

# KINGSWOODsurgery

Dr Robert J Bowes · Dr Nicola Stone · Dr Nina Welch · Dr Lucy Gillam · Dr Obiora Okoye  
Associate General Practitioners: Dr Jane Collins · Dr Sandra J Williams · Dr Oliver Ferguson · Dr Rebecca Smith

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[www.thekingswoodsurgery.co.uk](http://www.thekingswoodsurgery.co.uk)

## **PARTNERS:**

### **Dr Robert J Bowes**

BSc, MB BS (London 1982) MRCGP, DCH, DRCOG

### **Dr Nicola Stone**

BMedSci, MB BS (Nottingham 1995) MRCGP

### **Dr Nina Welch**

MB BS (London 1989)

### **Dr Lucy Gillam**

BMedSci, MB BS (Nottingham 2007) DRCOG DCH

### **Dr Obiora Okoye**

MBBS MRCGP DRCOG DFRSH DPD PGCertMedEd

## **ASSOCIATES:**

### **Dr A Jane Collins**

MB BS (London 1985) MRCGP, DFFP

### **Dr Sandra J Williams**

MB BS (London 1986) MRCGP, DRCOG

### **Dr Oliver Ferguson**

MB BS (Manchester 2014)

### **Dr Rebecca Smith**

MB BS (London 2001) CCT MRCGP MRCP

## **PRACTICE MANAGER:**

**Joanne Adam**

## **surgery opening times**

### **MONDAY - FRIDAY 8.00am - 6.30pm**

We have morning, afternoon and evening surgeries, with home visits taking place in between. Appointments are 10 minutes in length, and are for one person only. If you are unable to keep your appointment, please telephone the Surgery as soon as possible to cancel it. We run extended surgeries for pre-booked appointments only between 7.10am and 8.00am on Monday and Wednesday and from 8.30am to midday once a month, usually the first Saturday of the month.

## **access for patients with disabilities**

Our practice has recently undergone a refurbishment and as a result the following facilities for patients with disabilities are now available to improve the quality of their visits:

- Patients are able to notify staff of their impending arrival by using the phone ahead procedure, enabling them to be met outside upon arrival and assisted into the building.
- A dedicated disabled parking area for blue badge holders is located at the front of the car parking area.
- Access is now via automated doors and the reception has been modified to facilitate access.
- An induction loop system has been installed in the public areas for hearing impaired patients, with a portable loop system available for individual consultations.
- Large print and Braille are available to help visually impaired patients access the website and new patient information, such as this book.
- Wheelchair access is available throughout the ground floor, enabling staff to meet patients in any of the clinical consultation rooms.
- A dedicated WC for disabled patients is located on the ground floor.

We value feedback from our patients and would like them to tell us how we can further improve our service.

Please feel free to let us know how when you visit, or by contacting us via telephone, or email.

### **how to register with the surgery**

Registration is open to any person with NHS entitlement who resides within the practice area. You will be asked to complete a Registration Form. Details of your last registered doctor and last home address, including the post code will be required to complete this form. You will also need to provide two forms of identification, a photo ID and proof of address. We ask patients to register in an afternoon if possible so that we have more time to explain the way we work.

All patients are allocated a named GP.

When you register you will be asked to take your blood pressure on the machine available for patient use.

If you are on repeat medication you will be made an appointment with your new GP. If you are over 75 you will be invited to have a New Patient Check with your GP (twenty minute appointment).

### **patient communications**

Communication forms an essential part of our role and we wish to ensure that when we contact you whether in writing or by phone; or when you come into the surgery or visit the website, the information you need is accessible in the most convenient and appropriate way for you.

We would be grateful if you would let us know any of the following as soon as it becomes important to you:

- If you have difficulty reading our letters and would like them to be sent in better formats, such as Braille, large print or easy read.
- If you find that you have hearing difficulties and have to

rely upon lip-reading, a hearing aid or need the help of a sign language interpreter to conduct a conversation with your healthcare specialist, or

- If you feel anxious when visiting and would value the support of a friend, or advocate to accompany you?

Please inform us, either at the reception when you next visit, or by calling us on 01892 557273, between 09:00am and 2:00pm weekdays.

### **how to see a doctor or nurse**

All patients are seen by appointment only. It is not possible to accommodate patients who arrive at the Surgery without an appointment so please telephone and arrange a convenient time first. To ensure continuity of care we would ask that you arrange to see your usual doctor whenever you make an appointment. We recognise however, that this will not always be possible as some of the doctors work part-time. If you have an urgent problem you may be asked to see any of the clinical staff. Appointments can be booked up to four weeks in advance.

Appointments can also be booked on-line via our website. To register for on line appointments go to our website at [www.thekingswoodsurgery.co.uk](http://www.thekingswoodsurgery.co.uk) or ask at Reception.

### **urgent cases/telephone triage**

If your condition is such that it cannot wait until the next routine appointment, please tell the receptionist that you wish to be seen that day. If there are no appointments available, you will be telephoned by a practitioner who will then make arrangements for you to be seen. Triage is carried out twice each day from 10.00am to 10.30am and 3.00pm to 3.30pm.

