

Welcome to



143 Folkestone Road

Dover

Kent

CT17 9SG

Tel: 01304 201705

Fax: 01304 216224

Mill Lane

Shepherdswell

Kent

CT15 7QQ

Tel: 01304 830846

Fax: 01304 832935

www.whitecliffsmedicalcentre.co.uk

This booklet is a guide to the full range of services this practice offers.

We hope you will take the time to read it.

OUR PRACTICE STAFF

Doctors

Dr Abiola Idowu
Dr Pankaj Jain
Dr Jasmin Tapping

Practice Manager

Mrs Tina Byrne

Nurse Practitioners

Miss Hailie Mitchell

Practice Nurses

Mrs Jane Goddard

Healthcare Assistants

Miss Laura Newton

The Practice is very well supported by qualified staff including Reception, Administration and Secretarial teams. We have in-house services such as; Health Trainer, Ultrasound, Physiotherapy & Audiology services and the external Community District Nurse Team, Home Visiting Team, Midwives and Health Visitors.

All patient services are overseen by:

NHS Kent and Medway Clinical Commissioning Group

Kent House
Station Road
Ashford
Kent
TN23 1PP
Tel: 01634 335095
Email: kmccg.kentandmedway@nhs.net
www.kentandmedwaycg.nhs.uk

If you would like to send a compliment, comment or complaint about Kent and Medway CCG or any of the services they commission, please contact:

Complaints Manager
kmccg.complaints@nhs.net
01634 335177

(Their offices are not open due to the Covid-19 pandemic. Please do not send anything by post. Please use the email address to get in touch if you have a complaint.)

Your complaint may be dealt with by the CCG's partner organisation, NHS NEL CSU and you may be contacted by their Patient Experience Team as part of the complaints process.

Enquiries and complaints about primary care and specialist healthcare commissioned by NHS England should be directed to NHS England at england.contactus@nhs.net or Tel: 03003 112233.

USEFUL CONTACTS

Buckland Hospital: 01304 222510

Royal Victoria Hospital: 01303 850202

William Harvey Hospital: (A&E) 01233 633331

Kent & Canterbury Hospital: 01227 766877

Social Services: 01303 253476

Patient Service Centre for East Kent Hospitals Appointments / queries Tel: 01227 868686

Walk-in Centre (Minor Injuries Unit)

Buckland Hospital, Coombe Valley Road, Dover, CT17 0HD

Opening times: 8am – 8pm Tel: 01304 222621

Royal Victoria Hospital, Folkestone, CT19 5BN.

Opening times: 8am – 8pm Tel: 01303 852727

Kent & Canterbury, Ethelbert Road, Canterbury, CT1 3NG

Open 24 hours Tel: 01227 766877

Hospital Opening Times for Routine Blood Tests

Buckland Hospital, Dover

Opening Times are Monday – Friday 8:00am – 3:45pm using a ticketing system.

For Glucose Tolerance Tests Call: 01304 222552 to book an appointment.

OUR PREMISES

Folkestone Road: CT17 9SG

Folkestone Road surgery is accessed from York Street (A256), we are within close proximity of bus stops and a short walk from Dover Priory train station with White Cliffs Pharmacy next door. It serves the whole area of Dover, as shown on our website.

Opening Times

Monday 7.30am – 6.30pm

Tuesday 7.30am – 6.30pm

Wednesday 8.00am – 6.30pm

Thursday 8.00am – 6.30pm

Friday 7.30am – 6.30pm

NB: Our doors are closed at 6pm with telephones operational until 6:30pm

Shepherdswell Branch: CT15 7QQ

Our branch surgery is accessed from the A2 or A256. This is our rural practice which serves the villages of Elvington, Coldred, River and Shepherdswell.

Opening Times

Monday 8.30am – 6.00pm

Tuesday 8.30am – 12.30pm

Wednesday 8.30am – 6.00pm

Thursday 8.30am – 6.00pm

Friday 8.30am – 6.00pm



Both Surgeries offer disabled parking bays.

OUT OF HOURS

Telephone: NHS Service 111
(Free from Landline and Mobiles)

The out of hours commitment of the practices are handled by the NHS 111 service. The NHS 111 service have a 24 hour manned switchboard to receive calls from patients. Doctors and nurses are available during the out of hours times to offer advice and when necessary to see patients at an emergency surgery or to visit patients at home.

Call **111** free from Landline and Mobile telephones if you are unwell, unsure or confused.

