



# **JUBILEE MEDICAL GROUP**

OUR PRACTICE IS LOCATED ON TWO SITES:

## **KENT HOUSE SURGERY**

36 STATION ROAD

LONGFIELD KENT DA3 7QD

(OPPOSITE WAITROSE)

TEL: 01474 702127

FAX: 01474 704735

## **NEW ASH GREEN SURGERY**

MEADOW LANE

NEW ASH GREEN KENT DA3 8RH

(NEXT TO THE LIBRARY)

TEL: 01474 873828

FAX: 01474 879472

[www.longfield-newashgreen-surgeries.co.uk](http://www.longfield-newashgreen-surgeries.co.uk)

# WELCOME TO JUBILEE MEDICAL GROUP

## **YOUR DOCTORS:**

### GP PARTNERS

Dr Naimish S Gandhi	MBBCh, MSc, DRCOG, MRCGP
Dr Lorraine Okeze	MBBS, MRCGP, DFFP
Dr Krishan Bhanot	MBBS, MRCGP
Dr Mandeep Sahota	MBBS, MRCGP, DRCOG, DFFP
Dr Nirmalan Puvu	MBChB, DFFP, DRCOG, MRCGP

### SALARIED DOCTORS

Dr Catherine Handy  
Dr Julie Bover  
Dr Reena Panigrahi  
Dr Nisha Chavda

All doctors consult in both surgeries, spending half their time at each site. You may consult any of the doctors but it is preferable to stay with the same doctor for any particular problem.

All doctors must undergo an apprenticeship comprising three years post graduate training including one year of GP experience in a training practice. We are an accredited training practice; all our registrars are qualified doctors who have undergone five years medical school training, passing all the necessary exams.

They are fully able to deal with all your problems. They are usually attached to the practice for one year.

## **PRACTICE STAFF**

### **Nursing Team:**

#### **NURSE PRACTITIONER/TEAM LEADER:**

Nurse Angela Reynolds

#### **PARAMEDIC PRACTITIONER:**

Miss Georgie Woollard

#### **NURSES:**

Nurse Clare Bartlett  
Nurse Emelda Pender  
Nurse Isabel Hodges

#### **HEALTHCARE ASSISTANTS:**

Mrs Gillian Beardon  
Miss Kate Ross  
Mrs Debbie Pell

**PHLEBOTOMIST:**

Mrs Sammy Haines

**PRACTICE MANAGER:**

Mrs Alison Airey

BA (Hons) in Business  
Diploma in Management

**OFFICE MANAGERS:**

Mrs Jane Frost

(Kent House)

Vacancy

(New Ash Green)

**SECRETARIES:**

Mrs Geraldine Barry

(Kent House & New Ash Green)

Ms Juliet Ewart

(New Ash Green)

Mrs Valentina Frimpong

(New Ash Green & Kent House)

**RECEPTION TEAM:**

The Reception Team aim to fit your appointment needs to a relevant clinician and therefore may need an indication of what your appointment is for. The reason for this is that some clinicians are trained to carry out a particular procedure that another may not be able to perform.

**ADMINISTRATION TEAM:**

The team deal with day-to-day administration duties to ensure the smooth running of the practice.

**ATTACHED STAFF & VISITING STAFF:****DISTRICT NURSES** – 0300 123 4449

District Nurses tend to the needs of those in the community who are unable to attend the surgery. If you need to contact the district nurse, please telephone and leave a message on their voicemail. They will then return your call.

**COMMUNITY MIDWIVES**

Community Midwives look after our patients during their pregnancy and in the immediate postnatal period.

Patients residing in Longfield, New Barn and Southfleet areas will have ante-natal care at The Childrens' Centre, Green Street Green Road, Darenth DA2 8DH. Patients residing in Hartley and New Ash Green areas will have ante-natal care provided at our surgery in New Ash Green.

**DIETICIAN**

Appointments are alternate weeks at Kent House and New Ash Green surgeries on a Tuesday afternoon.

## HEALTH VISITORS

Health visitors are available as follows:

- Darenth Childrens' Centre 03000 412567 (*patients living in Longfield, New Barn, Southfleet areas*)
- New Ash Green Health Centre 01322 614131 (*patients living in Hartley, New Ash Green areas*).  
'Drop-in' Child Health Clinics are run on 2<sup>nd</sup> and 4<sup>th</sup> Tuesday of the month from 09:15-11:30

## SURGERY OPENING TIMES

	KENT HOUSE	NEW ASH GREEN
Monday	08.15 – 13:00 & 14:00-18:30	08.15 – 13:00 & 14:00-18:30
Tuesday	07.15 – 13:00 & 14:00-18:30	08.15 – 13:00 & 14:00-18:30
Wednesday	07.15 – 13:00 & 14:00-18:30	08.15 – 13:00 & 14:00-18:30
Thursday	08.15 – 13:00 & 14:00-18:30	08.15 – 13:00 & 14:00-18:30
Friday	08.15 – 13:00 & 14:00-18:30	08:15-13:00 & 14:00-18:30

Early morning pre-bookable appointments are available Tuesday and Wednesday 7.15 - 8.00am at Kent House Surgery only.

