

**South Ashford Medics**



**St Stephens Primary Care Health Centre  
St Stephens Walk  
Ashford  
Kent  
TN23 5AQ**

**Telephone: 01233 622474**

**[www.southashfordmedics.co.uk](http://www.southashfordmedics.co.uk)**

**District Nurses: 0300 7900283**

**Health Visitor Advice Line: 01233 649004  
(9.30am – 11.30am)**

**Out Of Hours Service**

**NHS 111 Service  
Telephone: 111  
(calls are free from mobiles and landlines)**

**Emergencies  
(only)**

**999**

## **Minor Injury Service**

(Please note this Service is not available at South Ashford Medics)

**01233 610140**

## **East Kent Hospitals University Foundation Trust**

General Enquiries: 01227 766877

William Harvey Hospital: 01233 633331

Hospital Transport: 08432 41888 (9am – 4.30pm)

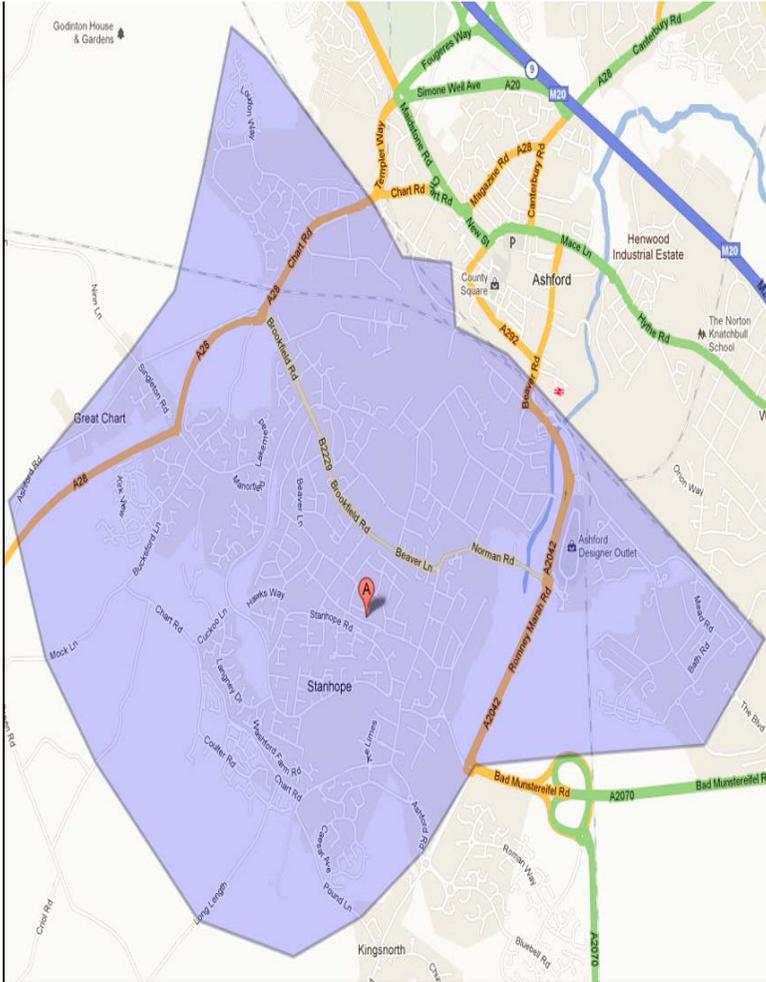
(Please telephone if you are eligible for hospital transport)

## **Pharmacy Advice**

**Contact your local pharmacy for advice on:**

<b>Kamsons, St Stephens Walk</b>	<b>-</b>	<b>01233 614670</b>
<b>Ashworths, Beaver Road</b>	<b>-</b>	<b>01233 620710</b>
<b>Co-Op, Brookfield</b>	<b>-</b>	<b>01233 622245</b>
<b>Tesco, Park Farm</b>	<b>-</b>	<b>01233 207349</b>
<b>Lloyds, Singleton</b>	<b>-</b>	<b>01233 635355</b>

# Practice Boundary



**Please note that our Practice Boundary is under review at present.**

# Welcome to South Ashford Medics

This Practice Leaflet has been produced to outline the services that we provide at South Ashford Medics and to give guidance on how to make the most effective use of them.

We are four General Practitioners working in a medical partnership from purpose build premises (part of St Stephens Primary Health Care Centre). We provide medical services to patients resident in the locality (please see our Practice boundary map). All the doctors are committed to providing personal continuing care; all registered patients have the choice of seeing any doctor here, no matter who they are registered with as their usual doctor.