MEDICAL EMERGENCIES

Accident & Emergency (A&E) or 999 should only be used for serious injury or illness; you should get medical attention by either attending or taking the patient to the nearest A&E Department or by phoning 999 and asking for the ambulance service. An emergency is a critical or life threatening situation such as:

- Loss of consciousness
- Heavy blood loss
- Choking
- Persistent chest pain for 15 minutes or more
- Difficulty breathing
- Overdose or poisoning

The doctors and nurses in the Accident & Emergency Departments are equipped to deal with serious injuries and illnesses, not routine and minor ailments.

We hope you will use this service only in cases of a real emergency

PATIENT CHARTER

PATIENT RIGHTS

You will be treated with courtesy and respect by all Practice personnel.

An urgent appointment with a Doctor should be available on the same day or via the Walk-In service.

A non-urgent appointment with a doctor should be offered within 5 days

Our standard is to see 80% of patients within 30 minutes of their appointment time. If you have waited longer than this please ask the Receptionist for an explanation.

We aim to answer the telephone as promptly as possible.

Requests for repeat prescriptions will be dealt with within 48 / 72 hours.

All comments and suggestions about the service are welcome.

If you have a complaint please speak to the Practice Manager. Your complaint will be dealt with in a professional and efficient manner.

We wish to make The White Cliffs Medical centre as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

PATIENT RESPONSIBILITIES

If you are unable to attend for an appointment please let us know at your earliest so that we can offer it to someone else who might need it.

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 10:30am if at all possible.

An urgent appointment is for an urgent medical problem. Please speak to the Receptionist if you only require a sick note or repeat prescription.

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, threats of violence or any verbal harassment will not be tolerated or accepted. You will be asked to register at another surgery if this behaviour occurs.

REPEAT PRESCRIPTIONS

All patients will be given a computer printout of their entire repeat medication. Please use this to re-order your medication by ticking the items you require and returning the printout either in person or through the post to the surgery.

Prescriptions must be in surgery by 10.30 a.m. to be included in that days' workload.

Please give **3** clear working days' notice for your prescription to be generated.

Prescriptions may be requested 8 days prior to due date. If an item is requested prior to this, a valid reason must be given (going on holiday etc) or it will be rejected by our system. In this case, a 'too soon' attachment will be added to your repeat telling you that an item is being requested too soon. This will either be returned to your allocated chemist or kept at the surgery with your prescription.

Alternatively you can order your 'Repeat' medication electronically via the patient access website. Please make sure you register for this service by coming into the surgery to get the necessary paperwork. You will then be issued with your own unique PIN number to access the service. This service should only be used to order regular repeat medication.

RECEPTIONISTS

Our reception team are here to help you. They are very busy and often have to deal with three things at once, such as ringing phones, administration work and the demands of other patients and doctors. It is stressful for them so please be patient.

When booking an appointment, our receptionists **will** ask questions. Please don't assume they are being nosy or are overstepping their role; they adhere to strict guidelines and the questions that they ask are relevant and often vital to ensure you are seen by the right clinician. The doctors have therefore given them full authority to make any enquiries on their behalf.

By law, they cannot pass on confidential information to friends or relatives so please be assured that they are not being deliberately obstructive. NHSE have provided training and guidelines for reception staff to manage signposting to the most appropriate professional, which is not always a GP.

Being rude or aggressive to ANY member of staff will NOT be tolerated as per our Zero Tolerance Policy and may result in your removal from our practice.

HOW TO MAKE AN APPOINTMENT

DUE TO THE PANDEMIC, FOR THE SAFETY OF PATIENTS AND STAFF WE HAVE DECIDED TO MAINTAIN OUR SYSTEM FOR MANAGING FOOTFALL INTO BOTH OUR PRACTICES. PATIENTS WHO HAVE BEEN ASKED TO ATTEND THE SURGERY ARE REQUIRED TO RING THE DOORBELL AND WAIT TO BE ATTENDED BY A MEMBER OF STAFF.

WE ARE CURRENTLY OPERATING A TELEPHONE TRIAGE SYSTEM, WHEREBY A GP OR SPECIALIST NURSE WILL CALL YOU FIRST AND THEN BOOK A FACE-TO-FACE APPOINTMENT FOR YOU, SHOULD ONE BE NECESSARY.

For a same day telephone call, please phone 01304 201705 between the following times:

- 07:30 – 09:30 **Mon, Tues and Fri**
- 08:00 – 09:30 **Wed and Thurs**

This applies for appointments at our main Folkestone Road surgery and our branch surgery at Shepherdswell.

When an appointment is booked, providing we have your **correct mobile telephone number**, a reminder text will be sent to you two days before your appointment.

*** Please CANCEL any appointments 'booked' that are NO LONGER required – even at very short notice, this can be done by a simple reply CANCEL to our text reminder.**

EMERGENCY APPOINTMENTS

Every afternoon, the 'on call' clinician has limited same day URGENT appointments, for Medical Emergencies only. This excludes Thursday afternoons.