Pre-bookable and \*Book-on-the-day appointments are available Monday to Friday.

\*You may be offered an appointment with the Nurse Practitioner or Paramedic Practitioner

All doctors and nurses work at both surgeries on a rota system. The reception staff will be happy to advise you as to when a particular doctor is available.

## APPOINTMENTS:

Appointments may be made by

- Telephoning
- Calling in at the surgery (after 08:30am)
- Online (ask reception for details to register)

Routine appointments may be made up to six weeks in advance

**URGENT SAME DAY APPOINTMENTS:** If you require an urgent same day appointment you will be asked to provide a few details when calling so your name can be placed on the Duty Dr telephone list – available from 08:30am to 12:00, or until the list is full. The doctor will phone you back to discuss your medical need so please ensure you have access to the phone at all times during the morning. When speaking with you, the doctor will determine if you require an appointment and will book you in, should an appointment be deemed necessary.

**Local Appointment Hub:** if we are unable to fulfill your request for an appointment we may be able to

Patient Leaflet – updated January 2020

offer you an alternative appointment at the local Federation Hub which is available 8am-8pm daily and at weekends and is staffed by GPs. Please ask the receptionist if you would like us to check availability at the Hub for you.

**Cancelled appointments:** If you cannot keep an appointment, please inform us as soon as possible. Our telephone system provides an option to cancel an appointment without the wait for your call to be answered.

If you want an appointment with a specific doctor, it is advisable that you book in advance. If you are unsure as to whether you need an appointment and whether it is urgent, you can discuss this with the receptionist in confidence so that you can be guided through the system.

If you have forms to be completed, please bring these to the surgery and ask to speak to the secretary or office manager as an appointment is often not required.

## **VISITS:**

Patients are requested to telephone before 10.00am if a visit is required that day. Please give the receptionist as much information as possible to enable the doctor to allocate priority to the house calls. The doctor will telephone you to assess your medical need.

Please remember that several patients can be seen at the surgery in the time it takes to do a home visit and a visit is at the doctors' discretion.

Please be aware that you may be visited by our Paramedic Practitioner rather than a doctor, depending on the medical need.

## **WHEN THE SURGERY IS CLOSED:**

Our telephone lines are available: 08:15-12:30 and 14:15-18:30 Monday to Friday.

Should you need urgent medical help when the surgery is closed, please call **111**.

Urgent out of hours cover is provided by NHS 111 Service which provides health advice and information 24 hours/day, 365 days/year.

Use of this service is reported to the surgery. Repeated inappropriate use of this service may result in a request for discussion with a doctor. If your problem is not urgent or an emergency, please wait until we re-open to make an appointment to see a doctor.

Once a month the surgery is closed in the afternoon for GP and Staff training and our phones are covered by IC24. As the training dates alternate advance notice posters will be displayed in each Waiting Room and on our front doors to keep you informed.

## **MINOR INJURIES UNITS:**

Minor injuries can be treated quickly and safely at a Minor Injuries Unit (MIU) or an urgent care centre.

Emergency Nurse Practitioners at an MIU can treat conditions including:

- cuts and grazes that might need cleaning, stitching or dressing

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- animal bites or scratches, insect stings
- strains and sprains
- a suspected broken bone in arm or lower leg
- minor burns and scalds
- minor eye infections and scratches
- foreign body in eye, nose or ear There are MIUs in:
- Gravesend Community Hospital Tel: 01474 360500
- Edenbridge & District War Memorial Hospital Tel 01732 863164
- Sevenoaks Hospital Tel: 01732 470290

Children under two should be taken to their GP or to Accident & Emergency, NOT to an MIU.

### **EMERGENCIES:**

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (DIAL 999) before calling the surgery.