## The Doctors

<u>Name</u>	<u>Qualifications</u>	<u>GMC Number</u>
<b>In-Partnership:</b>		
<b>Dr K Borhan Zahi</b>	MB ChB, MRCP, MRCGP With specialist interest in cardiology	3564774
<b>Dr Tony Onuchukwu</b>	MBBS, MRCOG With specialist interest in Obs&Gynae	4236894
<b>Dr Raj Roplekar</b>	MBBS, DA With specialist interest in pain management	3375996
<b>Dr Obi Okoye</b>	MBBS, MRCGP, DRCOG, DFRH, DPD With specialist interest in skin conditions	6057796
<b>Assisted by:</b>		
<b>Dr Malar Gunaganti</b>	MBBS With specialist interest in Obs&Gynae	5199289

## Opening Times

**Monday – Friday**  
**8am – 6.30pm**  
**Thursday Evening**  
**6.30pm – 8.30pm**

Please note, the Practice is closed one afternoon of each month for GP, Nurse and staff training. A Poster is displayed giving details of these closures. Please call 111 during that afternoon if you cannot wait until the next day.

### Public Transport

The Practice Premises is situated a 5 minute walk away from Kingsnorth Road, with bus services to that road being: Routes 2A, 113, A Line and B1.

### Parking

There is a car park for patients and staff at Stephens Primary Care Health Centre, with **Disabled Car Park Bays** clearly marked.

### Access for Wheelchair Users

The Practice has disabled access and toilets. If you require any assistance, please ask.

### Polite Notice

Out of respect for our patients, clinicians and staff, we request that you do not smoke or use e-cigarettes. Please do not use mobile phones and check that mobiles are switched off or on silent mode. Please note that telephone calls are recorded for training, quality and audit purposes.

**ZERO TOLERANCE:** South Ashford Medics considers aggressive behaviour to be any personal, abusive comments, swearing, physical contact and/or aggressive gestures, threats, or refusal to leave the building when asked to do so. We will request removal of any patient from our list who is abusive to any doctor, nurse, member of staff or another patient, or who damages or threatens to damage Practice property. If any instance requires reporting to the Police, we will remove that person from our list immediately.

### **Community Clinics**

St Stephens Health Centre telephone number: 01233 614335

There are a number of services available within St Stephens Primary Care Health Centre and you will be advised of contact details when you receive your appointment letter. Please note that South Ashford Medics does not have access to or responsibility for these clinics and can we please ask that you do not call us or enquire of our receptionists. We thank you for your co-operation in this matter.

### **Dentist**

Beaconsfield Dental Services: 01233 614336

Please note South Ashford Medics does not have access to or responsibility for the Dentists. Can we please ask that you do not call us or enquire of our receptionists. We thank you for your co-operation in this matter.

### **Registration**

If you wish to register with us, please bring in your NHS Medical Card or fill in the appropriate forms at reception. Patients newly registered with the Practice will need to have a new patient check which will also include recording details of any regular medication you may have.

### **Continuity of Care**

It may not always be possible for you to see your usual doctor and we ask that you be prepared where necessary to see another

doctor to assist in your care. However, please let the receptionist know if you have been regularly seeing a doctor for a course of treatment, or you have received a letter letting you know that a particular doctor is now looking after your overall care.

We have a telephone triage list and facilities to leave a message for the doctor to contact you and telephone consultations. The doctors ask the receptionists to ask you the type of problem you are calling about to assist the doctor in managing your consultation and any urgent problems.

### **Patients who have not been seen for 3 years**

Patients aged 16 and over, but below 75, and who have not consulted with a clinician for over 3 years are welcome to make an appointment with the nurse for a health check.

### **Patients aged 75 and over**

Patients over 75 years of age are welcome to make an appointment with the nurse for an annual health check.

New Service for Patients aged 75 and over. You may be aware that from April 2014 all Practices are required to provide all their patients aged 75 and over with a named GP who will have overall responsibility for the care and support our Surgery provides to them.

We will advise you of the GP that has overall responsibility for the care and support our Surgery provides to you, but this does not prevent you from seeing any GP in the Practice as you currently do.

### **Emergency Treatment**

In the event of an injury or miscarriage with profuse bleeding it would be in your best interests to go directly to the A&E Department at William Harvey Hospital.

For chest pains suggestive of a heart attack and injuries leading to collapse or a fall rendering you unable to bear weight, please dial **999** and call an ambulance because you will require hospital assessment.

## **South Ashford Medics Appointments**

Patients are seen by appointment, we do not have a walk-in service.

