP MRCGP  
(Dusseldorf, Germany 1992)

Dr Nadia Mohammed (female)  
MB BS DFFP DRCOG MRCGP  
(Khartoum, Sudan 1980)

#### Reception Team

The receptionists are here to help. They will make you appointments to see Doctor, nurse or other healthcare professionals; deal with any of your queries and problems you may have. They are often under considerable amount of pressure; therefore please try to be patient.

#### Practice Nurses and Health Care Assistant

The Practice Nurses and HCA hold daily clinics for dressings, post operation wound care, immunisations, travel vaccinations, chronic disease management, ear syringing, ECGs, cervical smear screening, healthy weight clinics, blood pressure checks, new patient checks, INR checks and phlebotomy service. Appointments can be made at reception or over the telephone.

#### Clinical Pharmacist

Our Clinical Pharmacist is here to support patients with prescription queries and any concerns regarding medication.

#### Midwives

The midwifery team is based at QEQM Hospital and can be contacted on 01843 292494.

## **Health Visitors**

Health Visitors and Nursery Nurse hold open access Child Health clinics at Childrens Centres. They can be contacted on 01843 830225.

## **Chaperones**

There may be occasions when patients need intimate examinations. The Practice is committed to putting patients at ease whenever possible, and if you wish a chaperone to be present during your examination please do not hesitate to ask the Doctor. Trust is important in the relationship between GP and patient and we would, at all times, wish you to feel able to ask for a chaperone should you require it.

## **Consent Forms**

We will never share your health records without your permission. Therefore we will not be able to disclose any information to your insurance company or your employer without your consent, and we will not be able to discuss your test results with your family members. If you would like us to share information about your health with your relatives, please sign a consent form at the reception.

## **Suggestions or Complaints**

Newington Road Surgery aims to give friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service or would like to give constructive criticism, please let us know.

## **Patient Confidentiality**

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

This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care. We will never share information that identifies you, unless you asked us to do so, we have asked you and you gave us a specific permission, or we have to do so by law.

Our guiding principal is that we hold your health records in **STRICT CONFIDENCE**.

## **Repeat Prescriptions**

Repeat prescriptions will be issued at Doctors discretion and are usually for patients on long term treatment.

Requests for prescriptions must be made in writing: via post, via our website [www.newingtonroadsurgery.co.uk](http://www.newingtonroadsurgery.co.uk) or by calling at the Surgery and filling in a repeat prescription request form.

Please note we are unable to take prescription requests over the telephone. Please allow two complete working days before collecting your prescriptions and make allowances for weekends and Bank Holidays. If collecting medication from pharmacy, please allow an extra working day.

We are now using NHS Electronic Prescription Services (EPS). EPS means that your prescriptions can be sent electronically to your chosen pharmacy.

For further information please ask at reception or alternatively visit your preferred chemist who will be able to arrange this for you.

On occasions your Doctor may write a reminder on your prescription that you are due a review – Asthma, COPD, Diabetes review, BP check or a routine blood test.

## **Travel Advice and Immunisations**

If you are travelling abroad, please fill in Travel Vaccination Questionnaire and one of our nurses will contact you to arrange travel immunisations (if required).

Do plan ahead – do not leave your vaccinations until the last minute as you will not get the optimum cover.

### **Non-NHS Medical Examinations, Letters and Certificates**

Medical examinations, letters and certificates for specific purposes are available, but are not part of the Doctors' NHS duties and therefore will carry a charge, a nationally recommended fee will be payable. Please enquire at reception. All requests for letter need to be submitted in writing.

### **HOW TO SEE YOUR DOCTOR**

All patients are seen by appointment only, appointments can be booked at reception, by telephone (01843 595951), or online (to register and for more details please ask at reception). Please note calls may be recorded.

#### **Consultation Hours**

Monday to Friday 08:00– 18:30

Telephone lines:

Monday to Friday 08:00– 18:30

#### **Extended Opening Hours**

Mondays & Fridays evening appointments, Wednesdays Early morning appointments

Please note that only one patient can be seen per appointment. If you need to discuss lots of issues, you may be asked to book another appointment.