### **CLINICS & SERVICES:**

Our nurses are fully trained and able to deal with a number of minor ailments, offer professional advice and advise whether a doctor's appointment is necessary. In addition they offer:

- Family planning advice and services, including long acting methods e.g. coils and contraceptive implants
- Cervical smears
- Travel advice and immunisation
- Dressings
- Blood pressure checks
- Removal of sutures
- Advice on the treatment of minor injuries and illnesses
- Ear syringing
- Nurse specialist for asthma, menopause and coronary heart disease

### **FAMILY PLANNING CLINICS:**

#### **NEW ASH GREEN**

Tuesday	14:30 - 15:30
Wednesday	10:30-11:30 and 14.30 – 15.30

### **ANTENATAL CLINIC:**

*Congratulations on your pregnancy!*

To book your pregnancy care you do **NOT** need to visit your GP to obtain a referral to the hospital. You can refer yourself by complete the online [SELF REFERRAL FORM \(HERE\)](#), or download the [A PAPER FORM \(HERE\)](#) (in MS Word) and fax/send it to the hospital on 01322 428192 or access information via: [www.dvh.nhs.uk/maternity\\_services](http://www.dvh.nhs.uk/maternity_services).

Patients will be seen either at New Ash Green Surgery or Darenth Children's Centre for their booking and subsequent antenatal appointments dependent on their address.

### **TRAVEL IMMUNISATION:**

If you intend to go abroad on holiday or business, you may need the protection of travel vaccinations and malaria tablets. Please complete a travel form available from reception at least six weeks in advance of your travel to ensure adequate cover. A charge of £15 will be made for the issue of a prescription for malaria tablets which is in addition to the cost of the tablets from a pharmacy.

### **FLU VACCINATION:**

Annual influenza vaccination is particularly recommended for patients with chronic heart, lung or kidney disease, diabetes and immunosuppressed conditions. Please contact the reception staff from September onwards for details of winter vaccination clinics.

### **PHLEBOTOMY:**

We have phlebotomists who are available to take blood for tests:

Kent House:

Tuesday 07:15 – 10:30am

New Ash Green: Monday - Friday 8.30—11.30am

### **SMOKING CESSATION:**

Our Health Care Assistants are available to assist, encourage and monitor your progress in smoking cessation. Please contact reception to arrange an appointment.

### **NHS HEALTH CHECKS**

These are offered for patients aged 40 to 74 and are designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. You will receive an invitation from the practice when your health check is due.

### **MINOR SURGERY:**

Our practice offers joint injections, insertion of HRT implants and other minor procedures. Ask your

doctor for details.

## COUNSELLING

Counselling services are available on a weekly basis from our surgery at New Ash Green. The service is provided by Insight Healthcare. Patients can self-refer to the service by calling 0300 555 5555.

## NON-OBSTETRIC ULTRA-SOUND

Non-obstetric ultra sound services are available on a weekly basis from our surgery in New Ash Green. Your GP will refer you to the service if required.

## PHYSIOTHERAPY

Physiotherapy is available on a weekly basis from our surgery in New Ash Green..

You can self-refer - <https://healthsharedgs.org.uk/refer-yourself> for pain in the neck, back, shoulder, joint and muscle via Healthshare.

However if you need an Orthopaedic Assessment/ESP intervention (ie, imaging, injections, referral to secondary care) then you cannot self-refer and the GP will need to do an Orthopaedic referral for you.

## NON NHS SERVICES:

Some services fall outside the NHS remit and there may be a charge made for these which include:

- Medical insurance claim forms
- Private certificates
- Holiday cancellation claim forms
- Some travel vaccinations
- Medical examinations for employment, sports etc.
- A full list of these services is displayed on our notice boards and kept at the reception desk together with current prices.

## ON-LINE SERVICES

You can register for On-line services which will allow you to:

Book an appointment on-line

Request a repeat prescription on-line

Have access to your medical records on-line

**Please ask at Reception for the application form to register for on-line services. You will be required to provide ID in order to complete the registration.**



## **REPEAT PRESCRIPTIONS:**

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long term treatment.

There are three ways to order your repeat medication:

**1) Via the Prescriptions Ordering Direct (POD) Service, by telephoning**

**0300 131 1100**

Available between 9am and 5pm, Monday to Friday

**2) By registering for the Healthera App which can be downloaded on smartphones and tablets**

**3) By using on-line services (please see Section above)**

Once processed in the practice your prescription will be sent electronically to your nominated pharmacy for collection, please allow four complete working days before collection and make allowances for weekends and public holidays.

Please note that in order for your doctor to prescribe safely, you may be asked to attend for blood tests or examinations as appropriate. Failure to observe these requests may delay the issuing of your prescription.

## **TEST RESULTS:**

It is important to remember to contact the surgery for your results and to make an appointment to discuss them with your doctor if you are advised to do so.

