

# 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

## **NEW ASH GREEN SURGERY** MEADOW LANE

NEW ASH GREEN KENT DA3 8RH

(NEXT TO THE LIBRARY)

TEL: 01474 873828

[www.jubileemg.nhs.uk](http://www.jubileemg.nhs.uk)

# WELCOME TO JUBILEE MEDICAL GROUP

## **YOUR DOCTORS:**

### GP PARTNERS

Dr Naimish S Gandhi	MBBCh, MSc, DRCOG, MRCGP
Dr Krishan Bhanot	MBBS, MRCGP
Dr Nirmalan Puvi	MBChB, DFFP, DRCOG, MRCGP
Dr Azubuike Chile	
Dr Monica Stokes	

### SALARIED DOCTORS

Dr Julie Bover  
Dr Reena Panigrahi

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**

### PARAMEDIC PRACTITIONER / TEAM LEADER

Miss Georgie Woollard

### NURSES:

Nurse Clare Bartlett  
Nurse Emelda Pender  
Nurse Isabel Hodges  
Nurse Justyna Kaczmarek

### HEALTHCARE ASSISTANTS:

Mrs Gillian Beardon  
Miss Kate Ross

Mrs Debbie Pell  
Mrs Sammy Haines

**BUSINESS MANAGER:**

Mrs Samantha Hilton

**ASSISTANT MANAGER:**

Mrs Jane Frost

**Office Manager**

Una Barter

**Reception Supervisor**

Deborah Harrison-Pyrah

**SECRETARIES:**

Mrs Geraldine Barry

Ms Juliet Ewart

Mrs Valentina Frimpong

**PHARMACY TEAM**

Anar Sharma – in conjunction with PCN Pharmacists and Pharmacy Technicians.

**RECEPTION TEAM:**

The Reception Team are here to assist you and will do so to the best of their abilities. You will be asked to complete an eConsult online or they can assist you if you do not have internet access. Please treat them with the courtesy and respect that you yourself wish to be treated with.

**ADMINISTRATION TEAM:**

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

**PCN Staff**

**Jubilee Medical Group has formed a primary Care Network (PCN) with Meopham Medical Centre.**

**Our PCN staff**

## **Clinical Pharmacists: Nana**

**Boakye-Ansah**

**Harry Ofori**

## **Paramedics**

**Michael Cowell**

## **Other Practitioners**

**Sam Corderoy-Ward - Health and Well Being Coach**

## **Musculoskeletal Team**

This team are able to advise on a variety of joint and muscle problems.

### **SURGERY OPENING TIMES**

	<b>KENT HOUSE</b>	<b>NEW ASH GREEN</b>
Monday	08.00 –18:30	08.00 –18:30
Tuesday	08.00 –18:30	08.00 –18:30
Wednesday	08.00 –18:30	08.00 –18:30
Thursday	08.00 –18:30	08.00 –18:30
Friday	08.00 –18:30	08.00 –18:30

## **APPOINTMENTS:**

GP appointments can be requested using eConsult via the NHS app or the Surgery website, [www.jubileemg.nhs.uk](http://www.jubileemg.nhs.uk) between 7.30am and 10.30am

If you do not have internet access please hold for a care navigator who will assist you. Your request will be triaged on the day by a clinician and contacted with 48 hours with the outcome of your request. Urgent requests will be contacted the same day.

Please ensure you include as much information as possible and complete all the boxes otherwise we will be unable to triage your request.

Some requests may not always need an appointment with a clinician but, If the outcome of your request is an appointment you will be scheduled with the most appropriate clinician which may not always be a GP.

Smear tests, warfarin testing and child immunisations can be booked online via the NHS App. All other nursing and HCA appointments need to be made via reception

**Urgent requests will be dealt with on the same day.**

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

Home visits can be arranged for patients who are housebound. You need to be registered with the surgery as housebound. These visits will either be carried out by the Home Visiting Team or the District Nurses depending on what is needed.

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

Our telephone lines are available: 08:00-13:00 and 14:00-18:30 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.

NHS England requires all members of staff working in the primary care sector to complete a selection of mandatory training. This applies to both clinical and non-clinical staff and includes a wide variety of training from basic life support to sepsis recognition.