A proportion of appointments can be booked in advance. The remaining appointments are available to be booked on the day for emergencies and urgent issues, please telephone at 8am in the morning to book these slots. If all the appointments are gone, but you need to see your Doctor, you may be offered a telephone consultation - a call back from your GP.

The appointment system is based on 10 minutes appointments. Inevitable the clinics may run late sometimes. We hope you agree that it is important that all patients get the time they need. We apologise for those patients who might be delayed as a result.

#### **If you cannot make it – cancel it!**

Many Doctors and Nurses appointments are wasted each week by patients failing to keep or cancel their appointments. This reduces the amount of appointments that are available and increases the waiting time. Therefore we kindly ask patients to cancel their unwanted appointments in plenty of time, so that they can be offered to other patients.

#### **Patients with Special Needs**

The Surgery is purpose built. The main entrance is located on Beaufort Avenue. We now have new automatic doors to the main entrance; there also is a lift available for first floor access for wheelchairs, prams and those unable to use stairs. There also is a parking space outside the Surgery reserved for disabled patients.

The practice endeavours to provide literature in several languages and mediums such as audio tape, Braille text, large print, or easy read; please ask at Reception.

If you do not speak English, you may ask a family or friend to come along with you to the Surgery to help communicating. In special circumstances the Surgery can arrange a translator, however, this needs to be arranged in advance and is not always available.

GPs and some other Surgery staff speak multiple languages:  
Arabic, Czech, Dutch, German and Turkish.

### **Home Visits**

Where possible it is better if patients are seen at the Surgery where we have facilities for examinations and investigations.

Home visits should be requested only when the patient is too ill to get to the Surgery. If you need a home visit, please contact the Surgery before 10am in the morning. Non-urgent visits after this time may be postponed to the following day.

Children can be brought to the Surgery without harm, even when they have fevers.

### **Emergencies and Out of Hours**

For life threatening emergencies please dial **999** or attend the nearest Accident and Emergency Department.

**When Surgery is closed, please telephone NHS 111 on 111.**

### **Registrations & New Patient Check**

If you live within the Surgery catchment area you can apply to register with this Surgery. You will need to provide photo ID and proof of your address. You also will be asked to complete a Short Health Questionnaire.

All patients have a named GP within the practice. We place new patients with the Doctor who currently has capacity or with the same Doctor as other members of the household.

All new patients to the practice (aged 16 years of age and older) will be asked to attend a new patient check with the Health Care Assistant for blood pressure, height, weight check and urinalysis.

### **Change of Address and/or Telephone Numbers**

Please inform the Surgery as soon as possible in writing if you have changed your name, address or telephone number to enable us to keep your records up to date.

If you are attending Hospital, it is your responsibility to notify them as well.

Please notify the Surgery if you have a preferred method of communication, i.e. home or mobile telephone or by letter, etc.

### **Changing GPs**

Where possible for continuity of care and to avoid unnecessary repeat investigations we strongly suggest that patients see their Named GP. If for whatever reason you would like to change your allocated Named GP, please speak to Receptionist. However, all Doctors have the same philosophy of care, therefore changing Doctors for different medications or Fit notes will not resolve the problem.

All patients are only allowed one GP change.

### **Test Results**

Please telephone after 11:30 am for test results. The receptionist will confirm if the results are back and if there is a need to speak to the Doctor or nurse or make an appointment.

### **Freedom of Information Act 2000**

The freedom of information act gives the general right of access to all types of information held by practice. The intention of the act is to encourage a spirit of openness and transparency in the NHS.

Patients have the right to see and examine both their paper notes and their computer records. If you ever wish to examine your medical records, please put the request in writing addressed to Dr Akyol.

**Expected Behaviour**

We endeavour to offer the best medical service and care to patients at all times with compassion and politeness. We anticipate that our patients will do the same and treat our staff with consideration and politeness.

We take any threatening, abusive or violent behaviour against any of our staff or patients very seriously. Should any patient use abusive language or threatening behaviour towards any member of the practice, we may exercise our right to remove them from the practice list.

**Patient Liaison Group**

If you would like to join our Patient Liaison group, please speak to a receptionist and we can send you an invitation for the next meeting.

**Remember for more up-to-date information please check our website at [www.newingtonroadsurgery.co.uk](http://www.newingtonroadsurgery.co.uk)**