

South Ashford Medics



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

www.southashfordmedics.co.uk

01233 622474

This practice has been inspected by the Care Quality Commission
and has received a "GOOD" rating.

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Getting Involved

Patient Participation Group: To help us understand the needs of our patients we have set up a patient participation group. This group meets regularly to help inform the development of the practice. We are really keen to have good representation from a wide range of patients. If you are interested in joining, please call the practice or sign up online.

Kent LINK: The Kent LINK (Local Involvement Network) is an independent network of local people and community groups working together to influence and improve Kent's health and social care services.

For further information visit www.thekentlink.co.uk or call 01303 297050.

Data Protection

As a patient at the practice, we hold your clinical records. We are committed to storing these in the strictest confidence.

Under the Data Protection Act 1998 you are entitled to access your clinical records or any other personal information held about you. You may do this by contacting our Practice Manager (there will be a nominal charge for this service). Kindly ask for details at reception.

Should there be a need to share information about you with other NHS agencies, there are strict protocols to ensure the safety of person identifiable information which complies with the Data Protection Act/Caldecott regarding confidentiality.

Should you wish for more information, please ask at reception for a 'How we use your Health Records' leaflet.

Introduction

South Ashford Medics (SAMs) is a partnership of 3 GPs formed in 2011.

Mission Statement:

Our aim is to provide a friendly, high quality and accessible primary care service to our patients that meets their needs and improves their health and well-being.

We will achieve this by:

1. Ensuring that our patients are respected as individuals and their care plan is planned with them in a holistic way to maximise their health outcomes and wellbeing.
2. Creating a welcoming and caring environment which is evident and experienced by our patients whenever they are in contact with the practice.
3. Ensuring our services are safe and that they are provided in a suitable environment with up to date equipment.
4. Maintaining a team of appropriately trained and skilled staff able to continuously deliver services to a high standard.
5. Providing sufficient capacity to meet the needs of our practice population in a timely and responsive manner which is sensitive to our different patient groups.
6. Embedding a culture of continuous learning and professional development in our organisation and supporting our team to attend regular training.
7. Making sure our practice is well led by appropriately skilled managers and clinical staff to ensure our staff feel valued and they understand their roles in delivering our services.

Our Website

For regularly updated information and news about the practice, please visit our website:

www.southashfordmedics.co.uk

On our website you can also:

- Book appointments
- Cancel appointments
- Request repeat prescriptions
- Change your contact details
- Update your clinical record
- Sign up for our **Patient Participation Group**
- Download our regular Practice Newsletter

Opening times

	Open	Close
Monday	08:00	18.30
Tuesday	08:00	20.30*
Wednesday	08:00	18.30
Thursday	08:00	20.30*
Friday	08.00	18.30
Weekends & Bank Holidays	Closed – OOH Service	

* Please note that this is a GP service for 'Booked Appointments Only' - from 18.30.

The practice will be closed on the second Wednesday afternoon of every month for staff training (see website for details)

Compliments, comments, suggestions & complaints

At SAMs we are committed to providing high quality healthcare to all our patients. To ensure we meet this commitment we value feedback from our patients.

If you have compliments, comments, suggestions or complaints about any of our health services you can:

- Pick up a Comments and Suggestions form from the practice
- Complete our PPG patient survey on line via the website or in person at the practice.
- Complete a Friends & Family Test survey via Text
- Visit the NHS Choices website and leave a review <http://www.nhs.uk/Services/GP/Overview/DefaultView.aspx?id=35605>
- Write to: Practice Manager, South Ashford Medics, St Stephens Primary Care Health Centre, St Stephens Walk, Ashford, Kent, TN23 5AQ

We have a comprehensive complaints procedure, which can be found on our website, on the notice board or from a receptionist.

If you remain dissatisfied, you can contact:

Ashford CCG: 0300 0424815.

NHS England Complaints Advocacy Service: 0113 824 9677.

Parliamentary & Health Service Ombudsman: 0345 0154033.

You will need to provide details of the items you are requesting and details to identify yourself, i.e. full name, date of birth etc.

If you leave a supply of Stamped Addressed Envelopes (SAEs) at reception we can post your prescription to you.

You can nominate your preferred pharmacy for electronic prescriptions or alternatively, some pharmacies provide a home delivery service. You will need to contact them to arrange this.

Specimens

If you are requested to provide a specimen please ensure that it is received at the surgery before 11:30 ensuring the container is clearly marked with your details (name, date of birth & NHS number if known).

Sickness Certification

Patients who are employed are responsible for self certification for any illness **up to seven days** (using form SC2 from your employer or local job centre)

If your employer requires a certificate signed by your doctor during the first 7 days, this can be provided, but an appropriate fee will be charged before it is issued.

Chaperones

Chaperones are available on request. Please ask a receptionist when you make your appointment about this service.

Other Useful Providers:

Pharmacies

A pharmacy is a great source of professional, confidential, health advice and treatment for many common illnesses and complaints. Why not speak to your pharmacist first before seeing your GP?