**Please telephone for results after 11:30am.**

Most blood test results will be available after seven days, cervical smears after six weeks and x-ray results after three weeks.

The receptionist will be able to advise you as to the appropriate action required depending on the test result. Please note that the practice has a strict policy regarding confidentiality and data protection and we will only release results to the person to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results or are under 16 years of age.

## **DISABLED ACCESS:**

There is access at both surgeries for the disabled via a ramp near the front entrance (Kent House surgery) and disabled parking spaces are available outside both surgeries.

## **CONFIDENTIALITY:**

The practice complies with Data Protection and Access to Medical Records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you, e.g. from district nurses and hospital services.
- To help you get other services, e.g. from the social services which would require your consent.
- When we have a duty to others, e.g. in child protection cases, anonymised patient information will also be used at local and national level to help the
- Health Board and Government plan service such as diabetes etc

You have the right to object if you do not wish anonymous information about you to be used in such a way, please refer to the National Opt-out programme available at: [www.nhs.uk/your-nhs-daa-matters](http://www.nhs.uk/your-nhs-daa-matters) or by calling NHS Digital contact centre on 0300 303 5678.

Reception and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the clinical staff.

If you attend Reception in person and wish to discuss a confidential matter, please advise the Receptionist so you can be taken to another room where you can discuss your matter in private.

## **FREEDOM OF INFORMATION & GENERAL DATA PROTECTION REGULATIONS (GDPR):**

The Freedom of Information Act 2000 obliges the practice to produce a Public Scheme which is a guide to the classes of information the practice intends to routinely make available.

The General Data Protection Regulations issued in May 2018 and Data Protection Act 2019 require the practice to advise you how we use your medical records, how we retain them, how we might share them and your rights with regard to your personal and sensitive data. Please refer to our Privacy Notice which is displayed in both our Waiting Rooms or ask at Reception for a leaflet.

## **YOUR INFORMATION:**

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients notes. The risk of you being identified from this information is extremely low as all directly identifiable details (name, address, post code, NHS number, full date of birth) are removed from your notes before they are collected for research, and automated programmes to de-personalise any free text (non structured or coded data) are run after the information is collected.

Individual patient's records are added into a much larger anonymous database, containing records from millions of patients across the UK. This information is used by researchers outside this practice. The

database to which we contribute anonymised records is known as The Health Improvement Network (THIN) This data may be anonymously linked to other data, such as hospital data. This database is managed by a company outside of the NHS which does not have access to your personal details, only to anonymous medical records.

The data used are for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your NHS number, name and address, initials of full date of birth. The researchers are not given information about the GP nor the practice name, address or postcode.

If you would like to opt-out of this data collection, please let your doctor or practice staff know and no data from your records will be collected for use in research. This will not affect your care in any way.

If anything to do with the research requires you to provide any additional information about yourself, you will be contacted to see if you are willing to take part: **You will not be identified in any published results.**

## **VIOLENCE STATEMENT:**

The practice considers aggressive behaviour to be any personal, abusive comments, cursing and/or swearing, physical contact and/or aggressive gestures.

The practice may request removal of any patient from the practice list

who is abusive to a doctor, nurse or any other member of staff, or another patient, or who damages practice property.

All instances of actual physical abuse to any doctor or member of staff by a patient or relative will be reported to the police as an assault.

**We operate the NHS Zero Tolerance policy in this practice.**

## **COMMENTS & COMPLAINTS:**

We make every effort to give the best service possible to everyone who attends our practice. However we are aware that things can go wrong resulting in a patient feeling that they have a genuine case for complaint. If this is so, we would wish for the matter to be settled as quickly and as amicably as possible.

We have two complaint officers whose job it is to respond to patients' grievances. At all times we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please ask to speak to our complaint officers:

- Alison Airey (Kent House) 01474 702127
- Jane Frost (New Ash Green) 01474 873828

A leaflet is available from Reception detailing the full complaints procedure.

## **PRACTICE CHARTER:**

It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care given by suitable qualified people. No care or treatment will be given without your informed consent. In the interest of your health, it is important for you to understand all the information given to you. Please ask questions if you are unsure of anything.

## **NAMED GP:**

The practice does not have personalised lists but you will be provided with a Named GP. It is not necessary for you to see this doctor each time you visit, you can choose which doctor you wish to see. Please tell the Receptionist who you want to see and we will try to accommodate your request where possible.

## **CONSENT:**

Where possible, a clinician must be satisfied that a patient understands and consents to a proposed treatment, immunisation or investigation. This will include the nature, purpose and risk of the procedure, if necessary by the use of drawings, interpreters or other means to ensure that the patient understands, and has enough information to give 'Informed Consent'.