### **home visits**

Whenever possible you should come to the Surgery, as it is easier to diagnose and treat you here. However, if you are too ill to come, please try to request your visit before 11.00am, to enable the doctors to plan their day. The doctor will probably

telephone you to assess the situation before visiting.

### **telephone appointments**

Practitioners usually have pre-bookable telephone appointments at the end of morning surgery. These are five minute slots at appointed times. Receptionists will explain the process when you make your appointment

### **on-line services**

Appointments, prescriptions and access to medical records are all available on line, please see individual headings for more information.

### **when the surgery is closed**

An out-of-hours emergency service is provided by IC24. If you need to use this service, please telephone NHS111.

### **test and x-ray results**

Please allow seven working days for test results to come through (three weeks for X-Rays), and telephone for them in the afternoons only. You will need to make a telephone appointment with your doctor to receive X-Ray results.

### **access to your medical records via Patient Access**

At the time of writing (January 2019) we are in the process of transitioning to a new patient portal called Patient Access. At present, we are able to offer patients the ability to book appointments and request repeat prescriptions. For further information about the service, please see our website or ask a Receptionist. As this is a secure service holding your medical details, you will need to bring identification documents to the surgery and receive log-in information and password.

### **Prescription Ordering Direct (POD) Service**

From January 2019, the new POD service replaces the old arrangement of ordering repeat prescriptions via your pharmacist and you now have three ways to place an order:

- Using the new POD service by phoning 01732 375262

- Going online via your Patient Access account
- By dropping off your white slip at the practice with the required medication ticked

When phoning the POD team they will ask you to confirm personal details and confirm which surgery you are with. They can discuss each item on your prescription with you and ensure that you only order those items which you need. They can then confirm which pharmacy you wish to pick up your prescription from and notify that pharmacy of the prescription you have ordered.

### **ordering repeat prescriptions from the surgery**

If you need assistance or have a query about your prescription, please speak with a Prescription Clerk who is available every morning Mon – Fri between 0900 - 1400. Press option 3 when you dial the main surgery number.

To order your prescription manually, please tick which items you require on your counterfoil and leave in the box at reception. If you do not have a counterfoil, ask at reception. Prescription requests left before 9.00am will be ready for collection after 2.00pm the following day.

We have an excellent relationship with our local pharmacies, when you ask for a repeat prescription you can also ask for it to be delivered to any of the Chemists listed on the bottom of your repeat request slip. Tick the box indicating which Chemist you would like to use.

You should allow 72 hours for your medication to be prepared ready for you to collect directly from that Chemist.

Prescriptions can also be requested via our website. The Prescription Clerk will be pleased to explain the most appropriate method for your use.

### **minor surgery**

We carry out minor operations for a variety of conditions. Please arrange to see your usual GP in the first instance to discuss.

### **practice nurses**

Nurses appointments are available on Monday and Wednesday from 7.30am - 6.00pm and on Tuesday, Thursday and Friday from 8.00am - 6.00pm. The nurses' main duties include:

Immunisations for travel and against tetanus and flu

- Smears
- Dressings
- Routine checks such as blood pressure or weight
- Taking blood and administering regular injections
- Ear syringing
- Removal of stitches and assisting GP's with minor surgery
- Childrens' vaccinations
- Health promotion

The nurses are the backbone of our health promotion activities and can help with stopping smoking, weight loss, healthy heart and over 75s well person checks. Nurses also run their own clinics, managing patients with asthma, diabetes, heart disease and family planning.

### **district nurses**

Our District Nurses can be contacted by ringing 01892 501861.

### **childrens' clinics**

These are run at local venues by our Health Visitors. Please ask at reception for further details.

### **maternity services**

Maternity care is shared between the GP's and midwife. Booking clinics and regular antenatal checks are carried out at the Surgery, appointments can be made at reception. Please see your GP as soon as possible if you think you are pregnant. We

offer shared care, where we look after you before and after the birth, but ask the midwife to deliver your baby in hospital. If you are considering a home birth, please speak to your midwife or GP early on in your pregnancy.

### **chaperones**

We are committed to putting patients at ease whenever possible so if you would like a chaperone to be present during an examination, please ask our receptionists upon arrival.

### **how to avoid waiting**

You do not always need to see or speak to the doctor; contact the Prescription Clerk for medication queries, the Medical Secretaries are able to offer assistance with all general queries and nurses have telephone appointments.

### **change of name or address**

If you move house or change your name or telephone number, please let reception know as soon as possible. If you move whilst undergoing hospital treatment, you should also advise the hospital of your new address. You will need to register with another Surgery if you move outside our area. Our receptionists will be able to advise you.

### **patient participation group**

The aim of the Kingswood Surgery PPG is to give patients of the Surgery an opportunity to become actively involved with the doctors and staff in planning and developing new services and to take an active interest in their own healthcare. You will become a member of the PPG at registration and if you supply your email address, will receive regular newsletters. The PPG Committee consists of patient volunteers. Information on how to volunteer to be on the committee is available on the current newsletter.

