

THE NEW GOLF ROAD SURGERY

**22 GOLF ROAD
DEAL
KENT CT14 6PY**

Email: golfroadsurgery.deal@nhs.net

Tel: (01304) 367495

DR MARIANNE FORD

**M.B.B.S., University of Sydney 1984.
FRACGP 1992.**

**Graduate Diploma in Family Medicine,
Masters in Family Medicine
Monash University, Melbourne 1996.**

PARTNER GP

Dr Marianne Ford

SALARIED GP

Dr Kenneth Ivil

PRACTICE NURSES

Mrs Frances Finch, RGN

Mrs Karen Jowett

Ms Joanne Dorsett

OPERATIONS LEAD

Mrs Harriet Fox

MEDICAL SECRETARY

Ms Diane Chittenden

ADMINISTRATION TEAM

Dorothy Kirk-Senior

Laura Thomsett

Heather Gray

Louise Emmerson

Victoria McCarthy

Gemma Goldsmith

Sylvia Sims

Trish Dowling

We have a friendly team of medical secretaries and receptionists who are happy to help and act as a link between you and the clinical staff. Please be kind and understanding if they are unable to deal with your request immediately, they will do their best to help you. When you request an appointment our receptionists are trained care navigators and will ask you for the reason you need one. This is in order to direct you to the most suitable person/provider available.

REGISTERING AS A PATIENT

Our aim is to give our patients quality healthcare. We accept registrations from patients who live within our practice area, which is Deal and some of the outlying villages. Please check with our practice receptionist whether your address is within this area.

On registering you will be asked to complete an online registration form which provides us with sufficient information until your records arrive from your previous surgery.

After registering, patients will be invited to make an appointment with the nurse for a New Patient Medical check.

If any of your contact details change please notify us as soon as possible to allow us to keep your records up to date.

If you move outside of the catchment area you will need to register with a Doctor closer to your home.

ACCOUNTABLE GP

Although patients are now registered with the practice rather than an individual GP, there still has to be an accountable GP to oversee all patients. The accountable GP at this practice is Dr Marianne Ford. You are still able to book an appointment with any GP working at this surgery.

ZERO TOLERANCE POLICY

We have a zero tolerance policy if any verbal or physical abuse to our staff is given. If this occurs the patient is likely to be removed from the list immediately. Any physical abuse will be reported to the Police immediately.

PREMISES OPENING HOURS

Monday - Friday 8am - 6.30 pm.

Telephone lines open at 8am.

The Surgery is closed on Saturdays and Sundays

DOCTOR SURGERY TIMES

Monday - 8.40am –11.30 am
3.10 pm–5.30 pm

Tuesday - 8.40am –11.00 am
3.10 pm–5.30 pm

Wednesday - 9am –11.00 am
3.10 pm–5.30 pm

Thursday - 8.40 am –11.00 am
3.10 pm–5.30 pm

Friday - 8.40 am –11.00 am
3.10 pm–5.30 pm

WHEN THE SURGERY IS CLOSED

One day of the month the surgery closes at 1pm.

A list of the dates we are closed can be found on the surgery entrance door and the practice website.

When the surgery is closed call NHS 111 to speak to an adviser who will assess your symptoms, give advice, arrange for you to speak to or see a healthcare professional, or arrange an ambulance if necessary.

In a genuine emergency you should call 999.

APPOINTMENTS

Appointments can be made at reception, by telephone, or by using patient access/ the NHS app. Patients are encouraged to use online consultation [econsult]. Appointments are available throughout the day. Doctor's appointments are booked at 10 minute intervals. Please let the receptionist know if you would rather a telephone consultation with the Doctor/ Nurse and if you need reasonable adjustments to be made. If booking a nurse appointment, you will be asked what the appointment is for to ascertain the length of time required.

HOME VISITS

If you feel you need a Home Visit, try to telephone before 11am. If you think that the home visit is urgent, you must inform the receptionist that this is the case, the receptionist may ask about your illness to help the Doctor to assess the urgency of the visit.