Late Night & Sunday Pharmacies

Asda - 01233 655010

Boots - 01233 503670

Lloyds (at Sainsburys) - 01233 662819

Tesco - 0345 677 9011

Out of Hours Service

For urgent care when we are closed dial 111. NHS 111 is the free telephone number to call when you have an urgent healthcare need. It directs you to the correct local service, first time.

NHS Choices (www.nhs.uk)

This is the country's biggest health website, giving you all the information you need to make choices about your health.

Local Minor Injuries Services

Kingsnorth Medical Practice 01233 610140

Willesborough Health Centre 01233 621626

Dentist

If you have a dental emergency – bleeding, pain, knocked-out-tooth, please contact your dentist.

If you do not have a dentist, call 0300 123 4412 - Monday to Friday 08:00 to 16:00.

Evenings and weekends call DentaLine on 01634 890300 or NHS 111.

Mental Health

- **Thinkaction** provides help and support for people who are experiencing stress, low mood, anxiety and other mild, moderate or severe mental health issues: Tel: 03000 120 012
For more information visit www.thinkaction.org.uk
- **Mental Health Matters** offers confidential, emotional support and guidance 24 hours a day, 365 days a year. Call on 0800 107 0160.
- The Live It Well website www.liveitwell.org.uk has ideas that can help everyone including families, friends and carers.
- **Children and Young Adults Mental Health Services (run by NELFT)**
A service for children and young adults under 18 years Tel: 0300 123 4496
- **Early Help**
A service for children and young adults under 19 years
Tel: 03000 419 222
- **Single Point of Access**
For adults above 18 years – You can self-refer by calling:
Tel: 0300 222 0123

Drugs and Alcohol

East Kent Community Drug and Alcohol Service offer a wide range of services to help people with drugs & alcohol issues. Tel: 01233 655360 or visit: ashford@rapt.org.uk

Social Services

For advice and support for vulnerable people, so they are not left at risk, call 03000 416161 Monday to Friday 08:30 to 17:30 or in an emergency out of hours or weekends call 03000 419191 or visit: www.kent.gov.uk.

Care Navigator

This service provides 1-2-1 meetings for older adults who have a problem/need & would like support to explore their options. Call 01233 665535 Monday to Friday 09:00 to 16:00.

- Ambulatory heart and blood pressure monitoring
- NHS Health Checks
- ADHD Patient Medication and Monitoring
- Anticoagulation Medication and Monitoring
- 'Looked After Children' Service
- Special Allocation Scheme

Other services (for which fees may apply) include:

Sickness certificates, medical reports, insurance forms, and holiday cancellation forms.

Our scale of fees for these services is available on request and we operate a Payment Card Reader device.

Repeat Prescriptions

You can request a repeat prescription on-line at www.southashfordmedics.co.uk or in person at reception.

We are unable to accept requests by telephone. Please allow 2 to 3 working days for the prescription to be processed.

We can accept repeat prescription requests for:

- Items which have been previously agreed by the doctor to be suitable for repeat prescription ordering
- Items for which you have not yet used up all your quota of issues before the doctor needs to review your medication

The Practice is committed to develop the NHS clinical family and is a 'Training Practice'. We train new GP Doctors, Physician Associates, Paramedics and shortly Nurses as well.

You will be asked for your consent if a trainee is present or is providing a clinical service for you.

Services

We intend to continually grow and develop the services we offer to fully meet the needs of our patient population. Please feel free to speak to a doctor or nurse practitioner about the services available to you. The following list gives examples of the services that we offer:

- General consultations concerning your health
- Children's health
- Maternity and ante-natal care
- Contraceptive advice
- Childhood immunisations and preschool boosters
- Other vaccinations and immunisations such as influenza and pneumococcal immunisations
- Chronic disease management clinics (such as diabetes/asthma/chronic heart disease)
- Smoking advice
- Counselling
- Phlebotomy (blood taking)
- Cervical screening
- Healthy living advice
- Minor surgery

Practice Website

Check out our website, which has a lot of useful information and on-line links, including advice on minor illnesses etc.

Accident & Emergency (A&E)

A&E is for life threatening accidents and emergencies – such as suspected heart attacks, strokes, loss of consciousness, heavy bleeding or severe burns. Before attending the A&E Department, please call the surgery, you will be managed on your symptoms with an on-the-day appointment if needed.

Please think before attending A&E, save it for when you really need it.

Appointments

You can book:

- Telephone Triage Appointments
- Face to Face Appointments
- Home Visits

Appointments can be made by calling 01233 622474 or by attending in person at the practice. We may ask you a few questions to help us direct you to the most appropriate clinician.

If you cannot keep an appointment please inform us as soon as possible so that the appointment slot may be given to someone else.

Telephone

Telephone triage appointments are ideal for those patients who simply want to discuss their symptoms or management of an existing illness. They are ideal for those with a busy lifestyle or those who may struggle to attend the practice, plus

the GP will call you into the practice for a face-to-face appointment if you need one.

