



PRACTICE LEAFLET

PARTNERS

Here to support you to live well and look after your health

PARTNERS

Dr O Olarinmoye, Dr A Osadiya

SALARIED GPs

Dr A Okekunle, Dr R Patel, Dr O Aibangbee, Dr Y Owojaiye, Dr T Owolabi,
Dr D Petraskova, Dr H Singh, Dr A Aziagba, Dr A Mapayi, Dr A Chiwuzie

Practice Opening Hours

Receptions are open weekdays between 8:00am – 6:30pm Monday to Friday

Temple Hill Surgery (only) Saturday between 8:00am – 5:00pm

TELEPHONE NUMBERS

Prescription Ordering Line: 01322 628290

Temple Hill Surgery Tel: 01322 226090

St Edmunds Road, Dartford DA1 5ND

West Kingsdown Medical Centre Tel: 01474 855000

London Road, West Kingsdown TN15 6EJ

Ivy Bower Surgery Surgery Tel: 01322 382181

Ivy Bower Close, Greenhithe DA9 9NF

Visit our website at: <https://www.templehillsurgerydartford.co.uk/>

PRACTICE STAFF

Practice Manager	Rosalind Woodyard
Advanced Clinical Practitioners	Calina Bartholomew Lead ACP Philippa Lewry Ahunna Echeocha
Practice Nurses	Alexandra Hamblyn, Anita Thuzar, Adebola Akintoye, Joy Osazuwa, Evelyn Oteng, Swetha Dugginpudi
Health Care Assistants	Sharon Jordan, Tracy Patmore
Phlebotomists	Salma Khurram, Kate Rice, Michille Clark
Reception Supervisors	Ruby Ray Temple Hill Surgery Tracie Crisp West Kingsdown Medical Centre Parm Randhawa Ivy Bower Surgery
Admin Team	Mital Gokani, Mina Gokani, Sophie Holderness Emily Hopkins GPA
Secretaries	Pat Pitman, Tracy Pulman
Receptionists	Dunke, Moyo, Allison, Kelly, Stela, Joanne, Bose, Amy, Pauline, Tracy, Joanne, Vanessa, Jayne, Karen

TRAINING PRACTICE

We would like our patients to know that we are a training practice. This means that the surgery will be involved in hosting and training fully qualified hospital doctors seeking to gain experience in General Practice. You may be offered an appointment with one of these doctors or see them sitting in with our regular clinicians. Although gaining General Practice experience, you can expect the same quality of care as you would normally. If you have any questions about this, please do not hesitate to contact us.

In addition, we might have medical and nursing students with us during your consultation. If you would like them not to be present, please inform your clinician.

DATA PROTECTION

The practice is registered with the Information Commissioner's Office and is committed to keep your data safe. For information on how we meet the requirements of the GDPR, your rights, how we handle your information, privacy and fair processing please visit our website <https://www.templehillsurgerydartford.co.uk/>

DISABLED ACCESS

Our surgery is accessible to patients using a wheelchair. We have automatic front door access suitable for wheelchairs Disabled toilets and also designated car parking spaces which are reserved for patients displaying a disabled parking badge. We can accommodate patients on our ground floor level when they are visiting the practice.



Only guide dogs allowed in the surgery



All surgeries operate a no smoking policy

MOBILE PHONES

We allow mobile phones to be used within the surgery building, but please make sure they are turned off before going into the consulting room.

New Patients

You can register online at <https://www.templehillsurgerydartford.co.uk/> just follow the instruction on our website. If you need any help with this our admin team will be there to support you.

If you are taking repeat medication please book an appointment with our Clinical Pharmacist who can re-authorise your repeat medication and arrange for your next prescription.

We wish to thank you for registering with our Practice. The partners and staff are committed to providing the highest level of care. You have the flexibility of consulting with either your named GP or one of the other doctors. We offer a choice of mixed age, male or female doctors and therefore hope that we will be able to match your needs for a specific consulting style. However we recommend you see the same doctor for any ongoing problem to ensure continuity of care.

GP & Advanced Nurse Practitioner Appointments

Available to book on the day via the NHS App, online Services, phone or in person, or in advance via eConsult found on our website <https://www.templehillsurgerydartford.co.uk/> . You will be asked to book a telephone consultation initially and if the GP/ANP wishes to see you face to face you will be booked in to a face to face appointment.

Practice Nurse Appointments

Practice Nurses available by appointment for various treatments, health promotion advice and screening, including cervical smears, vaccinations and immunisations.

Health Care Assistant /Phlebotomist Appointments

HCA appointments are available throughout the day, and offer a wide variety of healthcare services, such as: blood pressure, administering Flu Vaccines, B12 injections, smoking cessation advice, new patient health checks, NHS Health checks, ECGs. Please note all requests for blood tests must be made through one of the Doctors or Advanced Nurse Practitioners.