## **OUR RESPONSIBILITY TO YOU:**

- We are committed to giving you the best possible service.
- People involved in your care will give you their names and ensure that you know how to contact them.
- You should not wait for more than 30 minutes in the waiting room without receiving an explanation for the delay. If you are not kept informed please ask the Receptionist to update you.
- You will have access to a doctor rapidly in the case of an emergency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.
- Patients can request a telephone call with either a doctor or member of the nursing team during working hours. Your details will be taken by the receptionist and passed on to the Administration Team, a member of which will return your call to discuss what you need and then direct your call to the most appropriate person to deal with. Sometimes advice will be sought on your behalf from the doctor or nurse and the Administrator will call you back to update you.
- We will give you full information about the services we offer. Every effort will be made to ensure that you receive the information which directly affects you and the care being offered.
- The practice will offer patients advice and information on: steps they can undertake to promote

good health and avoid illness and self-help which can be undertaken without reference to a doctor in the case of minor ailments.

- You have the right to see your health records, subject to the limitations of the law.

## **YOUR RESPONSIBILITY TO US:**

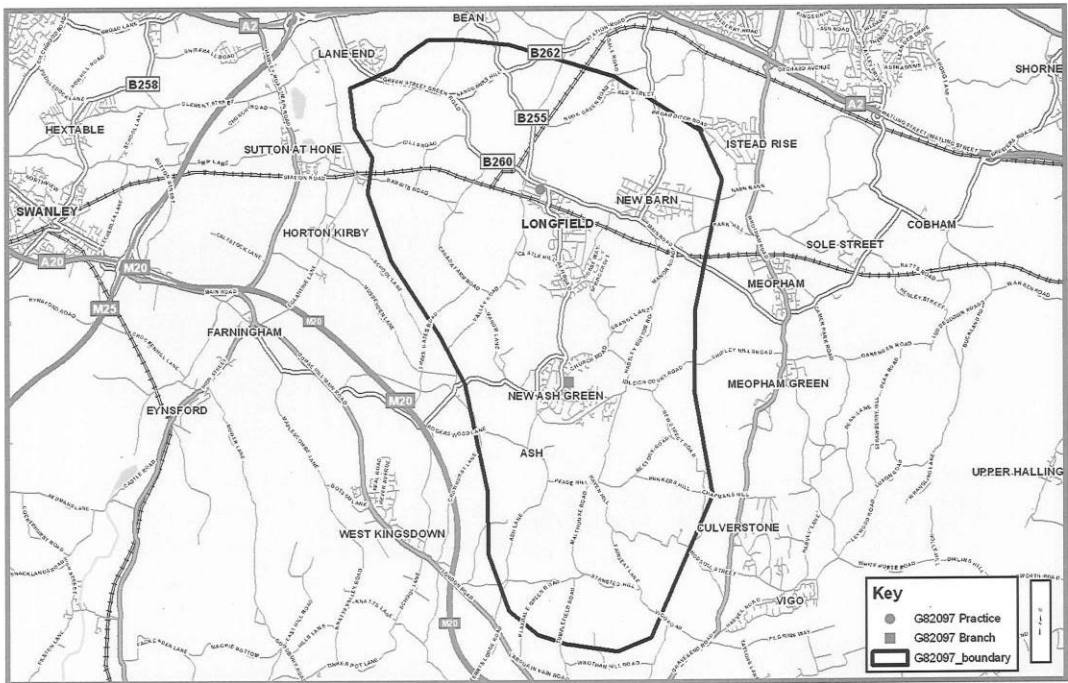
- Please let us know if you change your name, address, or contact details.
- Please tell us as soon as possible if you are unable to keep an appointment.
- Please ask for home visits only when the person is too ill or infirm to attend the surgery.
- Please keep your phone call brief and avoid calling during peak morning times for non-urgent matters
- Allow adequate time for test results to reach us before contacting the surgery for results.
  
- Enquires about tests ordered by a hospital consultant should be directed to the hospital and not to the practice.
- Remember that you are responsible for your own health and the health of your children. We will give you our professional advice.

## **NEW PATIENT REGISTRATION:**

The doctors welcome new patients who live within our practice area. Complete your medical card or bring in a letter with your NHS number, and hand the completed document to reception.

- If you do not have either of the above documents, ask the receptionist for a form GMS1
- You will also be required to complete a medical questionnaire.
- You will receive a Statement of Registration letter from PCSE.

# PRACTICE AREA:



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