

The Friends is funded by donations and by fund raising events, the chief one being the Christmas draw, for which the Friends is registered under the Gambling Act with the local authority.

The Friends publish a double-sided A4 Newsletter three times a year, to coincide with the publication of the Staplehurst Parish Council's Village Update. Both publications are distributed to every house in the parish of Staplehurst, and the newsletter is also distributed to houses in Frittenden. Copies of the newsletter are always available at the Reception desk at the Health Centre for those patients who come from other villages.

The Friends meet their aims of health education by holding health information evenings which are free for everyone to attend irrespective of registration at Staplehurst Health Centre.

### **Patient Participation Group**

The group was founded in June 2009 and its role is to provide a means of communication between patients in general and the management of the surgery and to inform patients of changes which take place in the administration of health services in general.

The group liaises with the West Kent Clinical Commissioning Group.

The PPG has regular dialogue with the Practice Manager. The PPG is affiliated to the National Association for Patient Participation.

Evening meetings are held quarterly at the Health Centre and these are run by the Chairman, aided by a secretary and a liaison committee. All patients registered at the practice are welcome to attend and dates of meetings are shown on the notice boards in the waiting area and in the Friends' newsletters.

### **Bright and Breezy Group**

This group exists to support those patients suffering with COPD, asthma and other respiratory disorders. A welcome is extended to any resident in Staplehurst and beyond, living with a respiratory condition, including carers, family members and friends to join us between 2pm & 4pm on the second Wednesday of each month, at the McCabe Centre, Bell Lane, Staplehurst where these social occasions conclude with general chat over refreshments.

Details of meetings are displayed on the noticeboards in the waiting areas at the Health Centre.

The surgery at Staplehurst Health Centre is part of Integral Medical Holdings (IMH) (Reg. No. (08770315) incorporating Malling Health. The registered address is 10th Floor, 1, City Approach, Albert Street, Eccles M30 0BG.

## ***STAPLEHURST HEALTH CENTRE***

*Offens Drive, Staplehurst, Tonbridge, Kent TN12 0LB*

*Tel: 01580 891220 Fax: 01580 890683*

*Website: [www.mhstaplehurst.co.uk](http://www.mhstaplehurst.co.uk)*

### ***Welcome To Our Practice***

#### **The Practice Team**

##### **General Practitioners**

**Dr Robert Rumfeld** (Male) MD MRCP, Rheumatology and Osteoarthritis

**Dr. Priya Jayapalan** (Female) MB BS, General care

##### **Physicians Associate**

**Amelia Green** – (Female) PGDip, BSc.

##### **Practice Nurses**

**Alison Edwards** (Female) RGN, Diabetes, Women's Health

**Kevin Hastie** (Male) RGN, Asthma, COPD

**Pam Corral-Gigliotti** (Female) Healthcare Assistant/Phlebotomist  
(Maternity Leave until September 2019)

**Ella Spillings** (Female) Phlebotomist/ Healthcare Assistant

##### **Practice Manager**

Mrs. Elaine Handover

##### **Surgery Times:**

**The surgery is open from 8am - 6.30pm Monday to Friday.**

**When possible we have pre-bookable appointments available from 7.30am – 8am on Tuesday and late appointments from 6.30pm – 8pm on Wednesday.**

***Please note that although the surgery is open during the lunchtime period (1.00pm-2.00pm) the telephone lines are closed. During this period an emergency contact number is given on our answering machine.***

##### **Medical Secretary**

The secretary deals with all the doctors' hospital referral letters and out patient clinic appointments.

If you have a query regarding a referral, please speak to the secretary between 8 am and 1 pm from Monday to Friday

# For out-of-hours emergencies phone **111**

## **Receptionists**

The receptionists have the difficult job of trying to meet the demands of both patients and clinicians. They always try their best to do this but please appreciate that trying to fulfill every request may not always be possible. Please try and help the receptionists by giving them as much information as possible when you contact us in order that they can decide how best to help you.

## **District Nurses**

A team of district nurses and community health care associates are attached to the practice. They offer a range of nursing services to those patients who are housebound and unable to attend the surgery.

## **Health Visitors**

Health visitors are attached to the practice and have clinics at the practice.

## **Midwives**

A community midwife is attached to the practice and offers full maternity services. Contact should be made at the Midwives' Liaison Office on 01892 638158.