First Contact Physiotherapists

Physiotherapist appointments are also available across Temple Hill Group to treat patients who come into the clinic with musculoskeletal problems.

Clinical Pharmacist

Clinical pharmacists work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medicines and better access to health checks.

Social Prescribers

You can be referred to our Social Prescribers to support you with a wide range of social, emotional or practical needs, and many schemes are focused on improving mental health and physical well-being.

Pharmacist Technician

The Pharmacy Technician can help you with your repeat prescribing queries and also helps patients to get the best from their medicines by switching medications to agreed and approved protocols, improving the repeat prescribing processes in General Practice.

CARE COORDINATORS & MDT COORDINATORS

Care coordinators & MDT Coordinators will play an important role within the Practice to proactively identify and work with people, including the frail/elderly and those with long-term conditions, to provide coordination and navigation of care and support across health and care services.

Other Services Provided at Temple Hill Group

Joint Injections Contraceptive Service including Sub-Dermal Implant Techniques and Intrauterine Techniques, Travel Vaccines, Child Health Surveillance, COPD and Asthma Clinics, Diabetes Clinic, Other Chronic Disease Management Clinics, NHS Health Checks, Wound Care, Ambulatory ECGs & Ambulatory Blood Pressures, Ultrasound Service West Kingsdown Medical Centre Monday to Friday and Improved Access Clinics held throughout the week and Saturdays.

Home Visiting

If you are unable to come to the surgery due to severe illness or frailty, if possible please contact the surgery before 10am to arrange a home visit.

Appointment Reminders

Appointment Reminder Text Service We will send an Appointment Reminder by Text to your mobile phone one day before your appointment. Please ensure that we have the correct number on record and inform us if you change your number. This service has been very successful in reducing the number of missed appointments and so increasing appointment availability for patients. If you need to cancel an appointment you can do so by phone or in person or via the NHS App.

Repeat Prescriptions

Patients should download the NHS App or sign up for online services via the practice to order their repeat prescriptions. The NHS App is free to download from the App Store and Google Play. You can also access [NHS App services](#) from the browser on your desktop or laptop computer. For patients who do not have a smartphone or access to a computer or laptop they will be able to order their prescriptions on our prescription ordering service number 01322 628290 Please note that the prescription ordering service operates from 8:15 am - 1:30 pm Monday to Friday with a 15 minute break between 10:45 and 11am. Please call during the stated opening times.

Test Results

Please contact the surgery after 10am, to receive the result of any tests you may have had. Please allow 5 days for blood results and 10 days for x-rays and ultrasound scans.

Out of Hours

For all out of hour services which cannot wait until the surgery reopens please telephone 111. This service covers 6:30pm – 8:00am Monday – Friday and Weekends.

Sickness Certificates

Under current legislation a patient can “self certificate” for the first 7 working days of any illness. The self certificate is available from HMRC website or your employer. We do not issue doctors certificates for the first week. If your employer requests a certificate, we have a standard letter that can be collected from reception explaining to your employer that our doctors do not certificate for the first week.

Change of Personal Details

It is important that you tell the person treating you or a member of our administration team if any of your details such as your name or address or telephone number have changed or if any of your details such as date of birth is incorrect in order for this to be amended. You have the responsibility to inform us of any changes so our records are accurate and up to date.

Care Register

The Practice has a Carer's Register for people who care for a relative/friend who due to ill health, physical or mental illness, disability, frailty or addiction cannot manage without your support. If you would like to talk to someone about your caring situation Carers FIRST offers a wide range of services. They provide dedicated telephone support services 9:00 am – 5:00 pm Monday to Thursday and 9:00 am – 4:30 pm on Fridays.

Tel: 0300 303 1555 or visit website www.carersfirst.org.uk

Chaperones

Our Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

If you wish to have a trained Chaperone present during your consultation please mention this to the doctor/nurse at your consultation and it will be arranged.

Non NHS Services

Patients should be aware that fees may be charged for services not covered by the NHS (eg HGV and PSV licences, Fitness to travel, Private Prescriptions, Private certificates, reports, supporting private health insurance claims and other non-NHS medical reports). Medical reports and examinations for life insurance are usually paid for by the insurance company requesting the information.

Safety and Security

The Temple Hill site has CCTV installed at the Practice premises. In keeping with our commitment to providing the best possible service to all our patients, we hope the CCTV installation will provide assurance to patients & staff that safety and security are high on our agenda.

We uphold our policy that all consultations are private and confidential therefore please be assured that no monitors have been installed in any of the consulting rooms.