Face to Face

Routine appointments can be made well in advance; others can be made on the day, depending on availability.

Home Visits

These are for patients who are too ill to attend the practice. Please try to telephone the surgery by **11:00** if a home visit is required and give the receptionist as much information as possible to enable the doctor to allocate priority to house calls.

Translation and Interpretation

If you need any additional services such as a translator, please let our reception staff know when you book your appointment and this will be arranged for you.

Registration

At SAMs we always welcome new patients from **within** our practice area (see map on page 12). You can register either:

- **In Person:** You can call into the practice and pick up a registration pack for each member of your family.
- You will need to bring photo ID and proof of address when you return with the completed forms.
- **Online:** If you wish to pre-register, there is a form on our website. When you have completed all of the details, you can click on the 'Send' button to mail your form to us.
When you visit the practice for the first time you will need to bring photo ID and proof of address and you

Our Team

At SAMs we believe that people are key to the success of our organisation. Although we operate from a modern building, using state of the art technology, our doctors and staff are at the very heart of what we do.

They are all highly trained to perform their different roles and all share in our aim to provide a friendly, high quality and accessible primary care service to the population of South Ashford.

The GP Partners



Dr Borhan MBChB,
MRCP MRCGP



Dr Tony
Onuchukwu MBBS
MRCOG



Dr Obi Okoye
MBBS MRCGP
DRCOG
DFSRH DPD

The practice also has:

2 x Permanent Locum GPs - Dr Malar Gunaganti and Dr Barin Ahmed

1 x Advanced Nurse Practitioner - Simon Wangoto.

2 x Nurses - Shery John & Jayne Llewellyn

1 x Associate Practitioner - Maria Crayden

1 x HCA - Paula Smith

The practice is very accessible with parking facilities including disabled parking bays in adjacent car park for vehicles and bikes. Mobility scooters can be used on the ground floor subject to careful driving.

Patient Transport Services

If you have difficulty in transport you may be eligible for Transport Services. The criteria for eligibility for Patient Transport Services are set nationally.

People who may qualify for Patient Transport are those who:-

1. May need qualified assistance on route.
2. Are registered with a Kent and Medway GP.
3. Are going to or from an NHS appointment (not emergency or privately-funded care) or home from a hospital stay.
4. Are going for physically demanding treatment e.g. dialysis.
5. Cannot use other forms of transport due to their medical or physical condition.

For further information please visit www.km-pts.co.uk/nhs

will be asked to sign the form to confirm that the details are correct.

Passport Applications

Please note that the GPs will not sign passport applications.

Medical Questionnaire

We ask that all new patients complete a medical questionnaire, which assists us in identifying any immediate medical needs that you may have. This is also available online.

Health Checks

We recognise that each of our patients have individual health needs. To help us make sure that we are fully meeting the needs of each of our patients, we invite all new patients to attend the practice for a health check within six months of registration.

Zero Tolerance Policy

SAMs is committed to taking all reasonable precautions necessary to ensure the health, safety, welfare and well-being of patients, visitors and employees.

The Practice supports the NHS policy of **Zero Tolerance** of any physical or verbal abuse towards staff while they are working. Patients may be de-registered as a patient in the event of the GP partners reviewing any incident.

DNA

When patients **Do Not Attend** (DNA) appointments there is an immediate impact to the clinicians who have a wasted appointment slot, there is an impact on other patients who

could have had the wasted appointment, there is a financial waste to the NHS as a whole plus there could be an adverse medical affect to the person who DNA.

We accept that on occasions appointments have to be cancelled for a variety of reasons, but we ask that you give as much notice as you can so that the appointment can be reallocated. Telephoning the surgery immediately before or after the appointment will not be accepted as a reasonable excuse.

When you receive a text reminder about your appointment, you can text back to cancel it.

If you have **3 appointments that you DNA in a rolling 12 month period** without a reasonable excuse, the practice reserves the right to de-register you.

Patient Updating Details

As part of the NHS Digital modernisation, we need you to keep us updated with all of your current contact details including name changes, full home address, home telephone number, mobile telephone number and email address.

GP Online

The NHS has set a target of having 20% of all patients registered for on-line services by 31.03.2018. The GP online services are quick, easy and secure.

Sign up to GP online services and you'll be able to use a website or app to:

- Book or cancel appointments online with a GP or nurse
- Order repeat prescriptions online
- View parts of your GP record, including information about medication, allergies, vaccinations, previous illnesses and test results.
- Review clinical correspondence e.g. hospital discharge summaries, outpatient appointment & referral letters.

The service is free and available to everyone who is registered with our practice. Please request this on registration or subsequently. You will need proof of identification and we will then activate your GP Online Registration and issue you a unique PIN.

For further information, please speak to the Practice Manager or go online to:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/gp-online-services.aspx>.

Our location and practice area



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The beige area on the map above shows the area we serve.