## **Out-Of-Hours Emergencies**

The practice is closed on Saturdays, Sundays and Bank Holidays, but as part of the Weald Cluster Group, Pre-bookable appointments are available on Saturday mornings. The practice is also closed on occasional days for staff training. During these times and after normal surgery hours emergency cover is available on: **111**

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

## **Appointments**

We have pre-bookable appointments available with all the doctors up to 4 weeks in advance and appointments that are available to book on the day.

**On-Line Booking:** You can now register to book doctors' appointments on – line; please ask at reception for details. (Nurses appointments are not available to book on-line).

All practice nurses' appointments are pre-bookable and are available to book up to 12 weeks in advance.

### Disabled Access:

At the surgery there are marked reserved parking spaces for the disabled and there is easy access for wheelchairs to the building.

Patient services are provided at ground floor level and a disabled patients' WC is provided.

### Patients Notes

Patients can now register to be able to view their patient notes on line. Please ask at reception for the necessary forms

### Freedom of Information – Queries

Any requests for information under the Freedom of Information Act 2000 please send an email to [foi@imhgroup.net](mailto:foi@imhgroup.net)

## Zero Tolerance

The practice strongly supports the NHS policy on zero tolerance. Anyone attending the surgery either as a registered patient or as a visitor are expected to treat all those using the building with respect.

Anyone who is found to be abusing a member of staff, GPs, other patients or visitors be it verbally, physically or in any threatening manner whatsoever, could be asked to leave the premises and will risk removal from the practice list. In extreme cases we will, if necessary, summon the police to remove offenders from the practice premises.

### The Friends of Staplehurst Health Centre – Organisation and Administration

The Friends is a charitable organisation, registered with the Charity Commissioners, founded in 2007.

#### **The aims and objectives of the Friends are:-**

To relieve sickness and preserve the health of persons permanently or temporarily resident in Staplehurst, Frittenden and the surrounding area,

(1) by providing and assisting in the provision of facilities, support services

and equipment not necessarily provided by the statutory authorities,

(2) by advancing the education of the public in health and related matters by the provision of lectures for, and the publication of newsletters devoted to health, and

(3) by such other charitable methods as the Charity acting through its committee may determine.

The management of the Friends is in the hands of its six trustees who are all patients or staff members at the Health Centre. The Trustees meet as required but generally this is four times a year. An Annual General Meeting is held at which the trustees report to the membership on the business of the Friends during the previous year. The Trustees accounts are independently examined and are presented for adoption at the AGM. An annual return is made to the Charity Commissioners.

Membership of the Friends, which currently stands at around 250, is open to all patients, doctors, nurses and staff at the Health Centre and there is no charge for membership since it was felt that the cost of membership should not preclude anyone from membership of the Friends.

## Practice Charter Standards

### Your Responsibility to Us

**We ask that you treat our clinicians and practice staff with courtesy and respect at all times.**

### **Please help us to help you.**

Let us know if your personal details change i.e. if you change your name, address or telephone number.

Please do everything you can to keep booked appointments.

Tell us as soon as possible if you are unable to attend an appointment so we can offer it to someone who may need it.

Please keep your phone calls brief and avoid calling during the peak morning time for non-urgent matters.

Please only ask for home visits by the doctor when the person is too ill to visit the surgery.

Test results take time to reach us, so please do not ring before you have been asked to do so.

Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

Please read our practice booklet. It will help you get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children.

We will give you our professional help and advice. Please act upon it.

### Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act 1998. The practice will ensure that patient confidentiality is maintained at all times by all members of

the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

### **Complaints Procedure**

We are proud of the service we provide and strive to make the best use of the resources we have available, but we are always pleased to receive your comments. If you have any comments or need to make a complaint about any aspect of the service we provide at the surgery please put it in writing to the practice manager who is responsible for dealing with these matters. Our complaints procedure functions in line with national criteria.

### **Home Visits**

Patients should telephone the surgery before 10.30am to request a visit and a doctor/nurse will contact them to discuss the problem.

Only Emergency visits can be arranged after that time. Please ensure you give the receptionist as much information as possible to enable the doctor to allocate priority to his or her home visits.

**Please remember that several patients can be seen at the surgery in the time that it takes to do a home visit.**

### **Test Results and Queries**

If your doctor asks you to take a blood or urine test or x-ray, you should always ring for the result.

Although your doctor will normally try to contact you if the result is significantly abnormal, you should not assume that it is normal because you have not heard anything, as results can sometimes 'go astray'.

Most test results are available after a week although smear results may take longer.