Call Recording

Calls are recorded for the benefit of both patients and staff. Further information can be obtained from the Practice Manager.

Confidentiality

All staff in the Practice are bound contractually to maintain Patient confidentiality and any proven breach of this will be treated extremely seriously.

We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to Patients' family members. Medical information relating to you will not be divulged to a family member or anyone else, without your written consent.

As we are a computerised Practice, all our patient records are kept on computer and can assure patients of complete confidentiality. 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 advice and care.

However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

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.

Our privacy statement can be found on <https://www.templehillsurgerydartford.co.uk/> and displayed on the notice board in all three sites.

Comments & Complaints

We welcome your views and constructive suggestions, which will help us improve our service to you. There is a suggestion / comments box located in the waiting room for this purpose.

If you have a complaint about the service you have received from any of the staff working at this Practice, please let us know. We operate a Practice complaints procedure as part of the NHS system for dealing with complaints. Our procedure meets national criteria.

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, ideally within a matter of days as this will enable us to establish what happened more easily.

Complaints should be addressed to the Practice Manager, Ros Woodyard, in the first instance. Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. She will explain the complaints procedure to you and will ensure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

We shall acknowledge your complaint within seven days and aim to have looked into your complaint within a reasonable timescale of the date when you raised it with us.

We shall then be in a position to offer you an explanation, or a meeting with the people involved. When we look into your complaint, we shall aim to:

- Find out what had happened and what went wrong;
- Agree a plan on how your complaint will be dealt with and the timescales involved;
- Make it possible for you to discuss the problem with those concerned, if you would like this;
- Make sure you receive an apology where that is appropriate;
- Identify what we can do to make sure the problem doesn't happen again

If you have any concerns and do not wish to complain directly to the practice please contact the complaints team via new contact details below:

South East Complaints Hub
NHS Frimley ICB
Aldershot Centre for Health
Hospital Hill
Aldershot
Hampshire
GU11 1AY

Phone number: 0300 561 0290

Email address: Frimleyicb.southeastcomplaints@nhs.net

Clinical Commissioning Group

General enquiries
NHS Kent and Medway Clinical Commissioning Group
Kent House
81 Station Road
Ashford
TN23 1PP
01634 335095

Patient Participation Group

New members are always welcome to join our active Patient Participation Group find out more on <https://www.templehillsurgerydartford.co.uk/> or ask at reception.

Patient Charter

Your rights and responsibilities

Our Responsibilities to you.

- You will be treated as an individual and will be given courtesy and respect at all times.
- An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- Requests for repeat prescriptions will be dealt with by our prescription ordering service within 48 working hours.
- All comments and suggestions about the service are welcome. Please use the box provided in the waiting area.
- We wish to make the Practice as accessible as possible. If you have hearing, visual or physical difficulties please let our Reception Staff know, so that we can enable you to fully use our services.
- Respect will be shown for religious and cultural beliefs.
- We will do everything we can to answer the phone promptly and courteously.
- We listen and respond to our patients complaints and suggestions.
- If you are unable to attend your appointment you are expected to cancel
- You have the right to see your medical records subject to the law.
- We operate a completely confidential service and will only share your details with health professionals involved in your care, unless you give us written permission to do otherwise

Your Responsibilities to us.

- If you are unable to attend for an appointment please let us know so that we can offer it to someone else.
- If you are late for your appointment you may be asked to rebook at another time. Try to let us know in advance if you are going to be unavoidably delayed, so that we can make alternative arrangements to help you.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10:00am if at all possible.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- Please act in a responsible and courteous manner whilst on the Practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. Violence or verbal harassment will not be tolerated or accepted.

Choosing the right treatment

Self Care using your local Pharmacist

The best choice to treat very minor illnesses, ailments and injuries

Self care is how you can treat everyday minor illnesses and injuries in your own home by simply combining a well stocked medicine cabinet with support and advice from your pharmacist. Most minor ailments and injuries can be treated with over the counter medicines in conjunction with advice from your pharmacist. If appropriate we can now refer you to the community pharmacy service.

Make an appointment with your GP for medical advice

For illnesses or injuries that are not responding to self-care or advice from your Pharmacist.

Your GP can treat your illness or injury that has been treated with self-care but just won't go away. Call your GP Practice to make an appointment.

We can also provide urgent appointments and will see a child quickly if you are worried.

For serious illnesses, injuries and conditions that may be life threatening choose A & E or 999

If your condition is not critical then please choose another service to get the best possible treatment. Always call 999 if someone is seriously ill or injured and their life is at risk. Examples of when to call 999 include (but not limited to): - chest pains - unconsciousness - severe loss of blood - severe burns or scolds - severe breathing problems.