### **private medical services**

Some of the services we offer are private (not an NHS service). Completion of forms, including insurance reports,

writing private letters, travel vaccinations are some examples; these items we have to charge for. A list of charges is displayed near Reception. Payment can be made by credit card or cash and must be paid for in advance.

### **comments**

We welcome your suggestions on the way Kingswood Surgery is run. If you have a comment or complaint about any aspect of the Practice, whether it relates to your treatment or to our organisation, please talk to the Practice Manager or to your Practitioner.

### **complaints**

We run an 'In-house Complaints Procedure', accredited by the Health Authority, which ensures that any complaint is dealt with in a consistent and thorough manner.

### **friends and family test (fft)**

We welcome your views about the services we provide. The FFT is an important opportunity for you to give quick, **anonymous**, feedback on the quality of care you receive from us. You can give us feedback every time you use one of our services. FFT is a government led initiative and the responses you give are audited.

### **training practice**

Kingswood Surgery has been accredited to train doctors intending to become general practitioners. The practice needs to be regularly inspected and only doctors approved for this purpose will carry out the assessment. Sometimes the doctor may wish to video record their consultations and patients may therefore be asked to sign a letter of authorization to permit this. Your permission will always be requested beforehand.

### **research**

Kingswood Surgery takes part in clinical research. Taking part in clinical research is voluntary and many people who participate say it is a rewarding experience.

## **confidentiality**

All health professionals must follow their professional codes of practice and the law. Confidentiality is the duty of a person to not disclose anything learned from a patient who has attended, consulted or been treated, without that person's consent. Confidentiality is the cornerstone of health care and central to the work of everyone working in general practice.

All information about patients is confidential, from the most sensitive diagnosis, to the fact of having visited the Surgery or being registered at the Practice. The duty of confidentiality owed to a person under 16 is as great as the duty owed to any other person. All patients can expect that their personal information will not be disclosed without their permission (except in the most exceptional circumstances when disclosure is required if somebody is at grave risk of serious harm).

## **violence and aggression**

Kingswood Surgery has a violence and aggression policy, the purpose of which is to address instances of unacceptable behaviour that cause harm or the fear of harm to any person within the building.

The scope of this policy is therefore:

*instances of violence or aggression (as defined in our policy) committed by any person, whether patient, visitor or any other person working within the building against any patient, visitor or other person working within the building.*

For more information, please ask at Reception.

## **personal information**

In the performance of our duties, Kingswood Surgery will need to obtain and keep personal data relating to each of its patients which includes records of personal details, medical and family histories.

In line with the principles of information governance, the data held and maintained will be the minimum needed for the purpose of treating our patients.

If you receive care from other providers, as well as the NHS, we may be required to share information with them. We will only share information if there is a genuine need to know and we will not ordinarily disclose this information, except in the most exceptional circumstances, without your express consent.

Our Practice is registered with the Information Commissioners Office (Number: Z5632877) and is compliant with the Data Protection Act.

### **privacy notice**

Further information regarding what data we collect and how we process and share it can be found in the Practice Privacy Notice, which can be found on our website. Alternatively a copy can be requested from our reception staff.

### **equal opportunities**

Kingswood Surgery is an equal opportunities employer.

# practice charter

## **Practice leaflet**

All new patients will receive a copy of our practice leaflet, and copies will be displayed at the reception desk. Surgery premises Our surgery building will be welcoming, well maintained, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

## **Patients rights to General Medical Services**

We aim to provide the best possible service to our patients and hope you will feel that we achieve that aim. The care of your health is a partnership between you and the Primary Healthcare Team. The success of that partnership depends on an understanding of each other's needs and co-operation between us.

## **Our responsibility to you:**

- You will be allocated a named GP.
- You will be greeted courteously
- You have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if your problem is medically/ clinically urgent
- You will be seen by your preferred practitioner whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment
- You will be referred to a consultant when your practitioner thinks it necessary
- You will be given the result of any test or investigation on request or at your next appointment
- Your suggestions and comments about our services will be considered sympathetically and any complaint dealt with quickly

**Your responsibility to us:**

- Please treat all surgery staff with the same respect - we are all just doing our job
- Do not ask for information about anyone other than yourself
- Tell us of any change of name, phone number or address so that our records are accurate
- Only request an urgent appointment if appropriate
- Only request a home visit if you are really too ill to attend surgery
- Cancel your appointment if you are unable to attend
- Be punctual, but be prepared to wait if your own consultation is delayed by an unexpected emergency
- You will need to contact the surgery for the results of any tests you may have
- Allow sufficient time for your consultant's letter or the results of any tests to reach us
- Attend for a medication review when asked and before your next prescription is due

**other useful information**

Dental Emergency 01634 890300

NHS Choices [www.nhs.uk](http://www.nhs.uk)

Urgent requirement out of hours ring 111