

MANOR ROAD SURGERY

**38 MANOR ROAD
DEAL
KENT CT14 9BX**

Tel: (01304) 367495 (at all times)

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.**

**June 2019
Reviewed by AP**

PRACTICE NURSES

Mrs Frances Finch, RGN.

Mrs Zaneta McKenzie, BSc Nursing.

The Practice Nurses are available for:

- Dressing Wounds and Removal of Stitches.
- Vaccinations + Dietary Advice
- Contraceptive Services
- New Patient Health Checks
- Taking **urgent** blood samples
- Cervical Smear Tests
- 6 monthly Hypertension and HRT Reviews
- Ear Syringing

SUPPORT STAFF

- **Practice Manager – Mrs Angela Hill**
- **Administrator/HCA - Mrs Angela Pointer**

RECEPTIONIST/SECRETARIES

- **Mrs Suzanne Oliver**
- **Miss Diane Chittenden**
- **Miss Jade Lawrence**
- **Mrs Dorothy Simmons**
- **Mrs Chloe Charters**
- **Miss Laura Thomsett**

REGISTERING AS A PATIENT

Our aim is to give our patients quality healthcare. We accept 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 provide proof of ID and address.

If you are accepted at this Practice you may be asked to make an appointment to see the Doctor and the Practice Nurse.

REGISTERED DOCTOR

Patients are no longer registered under a specific GP, but registered as a member of the Practice. You are still able to book an appointment with any GP working at this surgery.

CONTACT DETAILS

We like to keep our patient records up to date with telephone numbers for home and mobile (if used) and your current address, this is in case for any reason an appointment has to be cancelled at the last minute. If your details change please notify us in writing concerning this, or when visiting the Surgery advise the Receptionist. Updating mobile numbers will be beneficial to you, as we now send text message appointment reminders to the mobile number we have registered on our system for you.

PREMISES OPENING HOURS

**Monday - Friday 8.30 am - 6.30 pm.
Saturday/Sunday – CLOSED**

Telephone lines open at 08.00am.

**Late Night Opening 6.30pm – 7.40pm
(Usually on a Tuesday)**

DOCTOR SURGERY TIMES

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

**Tuesday 8.40 am – 11.00 am
3.10 pm – 5.30 pm
6.30 pm – 7.30 pm Late Night**

**Wednesday 9.00 am – 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**

Saturday/Sunday - CLOSED

Late night opening can occasionally change from a Tuesday to another time. Future dates of our late evening clinics can be found on our practice websites.

**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 websites.**

NURSE SURGERY TIMES

- Monday 9.10am – 12.30pm (Usually Mrs Frances Finch)**
- Monday 2.10pm – 5.20pm (Usually Mrs Frances Finch)**
- Monday 1.30pm – 5.50pm (Usually Mrs Zaneta McKenzie)**
- Tuesday 9.10am – 12.30pm (Usually Mrs Frances Finch)**
- Tuesday 8.40am – 12.30pm (Usually Mrs Zaneta McKenzie)**
- Tuesday 2.00pm – 5.50pm (Usually Mrs Zaneta McKenzie)**
- Wednesday 9.10am – 12.30pm (Usually Mrs Frances Finch)**
- Thursday 11.00am – 12.30pm (Usually Mrs Zaneta McKenzie)**
- Thursday 2.00pm – 5.50pm (Usually Mrs Zaneta McKenzie)**
- Friday 8.40am – 12.30pm (Usually Mrs Zaneta McKenzie)**
- Friday 2.00pm – 5.50pm (Usually Mrs Zaneta McKenzie)**

HCA SURGERY TIMES

- Thursday 2.40pm – 5.30pm (Mrs Angela Pointer)**

BABY CLINIC

Tuesday 1.00pm – 2.00 pm (Includes Vaccinations and 6 week checks).

This is an appointment only clinic. Other developmental checks are performed at the Community Clinic, Deal Hospital. If you wish to contact a Health Visitor, please ring 01304 873590.

DIABETIC CLINIC

Thursday 9.00 – 10.30 am (Usually Mrs Zaneta McKenzie)

ASTHMA CHECKS

These are done during Laura Hughes and Zaneta McKenzies normal clinics.

HEALTH VISITORS

If you wish to contact a Health Visitor, please ring 01304 873590.

MIDWIVES

Run ante-natal appointments at the Community Clinic – Deal Hospital.

DISTRICT NURSES

A District Nurse is available for housebound patients. The surgery will contact the District Nurse when required.

MINOR INJURIES

We do not deal with minor injuries. The closest walk in centre is the Minor Injury Unit based at Victoria Hospital in Deal. This is open from 8am until 8pm, 7 days a week. Telephone: 865420/865437.

GENERAL

For telephone advice from the Doctor, please try to ring between 8.30 and 8.40 am. The Practice Nurse is available at certain times to give telephone advice.

Dr Ford is available for private medical examinations by special appointment.