Appointments can be made in person or by telephoning 01233 622474 between 8am and 6.30pm (except one afternoon a month reserved for training purposes and advised by a Poster in the Practice). Please note that this is a busy Practice and you are advised to call at or soon after 8am if you require an appointment that day. If we do not have an appointment available for you to book with the receptionist, they will offer you a telephone triage call with a doctor and the doctor will decide, after speaking to you, if you need to come into the Practice to be seen. You can request a telephone consultation if that is more convenient for you. Our appointment system is currently under review and we will advise of any changes.

Our present system includes triage calls by the doctors, appointments you can book on the day and appointments you can pre-book. There are no pre-bookable appointments on Mondays.

Please note that our doctors ask that the receptionists ask you if you mind telling them what the problem is. In this way they can direct you to a GP or our Nurse Practitioner. If you do not wish to give this information to the receptionist, please let them know and you will be added to a doctor's list to give you a call back.

*If you are unable to keep your appointment, please telephone the Practice on 01233 622474 as soon as possible, so that the appointment can be released for another patient.*

## **Missed Appointments**

We have a high level of missed appointments and we therefore write to patients advising that they have missed an appointment, after 3 missed appointments we may remove you from our list and ask that you register with another Surgery.

## **Online Appointments**

Patients aged 16 years and over can book and cancel advance routine doctor appointments online. Please note that these appointments are not for diabetic and asthma checks, medicals, postnatal checks or minor operations.

Please ask the receptionist for a form to register for this service. We will require documents to prove your identity at the time of registration such as passport, driving licence or a utility bill.

We will provide you with information to help you create your username and password.

Each member of the family eligible for this service will have separate account. *Please remember that information about the appointments will be sent to the email address provided and may therefore be seen by anyone who has access to your email account.*

We will be organising for prescriptions to be ordered online and will display details as soon as this service is available.

## **Home Visits**

Requests for home visits should only be made if you are too unwell to travel to the Surgery. If you feel that you need a home visit, please telephone the Surgery by 10am if possible to enable us to provide time for a doctor's visit. When calling for a home visit, please provide the receptionist with a contact telephone number as the doctor will need to call you back and discuss the problem before visiting.

Visits requested out-of-hours are also dealt with in the same way and you may be asked to attend the out of hours base surgery at night or during the weekend. Children with temperatures or vomiting may be safely brought to the Surgery to see a doctor. In this instance please call the Surgery to make an appointment.

In some circumstances it may be more appropriate to call 999, such as in the case of chest pains, injuries leading to collapse or a fall rendering you unable to bear weight.

### **Out of Hours (6.30pm – 8am)**

If you require a doctor outside Surgery hours, please telephone 111 which will connect you to the out of hours service. The clinician you see will liaise with this Surgery the following morning.

### **Repeat Prescriptions**

When we print your prescription we will also print a list of medicines which the doctor has agreed for you to continue (repeat medication). When you require a further prescription, please tick the items you need and hand the slip in at reception. Please allow two working days before collection. If you are close to needing a medication review (you will see this on your repeat list) please allow additional time for your prescription to be ready for collection.

Please note that staff are not permitted to take telephone requests. You may post, e-mail or fax your prescription request (an on-line service will be available later this year).

Email your request to [sshc.prescription@nhs.net](mailto:sshc.prescription@nhs.net)

This email address must only be used for requests for repeat medication. Please provide Forename, Surname, Date of Birth, contact telephone number, Medication name and strength and whether you wish to collect the prescription or which Pharmacy you would like to collect it from.

## **Pharmacies collecting from the Surgery**

There are local Pharmacies who will collect your prescription from the Surgery on your behalf. Please allow an extra day if the chemist is collecting prescriptions. The Electronic Prescribing Service (EPS) is available here. You can nominate a Pharmacy to receive your prescription electronically for you to collect from the Pharmacy. The Pharmacy can arrange delivery of medication to housebound patients.

## **Test Results**

If you require test results, please phone 01233 622474 after 11am.

Please leave at least one week from when blood or urine samples are taken and up to two weeks' for swabs, x-rays or ultrasound examinations.

Please note that smear results take up to 8 weeks' and results are sent to you by the hospital.

## **Practice Staff**

The Practice employs a number of receptionists and administration staff, accounts clerk, lead receptionists/prescription clerks, secretaries, an office manager and quality manager. All staff follow the protocols and procedures as requested by the doctors in the Surgery.

Our Practice Manager is Rosemarie Savage who is happy to deal with concerns, receive compliments and welcomes comments regarding the daily running of the Practice.