Due to this, the Kent and Medway Primary Care Training Team set dates where surgeries in the Dartford, Gravesham and Swanley areas have to close for an afternoon to complete this training. They are usually held monthly.

All localities are provided with the dates they have close to complete their trainings and during that time 111 are made aware and prepare to take calls from patients that may need advice.

## 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
  - 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
- Nurse specialist for asthma and diabetes

## 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 referral form on the link below:

## **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 8 weeks in advance of your travel to ensure adequate cover.

## **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.

## **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 and other minor procedures. Ask your doctor for details.

## **PHYSIOTHERAPY**

Physiotherapy is available on a weekly basis from our surgery in New Ash Green. Please submit an eConsult to arrange an appointment with them.

You can self refer to Healthshare by calling 01474 240 412

## **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.

## ON-LINE SERVICES

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

Book certain appointments online

Request a repeat prescription online

Have access to your medical records online

**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.

Repeat prescriptions must be ordered via the NHS app. You can access the app either on a smart device or computer

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 2pm**

Most blood test results will be available after seven days, cervical smears after six weeks and x-ray results after three weeks. It is the patients responsibility to ask for their results. You will not be automatically contacted unless an urgent result is received.

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-da](http://www.nhs.uk/your-nhs-da) <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

Patient Leaflet – updated January 2020 Page

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:

- Una Barter (Office Manager)
- Deborah Harrison-Pyrah ( Reception Supervisor)

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:**

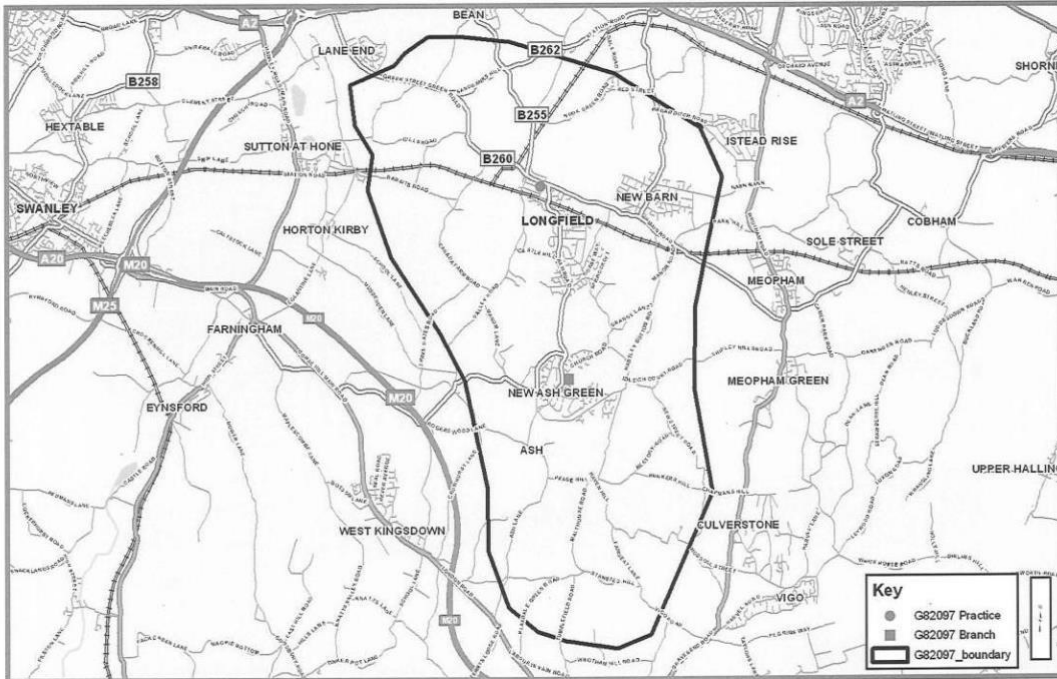
- Please let us know if you change your name, address, or contact details.
- Please tell us as soon as possible if you are unable to keep an appointment.
- Please ask for home visits only when the person is too ill or infirm to attend the surgery.
- Please keep your phone call brief and avoid calling 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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