These appointments are released at 4pm, and are booked by reception, who will enquire about the reason for the emergency problem; please assist them by giving them a brief summary of the issue.

HOME VISITS

All requests for home visits should be made to the surgery BEFORE 10:30am if possible.

The receptionists will ask for full details to enable us to plan the doctor's visits. These visits are for patients who are seriously ill and cannot attend the surgery, such as terminally ill or bed-bound, frail, elderly patients.

If your home is difficult to find (e.g. does not have a number) please leave directions for finding it.

Please try to attend the surgery as the doctor can see many more patients at the surgery in the time it takes to attend to one patient at home.

tummy upsets
stings and bites
aches and pains
coughs, colds

You can talk to pharmacists in confidence – even about the most personal symptoms

NON N.H.S. SERVICES

The doctors are able to perform private medicals for such things as HGV, reports for insurance claims and other services which do not form part of their NHS work. These are subject to a fee which must be payable in advance. Medicals are not carried out during routine appointments and arrangements need to be made with the receptionist.

SICKNESS CERTIFICATES

NHS doctors certificates (form Med3) are not issued unless an illness lasts for more than seven days. Your employer may however require you to complete a self-certification (form SC2) which is available from your employer. MED3 are only available from GP's.

PATIENT PARTICIPATION GROUP

We want to provide a good service to our patients and therefore welcome any suggestions / comments you may have to improve our service.

The surgery has a Patient Participation Group that is hopefully presentative of our patients, so ideas and suggestions can be received and responded to directly.

CLINICS AND SERVICES

CHIROPODIST appointments are available for diabetic patients only and referred to via the specialist nurse.

COUNSELLOR referrals can be made through the doctors or nurse practitioners.

DISTRICT NURSE services are used by the practice via the local referral unit (LRU), providing nursing care as arranged by your doctor or hospital. Messages can be left for the District Nurses at the LRU.

HEALTHCARE ASSISTANTS are available by appointment only, to take blood samples, for blood pressure checks, minor dressings and new patient medicals.

MIDWIVES and HEALTH VISITORS are based at Maternity Services, operating from Buckland or Kent & Canterbury hospital which patients can self-refer to.

NURSES with a special interest also run clinics for patients living with some chronic or long term illness, i.e. Asthma, Respiratory, Heart Failure, Cancer, Women's & Men's Health and Immunisations.

NURSE PRACTITIONERS

A nurse practitioner is a qualified nurse who has undertaken advanced education and training in the assessment and treatment of patients suffering from a wide range of common or minor illnesses. If necessary a nurse practitioner will arrange investigations, provide prescriptions and make referrals to other health professionals. They may also refer patients to the doctor if appropriate.

PHYSIOTHERAPIST appointments are available here.

PRACTICE NURSE is available by appointment only. Their care involves injections, baby immunisations, travel vaccines, major dressing's, ECG's, smears and coils etc.

RESULTS - BLOOD TESTS, URINE TESTS following your sample being taken, you need to contact the surgery in about 4 – 7 days to obtain the result.

Please ring 01304 201705 (Folkestone Road) between 2pm – 6pm Monday to Friday or 01304 830846 (Shepherdswell) between 2pm – 4pm Monday, Wednesday, Thursday & Friday.

URINE SAMPLES Please return urine samples to F/R surgery before 4pm Monday to Friday or return to Shepherdswell site before Monday & Friday - 4pm, Tuesday - 10:30am, Wednesday & Thursday - 2pm) for delivery to the hospital.

ULTRASOUND service is provided in-house for patients who have been referred by clinician.

LOCAL PHARMACIST (chemist): is an expert on medicines and how they work. They can also offer advice on common complaints such as:

REGISTRATION

To register with the practice, patients need to come into the surgery with a completed new registration pack, together with proof of identity and address.

A copy of our registration pack is available from reception and on our website. www.whitecliffsmedicalcentre.co.uk

Please remember to bring a copy of your medications with you.

IF YOU CHANGE YOUR NAME AND ADDRESS

Please notify the surgery in writing as soon as possible of any change of name or address; changes of address forms are available from the surgery. Could you please include your postcode and telephone/contact number. In an emergency this will be vital.

If you are ex-directory and are concerned about divulging your telephone number, we can assure you that this is required for surgery purposes only.

If you are moving outside our catchment area (see on our website) you will be asked to register at another practice

COMMENTS AND COMPLAINTS

The Practice takes all complaints and suggestions very seriously and will deal with them as quickly as possible. We strive to give the patient the best possible care and attention and if you are unhappy with our service, or have any suggestions, please write a letter and send it into our practice manager, who will then deal with this accordingly.