Please contact the surgery for results after 10.30 am as the receptionists are less busy at this time.

### **Repeat Prescriptions**

The practice has a computerised repeat prescription system. If your doctor wishes you to continue with any medication without requiring a further consultation each time you require a prescription, you will be given a printed list which will indicate the numbers of repeats of each drug you can have before you must see a doctor again.

When re-ordering your medication please allow a minimum of two clear working days for your repeat prescription to be processed.

Repeat requests can now be made on-line (ask at Reception for details), posted, faxed on 01580 890683 or handed in at Reception but in the

interest of safety they cannot be taken over the telephone. If you provide a stamped addressed envelope we will return the prescription to you. You can if you wish, nominate a pharmacy and your prescription can be sent to them electronically for you to collect. (Speak to your Pharmacist). Some pharmacies now offer a pick-up and delivery service and you should allow extra time for your repeat prescription to give the pharmacy sufficient time to process your request.

You can leave a note for the doctor on the re-order form if you require more medication when you are going on holiday or if you need to change your request.

When you have ordered the last one, you may need to make an appointment see a doctor/nurse for an annual review, a blood test or blood pressure check before your next prescription is due.

**Please make an appointment for your Annual Review as soon as possible. You do not need to wait until you have almost run out of your medication.**

### **Health Checks**

All newly registered patients are welcome to attend for a brief check with the HCA if they wish.

'Well Woman' and 'Well Man' checks, are available if required and patients are invited along for a health check at the appropriate time where advice is offered to promote a healthy lifestyle.

Asthma, COPD, Hypertension (blood pressure), minor injuries, contraception, heart disease, Smoking cessation and screening tests such as smears and breast checks, etc. are also available. Please ask the receptionist for further details.

### **Diabetic Clinic**

All diabetic patients are invited for a full annual review with the practice diabetic nurse.

These clinics are not intended for routine consultations for diabetic patients; if you need to see a doctor please ask for an appointment with one of the doctors.

### **Ante-natal Clinics**

These clinics are run by the midwife attached to the practice. You will be referred to one of the doctors if you are having problems with your pregnancy.

### **Child Development Checks**

Development assessments are carried out by the doctors and by the health visitors attached to the practice.

### **Family Planning**

The nursing team is available for routine pill and coil checks and we offer family planning during normal surgery consultations.

### **Minor Surgery**

Some minor surgical procedures are available at the practice.

### **Travel Advice**

The practice nurse offers travel advice and a full range of vaccinations. In the first instance please complete a form obtainable from Reception. This will enable the nurse to assess what vaccinations you require. Please allow at least two months before travel for a full course of vaccinations.

### **Non-NHS Forms and Examinations**

A fee is payable for all certificates (e.g. private sick note), forms (e.g. BUPA forms, holiday cancellation etc) and examinations (e.g. pre-employment, sports, fitness, elderly driver, HGV and other medicals) which fall outside the remit of the NHS. We charge the rates recommended by the BMA, and a list of fees is displayed at the reception desk.

### **Information about dispensed (prescription) medicines**

The pharmacy is where you go for medicines and for the pharmacist's advice on how to take them. Pharmacists are trusted health professionals whose job it is to help people to get the best out of their medicines. They know exactly what's in your medicine and will be happy to answer any questions.

You can be sure that your pharmacist will see that your medicine is at the right strength, in the right dose and will check that you know how to take or use it properly. They will also cross reference any other drugs you are currently taking.

Many pharmacies now offer a prescription collection and delivery service.

### **Treatment of minor ailments**

If you're feeling off-colour, please ask your pharmacist or speak to 111 for advice if they think its appropriate they will advise if you need to see the doctor.

Pharmacists have been trained to offer helpful, easy-to-understand advice on the treatment of everyday minor ailments for yourself and all the family, anything from headaches and coughs and colds, to cold sores or dermatitis. Your pharmacist will know when medical help is needed, and will not hesitate to refer you to your doctor if your symptoms demand it. Often, however, an over-the-counter remedy will be all you need, and it's worth remembering that pharmacies offer far more medicines than any other outlets. That's because many of today's effective non-

prescription medicines can only be supplied under the supervision of a pharmacist, which means they are only available at a pharmacy.

Remember, too, that you can talk to your pharmacist in confidence, even about the most personal symptoms. Like doctors, pharmacists have a professional code which means all personal information you give them must be treated in the strictest confidence. All the more reason to make the most of your local pharmacy!