## The Nursing Team

Nurse Practitioner: Gail Curry

Gail leads our nursing team in addition to managing patients with long term conditions, assisting the duty doctor with on the day appointments and is an Independent Nurse Prescriber who is able to see a variety of ailments and refer on to specialties.

Practice Nurse :

HCA : Paula Smith  
: Lisa Bigg

Nursing Assistant : Zowie Russell

## Training

All Staff, both administrative and nursing, together with GPs attend in-house training and recognised training courses to keep their skills up to date. Currently the Practice is **closed** the second Wednesday afternoon of each month from 1pm.

## Foundation Year 2 (FY2) Clinical Supervision

Dr Okoye is an accredited Clinical Supervisor for FY2 doctors. An FY2 doctor is one undertaking the foundation programme, a two-year general postgraduate medical training programme which is prior to specialist or general practice training. You will be advised when FY2 doctors are available for appointments.

## Clinics

**Anticoagulant Clinics:** This clinic is run by Paula Smith (HCA), supported by Gail Curry and the on-call doctor and is for patients who have been stabilised on their anticoagulation therapy by the hospital and would now like to be seen in the Practice.

**Minor Surgery:** This clinic is run by Dr Onuchukwu and is by appointment following a consultation with a doctor. If you are unable to keep your appointment, please call to cancel it.

**Baby Clinics:** These clinics are held at the Surgery every week and individual appointments are required. If you cannot attend the appointment made for your child, please contact the Surgery to cancel.

**Baby and Pre-School Vaccinations:** These clinics are held at the Surgery every week and individual appointments are required. If you cannot attend the appointment made for your child, please contact the Surgery to cancel.

**Post Natal Checks:** These clinics are held at the Surgery every week and individual appointments are required. If you cannot attend the appointment made for you, please contact the Surgery to cancel.

**Midwives:** Carol Kelly and Faye Chewter are the midwives who look after our patients on Mondays and Wednesdays. Please book your 8 week appointment with our receptionist who will give you a pregnancy pack which will include the referral form you need to complete for the midwife.

**Health Visitors:** Advice Line **01233 649004 (9.30am–11.30am)**

There are clinics running at the Practice, which are here for your convenience, but for which the Practice is not responsible. Please use the contact details given to you:

**Abdominal Aortic Aneurysm Screening:** By recall letter from AAA screening team.

**Audiology/Hearbase:** Tuesdays and alternate Fridays, by referral.

**Cardiac Clinic:** Wednesdays, by referral.

**Carpal Tunnel Clinic:** By referral.

**Counselling:** KCA Counsellors, Colleen and Richard, hold clinics in St Stephens Health Centre. Access is via a referral.

**Dermatology:** By referral.

**Specialist Diabetic Nurse:** Tuesdays and Wednesdays, by referral.

**Dietitian:** Fridays, by referral.

**Headache Clinic:** Alternate Wednesdays, by referral.

**Healthy Weight:** Thursdays, by referral.

**ICATS Chronic Pain Clinic:** Tuesdays, by referral.

**Neuropsychiatry:** Monday, Tuesday and Wednesday, by referral.

**Physiotherapy:** Tuesdays, Wednesdays and Fridays. You can self-refer for physiotherapy.

**Podiatry:** Alternate Thursdays, by referral.

**Respiratory Team:** Thursdays, by referral.

**Ultrasound (Non-obstetric):** By referral.

**Urogynae physiotherapy:** Thursdays and Fridays, by referral.

**Smoking Cessation:** If you are considering stopping smoking and would like advice and support, you will find this at your local pharmacy or you can contact the Smoking Cessation Service on: 0800 8494 444.

**Healthwalks:** Please check the posters in the Surgery for details and see the 1 and 2 mile map at the front of the Health Centre.

Please note, that the above days are subject to change and please use the contact details you are given and not the Surgery, as we do not have access to these appointments.

### **Non NHS Services**

For services which are outside the NHS Contract such as medical reports for insurance claims, driving medicals, letters for schools/Council etc., some travel vaccinations and medical certificates for periods of sickness less than 7 days etc., a fee will be incurred. We will ask for payment either prior to work being carried out or upon collection and payment can be by cash or cheque.

### **Chaperones**

All patients are entitled to have a trained chaperone present for any consultation, examination or procedure where they feel one is required. Patients can have a family member or friend for support if they wish.

Wherever possible can you please make this request at the time of booking your appointment to avoid any delays on the day. Where a chaperone has not been booked in advance, we will endeavour to provide a trained chaperone at the time of the appointment, but on occasion it may be necessary to reschedule the appointment.

A healthcare professional may also require a chaperone to be present for certain consultations/examinations.