APPOINTMENTS

There is an appointment system to see a Doctor or Practice Nurse at all times. Doctors' appointments are booked at 10 minute intervals. There are some pre-bookable GP appointments (normally up to 6 months in advance), some same day (where you would need to telephone at 8am on the day) and some urgent appointments on each of the GP clinics. If booking a nurse appointment, you will be asked what the appointment is for due to the length of time certain procedures take.

You may make an appointment through the receptionist either by telephone or in person or through your online account (online is for the GP appointments only).

EXTENDED HOURS OPENING

The practice offers a late night clinic from 6.30pm to 7.40pm, usually on a Tuesday evening. There are 2 routine, 3 same day and 2 urgent appointments. The routine ones are pre-bookable appointments, the same day and the urgent appointments can only be booked on the day of the clinic. The telephones switch though to our out of hours provider as normal at 6.30pm.

HOME VISITS

If you feel you need a Home Visit, try to telephone before 10.00 am. If you think that the home visit is urgent, you must inform the receptionist that this is the case.

Please remember that Home Visits are made to patients who are unable to come to the surgery for health reasons.

TEST RESULTS

When requiring test results, details will be taken by the receptionist. If possible you will be told the result straight away. For some results it may not be possible to do this, so you will be asked to call back the following day. Results of x-rays, scans and ultrasounds usually take approximately 1- 2 weeks to become available.

PRESCRIPTIONS

Please request repeat prescriptions in writing only as we do not take verbal/telephone requests. Please put such requests in “post box” in the front of the Reception desk in the Waiting Room, alternatively they can be posted through our letter box in Manor Road when we are closed. They can also be requested online, if you have registered for this service. Children under 14 are not able to collect prescriptions. Please make sure 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. We would ask for your cooperation in managing your own medication appropriately to ensure that you never run out.

Once prescription requests are received at the surgery, they will be ready to be collected after 4pm 2 working days later.

DISABLED PATIENTS

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. If you are or have a carer please notify us of the details so that we can keep your records up to date. Local Carers Support Office, 80 Middle Street, Deal, Kent CT14 6HL. Tel no.: 01304364637. Website: www.carers-doverdistrictandthanet.org

PATIENT HEALTH CHECKS

All new patients aged 16 or over can book for a new patient health check lasting approximately 20 minutes with our practice nurses or HCA. This involves a simple examination which consists of a blood pressure check, height, weight, alcohol screening and obtaining any family history of medical conditions.

The National Health Service has now implemented a rolling health check programme. This is targeting people aged 40-74 years who are not already on certain clinical registers. You will be invited for one of these checks by the practice if you meet the criteria. This involves a simple examination which mainly consists of a blood pressure check, height, weight and a cholesterol check, obtaining any family history of medical conditions, plus some other health information is asked. This examination usually last approximately 30 minutes.

Deal Hub:

From May 2018 you may be asked if you would like to be seen at the Hub in Deal. This is a new service that has been set up by Channel Health Alliance which is a company run by all the GP surgeries in South Kent Coast. It has been commissioned by the CCG. This service is for acute problems only and is not suitable for patients with complex needs. The receptionist will need to ask you the nature of the problem for you to be able to be seen by this service so we make sure we send patients that are suitable. The Deal Hub is situated in the Minor Injuries unit at Deal Hospital but it is for patients with minor illnesses. This is NOT a walk in service, these appointments must be booked through the surgery.

CONFIDENTIALITY OF MEDICAL RECORDS / PRIVACY NOTICE

Almost all information about a patient is now stored on the computer. The staff who are able to access this are as follows:- Dr M Ford, Mrs F Finch, Mrs Z McKenzie, Mrs A Hill, Mrs A Pointer and all the Receptionist/Secretaries. It is important to realise that all the above persons work under a strict confidentiality code, whereby no information about a patient leaves the surgery without the consent of that patient. We ask you for information so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again.

Everyone who works within the NHS has a legal duty to keep information about you confidential. You may be receiving care from other health professionals as well, so we may need to share some information about you with them, or information may be required for clinical audit reasons. We only ever use or pass information on about you if people have a genuine need for it in your and everyone's interests. Whenever we can we shall remove details which identify you. Everyone who receives information from us is also under a legal duty to keep it confidential.

ACCOUNTABLE GP/OFFICER

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.

PATIENT INFORMATION

There are notice boards and leaflet racks in the waiting room. There is also a patient information booklet kept in the waiting room, which contains a copy of the Practice Leaflet, Patient Participation Group reports and other information.

FREEDOM OF INFORMATION

The practice has produced a publication scheme under the Freedom of Information Act, which provides on request standard information about the use of NHS Funding by the practice. For a copy of this scheme please apply in writing to Mrs Angela Hill, Practice Manager.

RIGHTS AND RESPONSIBILITIES OF THE PATIENT

It is requested that if you are unable to keep an appointment with any member of the team, you should let the Practice know immediately so that this appointment can be offered to someone else. Patients who consistently fail to keep their appointments without reason may be contacted by the Doctor and could be asked to register elsewhere.