Please remember that Home Visits are made to patients who are unable to come to the surgery for health reasons. You will be visited by either a GP or paramedic.

TEST RESULTS

Test results are available from 2pm daily, please call after this time and the receptionist will check to see if your results are ready.

PARKING

There is allocated parking, including 3 disabled spaces, for patients behind the surgery in Outdowns. This is accessible via Cannon Street and the surgery can also be accessed through the Community Centre when it is open.

THE NURSING TEAM

Mrs Frances Finch - Mondays and Wednesdays

Mrs Karen Jowett – Thursdays and Fridays

Ms Joanne Dorsett – Tuesdays, Wednesdays, Thursdays and Fridays

Services provided by the Nursing team include:

- New Patient Medical Checks
- NHS Health Checks
- Cervical Smears
- Phlebotomy
- Long term conditions – Diabetes, Asthma, COPD, Heart Disease
- Injections
- Dressings and removal of stitches
- Blood pressure checks, 24 hour blood pressure monitoring
- ECGs
- Contraception
- Dietary advice
- Baby immunisations
- Post-natal checks

DISTRICT NURSES

District Nurses are available for housebound patients. The surgery will contact the District Nursing team when required.

MINOR INJURIES

The Minor Injury Unit based at Victoria Hospital in Deal operates on a walk-in basis. This is open from 8am until 8pm, 7 days a week.

PRESCRIPTIONS

Please request repeat prescriptions in writing or via the NHS app or email as we do not take verbal/telephone requests. Please put requests in the “post box” in the front of the Reception desk in the Waiting Room,

alternatively they can be posted through our letter box when we are closed. Prescriptions will be delivered to a chemist of your choice. Please ensure that you order your medication before you completely run out. We are unable to provide you with a prescription on the same day although your usual chemist may be able to help you in exceptional circumstances. Please allow 48 hours from request to collection for both paper and electronic prescriptions. Controlled drugs will be dated and issued on the date they are due.

PATIENT ACCESS/ ACCESSIBLE INFORMATION

The surgery premises are suitable for access by wheelchair-bound patients. This leaflet can be made available in larger print if needed for the visually impaired.

An interpreter can be arranged in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

CARERS

If you are or have a carer please notify us of the details so that we can keep your records up to date and so that we can offer you support.

Local Carers Support Office, 80 Middle Street, Deal, Kent CT14 6HL. Tel no.: 01304364637.

Website: www.carers-doverdistrictandthanet.org

CONFIDENTIALITY OF MEDICAL RECORDS / PRIVACY NOTICE

- This practice handles medical records according to the laws on data protection and confidentiality
- We share medical records with health professionals who are involved in providing you with care and treatment

- This is on a need to know basis and event by event
- Some of your data is automatically copied to the Shared Care Summary Record
- We may share some of your data with local out of hours / urgent or emergency care services
- Data about you is used to manage national screening campaigns such as flu, cervical cytology and diabetes prevention
- We share information when the law requires us to do so; for instance when we are inspected, reporting certain illnesses or safeguarding vulnerable people
- Your data is used to check the quality of care provided by the NHS
- We may also share your medical records for medical research

COMPLAINTS AND SUGGESTIONS

If you would like to make a complaint regarding the surgery or services we offer, please speak with a member of staff. If your concern cannot be dealt with, please contact the Operations Lead. Every effort will be made to answer your concerns as soon as possible. If you would like a copy of our complaints leaflet, please let us know.

ONLINE ACCESS TO YOUR GP SURGERY

Patients can see some aspects of their medical record as well as booking appointments and ordering prescriptions.

To use the internet appointment booking and prescription requesting facility please register with the NHS app or on the following website www.patient.co.uk. Alternatively, you can collect a form from us to enable you to register on the site at home. Once you have registered for an online account you will need to bring 2 forms of ID (1 photo ID, 1 with current

address) into the surgery to enable us to verify your identity and accept you on to our system for this service.

PRACTICE WEBSITE

We have our own Practice Website which offers useful information and further links - www.doctors-surgery-deal-kent.co.uk