### **Complaints**

We have a Practice based complaints procedure and a leaflet detailing this is available at reception. If you have a complaint about the service you receive, please contact Rosemarie Savage, Practice Manager, in the first instance.

## **Interpreters**

If you require an interpreter for your consultation, please inform the receptionist when you book the appointment.

## **Comments & Suggestions**

We welcome your comments and suggestions about the Surgery and any of our services. Can you please leave these in the Comments and Suggestions box at reception. These will be discussed within the Practice and with the Patient Participation Group.

## **Patient Participation Group**

Our Patient Participation Group meets regularly to contribute their views about our services and to help us decide on future services to be commissioned. They help us with fund raising for additional equipment to benefit many patients and help improve the Surgery environment.

If you are interested in joining, please give your details to one of our receptionists for the attention of Carol Duggan.

Please see the Patient Participation Group notice board for details of future meetings and events.

## **Confidentiality and Data Protection**

All staff at the Practice have a duty of confidentiality for all patient information and sign a confidentiality agreement.

Information is only given to a third party upon receipt of a satisfactory written consent. If you wish someone to be able to contact the Surgery on your behalf, can you please supply written confirmation. Patient data held on the Practice computer system is managed in accordance with the Data Protection Act (1998).

## **Please note:**

From time to time, NHS organisations such as Ashford Clinical Commissioning Group and NHS England may require anonymised patient data under the terms of the GP Contract in order to monitor and verify quality standards.

## **Summary Care Record**

The Summary Care Record is an electronic record which gives healthcare staff access to essential information about you, particularly in an emergency situation.

If you would prefer not to have this record created please inform the Practice in writing so that we can update your medical records.

## **Care Data**

Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy. Sharing information can help improve understanding, locally and nationally, of the most important health needs and the quality of the treatment and care provided by local health services. It may also help researchers by supporting studies that identify patterns in diseases, responses to different treatments and potential solutions. You have the right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances. If you do not want information shared outside of the Practice please inform the Practice in writing so that we can update your medical records.

For more information please go to the website at [www.nhs.uk/caredata](http://www.nhs.uk/caredata). Information is also available on the website [www.hscic.gov.uk](http://www.hscic.gov.uk).

## Ashford Clinical Commissioning Group

Details of Primary Medical Services in the Ashford area can be obtained from:

Ashford Clinical Commissioning Group  
Inca House  
Trinity Road  
Eureka Science Park  
Ashford  
Kent TN25 4AB  
Telephone: 03000 424 815  
Email: [ashford.ccg@nhs.net](mailto:ashford.ccg@nhs.net)  
Website: [www.ashfordccg.nhs.uk](http://www.ashfordccg.nhs.uk)

## Patients Charter

The Practice is committed to providing you with the best possible medical care.

### **(Expect respect? So do we)**

Your rights and responsibilities when using the Practice:

You will be treated with respect and courtesy and as an individual. Please ask to speak to the Practice Manager if you feel you have not been treated with respect;

We ask that you extend the same respect and courtesy to other patients and members of the Practice team. Please do not swear at or make threats to other patients or members of the Practice team;

If you **need** to be seen urgently by a doctor you will be seen on the same day, but the doctor may want to assess the **need** to be seen urgently in order to manage our appointments, in which case you will be offered a triage call in the first instance;

We ask that if you are waiting to see a doctor or nurse where you have been added to the appointment list on the day, please

understand that priority will be given to patients already booked, except in an urgent situation;

The doctors and nurses here offer Primary Care appointments. Please remember, that we are not an emergency service and we ask that you accept when you are advised to dial 999 or go to the nearest hospital;

It is very important if you suspect you have a highly infectious disease such as meningitis, pandemic flu, viral gastroenteritis (diarrhoea and vomiting) etc., to phone the Surgery for preliminary advice from a doctor. Safe arrangements can then be made for you to be seen without exposing many other people to the risks of infection;

We will provide clean, comfortable facilities and a safe clinical environment;

We will ensure that equipment used in the Surgery meets current safety standards;

We ask that you do not enter the Surgery in dirty footwear or clothing. Please do not bring animals into the Surgery;

You are requested to refrain from smoking or using e-cigarettes and to switch off mobile phones within the Surgery;

We will endeavour to keep waiting times to a minimum, but will also ensure that each patient gets the time that they **need** for their care. The doctor or nurse may ask that you return on another occasion if they need to give you more time. We also ask that you cancel any appointment which you are unable to keep;

We ask that you book separate appointments for each member of your family who needs to be seen and advise us if you are unable to keep an appointment;

Please apply for your repeat medication in good time in order for us to have your prescription ready for you.