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.

ACCESSIBLE INFORMATION

Do you have any personal specific information or communication needs?

If so, please make us aware so that we can ensure we communicate with you in an appropriate way. Thank You.

COMPLAINTS AND SUGGESTIONS

If you wish to comment or make a complaint please speak, telephone or write to either Dr M Ford or Mrs A Hill at the Surgery.

CONTRACEPTION

We do offer contraceptive advice here at the surgery, but we do not insert IUD's (Mirena), IUCD's (coils) or the implanon. Some of the local Family Planning/Sexual Health Clinics can insert IUD's (Mirena), IUCD's (coils) or the implanon. They also provide condoms, contraception, screening for STI's and HIV and other related services. There are Clinics held at Dover Health Centre, Deal Community Clinic, plus some in other towns. If you require any of these services or require further information on clinic locations and times, these can be found at www.kentsexualhealth.nhs.uk or by telephoning 0300790 0245. Most pharmacies can provide free Emergency Hormonal Contraception to the under 20's.

NHS 111 SERVICE

This service has been rolled out by the NHS nationally to improve people's access to urgent care. This is available by dialing 111 on your landline or mobile. This will connect you to a trained operator who will advise you on the next appropriate step, whether that is self care or onwards referral to a GP practice, out-of-hours or other services, such as A&E or a minor injury unit. This service is available 24 hours a day.

OUT OF HOURS

**Need to see a doctor when your practice is closed?
Telephone the NHS 111 Service (see above). Alternatively, if you telephone the surgery number you will get redirected to NHS 111.**

SOUTH KENT COAST CLINICAL COMMISSIONING GROUP

If you require further information about primary medical services in this area, you should contact:-

South Kent Coast CCG, Dover District Council, Council Offices, White Cliffs Business Park, Whitfield, Dover, Kent CT16 3PJ. Tel: 03000 424700.

FRIENDS AND FAMILY TEST

The Friends and Family Test is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. It is not a traditional survey. It is a continuous feedback loop between patients and practices. From the 1st December 2014 it is a contractual requirement that all GP practices undertake the NHS Friends and Family Test [FFT]. There are forms kept in the waiting room to enable patients to give feedback to us. These are also available on our own Practice Website www.doctors-surgery-deal-kent.co.uk and on our NHS Website. These forms are collated in house once a month and the answers to Q1 submitted to NHS England. These answers are then published on the NHS Website every month by NHS England. It is also a requirement that there is a space for patients to write a comment regarding our services if they wish to. This does not get published on the NHS Website, but may get used internally by the practice as feedback from patients, and may be published in other areas by us for other patients to see. There is an option on the form for patients to request that their comments are not made public.

ONLINE ACCESS TO YOUR G.P SURGERY

EMIS Patient Online Access is a service available to patients so that they can book G.P appointments and request repeat medication via the internet at home. Patients can also 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 you need to register on the following website www.patient.co.uk. The information you enter enables the system to check your identity. You also enter a password and security information that no-one else will know.

To register on the above website you can go directly on to it to register for an account by following the instructions on the screens shown when accessing the site. Alternatively, you can come into the surgery and get a form from us to enable you to register on the site once you get home.

Once you have registered for an online account you will need to bring 2 forms of ID (preferably 1 photo ID if you have it, plus something with your current address on it) into the surgery to enable us to verify your identity and accept you on to our system for this service. You can opt for just having prescriptions and medication if you wish a family member to order your medication and book appointments, without them being able to see other aspects of your medical record.

WEBSITES

We have our own Practice Website which can be found via the internet by typing www.doctors-surgery-deal-kent.co.uk. We also have a NHS Website which can be found via the internet by typing NHS Website, then choosing the GP Dr M.R. Ford. These are updated periodically throughout the year.

TRAVEL ADVICE

When travelling abroad you may need additional vaccinations to those you already have.

There appears below two websites, one of which you need to access as our Practice Nurse would require a list of necessary vaccinations for the places you are to visit when you attend for an appointment to see her. Most vaccinations are available at the Surgery, for some there is a charge.

All holiday vaccinations need to be completed at least two weeks before travelling and the earlier this is arranged the better the cover provided to you.

Websites to access for information are:-

- www.fitfortravel.nhs.uk
- www.masta.org

You must bring a printout of the vaccinations needed along with you for the appointment when you see the practice nurse.

HEALTHWATCH

Healthwatch Kent is an independent organisation set up to champion the views of patients and social care users across Kent, with the goal of making services better and improving health and wellbeing. Website address:

www.healthwatchkent.co.uk

The FREE Information and Signposting service can help you navigate Kent's complicated health and social care system to ensure you can find and access the services that are already available for you. Call us on 0808 801 0102 or email info@healthwatchkent.co.uk

PRACTICE AREA
(within dotted lines)

