PATIENT PARTICIPATION GROUP

We have an active Patient Participation Group who meet regularly to support the surgery.

We also have a 'virtual group' who contribute by email. If you would like to become part of this group, or would like to be sent minutes of our meetings, please let us know. You can sign up to become a virtual member via our website. www.sandwichmedicalpractice.co.uk

PRIVACY NOTICE HOW WE USE YOUR MEDICAL RECORDS

- 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 are service.
- 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.

ACCESS TO MEDICAL RECORDS AND PATIENT INFORMATION

All patients are entitled to have access to their medical records. If you wish to see your notes, please put a request in writing to the practice manager. Please note that copies of records may incur a charge.

ZERO TOLERANCE

The Practice operates a zero tolerance policy with regard to patients who are violent or aggressive towards any of the doctors or staff working from the surgery. This means that a patient may be immediately removed from the Practice list should a situation occur resulting in staff being physically or verbally threatened or abused.

WEBSITE

Our Practice website contains a host of useful information and health advice, with links to other services. Please take time to visit at www.sandwichmedicalpractice.co.uk

USEFUL NUMBERS

Kent & Canterbury Hospital	01227 766877
Buckland Hospital, Dover	01304 201624
Victoria Hospital, Deal	01304 865400
William Harvey Hospital, Ashford	01233 633331
QEQM Hospital, Margate	01843 225544
The Chaucer Hospital	01227 455466
Boots Chemist, Sandwich	01304 612047
Eastry Pharmacy	01304 611362

Sandwich Medical Practice

Sandwich Medical Practice

Main Site: Cattle Market Sandwich, Kent CT13 9ET

Branch Site: 7 The Butchery Sandwich, Kent CT13 9DL

Tel: 01304 619790 Email: ccccq.smp@nhs.net

Dr Benjamin Drew

Dr lain Finlay

Dr Jonathan Webster

Tel: 01304 619790 Email: ccccg.smp@nhs.net

Main Site: Cattle Market Sandwich, Kent CT13 9ET

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AREA COVERED BY THE PRACTICE & HOW TO REGISTER

If you live within the practice boundary (see map on website), and need to register with a GP, please complete a registration form and a patient history form (available from reception and can be printed from our website). This will provide us with the necessary information to help us look after you until your records arrive from your previous surgery.

It is not possible to register with a particular doctor, as all registrations are with the Practice. All patients are allocated a named GP who is responsible for their overall care. This does not mean you have to see this GP every time you visit the surgery, you can still see any GP of your choice.

If you change your address, telephone number, or other details, please make sure you notify us of these changes. If you move outside of our practice boundary you will need to register with a doctor closer to your home. Please note that we do not accept out of area registrations.

HOW TO SEE YOUR DOCTOR

All consultations are by appointment. Emergencies will take priority at all times. Appointments can be made at reception, by telephone, or by using the internet (please ask for details). We try to make sure you see the doctor of your choice, but if they are not available we may ask you to see another doctor. As Monday morning is the busiest time of the week, please avoid phoning in the morning for non-urgent appointments or results.

SURGERY HOURS

Monday to Friday 8am – 6.30pm We offer some appointments outside of these hours. Please call us or look on our website for the latest information.

Appointments are available throughout the day. If you are unable to attend your appointment please let us know as soon as possible.

TELEPHONE CONSULTATIONS

These are available at specific times. Please let the receptionist know if you would like to speak to a doctor or nurse instead of a face to face consultation.

HOME VISITS

Home visits will be made to those patients who are too ill or infirm to attend the surgery. Except in an emergency please telephone the request before 11am. The receptionist may ask about your illness to help the doctor assess the urgency of the visit. The doctor may call you to discuss the problem prior to the visit to determine the urgency. Home visits are carried out by either a paramedic or GP.

WHEN THE SURGERY IS CLOSED

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 to see a healthcare professional, or arrange an ambulance if necessary. In a genuine emergency you should call 999. The details of your call and advice or treatment given will be sent to the surgery and recorded on your medical notes to ensure your doctor knows what has happened to you.

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions are not taken over the telephone and are only given following authorisation by a doctor. Please use your re-order slip, ticking the items you require. Prescriptions can also be ordered online by using an app (please ask for details). Delivery to a chemist of your choice is offered. If you are on medication that requires your condition to be monitored you may be asked to see a doctor or nurse before your repeat prescription is issued.

Please allow 48 hours from request to collection for both paper and electronic prescriptions.

YOUR HEALTH CARE TEAM

The Partners

Dr Benjamin Drew Dr Iain Finlay Dr Jonathan Webster

Associate GPs Dr Chris Healy

Dr Rebecca Hartwell

Dr Suzanne Barclay

Dr Denyer Kittle

Dr Anne Weatherley Dr Thomas McWilliams Dr Carissa Eldred

Business ManagerCarol BorePractice ManagerSuzanne MyersAssistant Practice ManagerBridget Redworth

Nursing Team

Gaye SpickettFran ShallcrossLaura MonkAlex PriorMichelle FriendLisa Ford

Emergency Care Practitioner Alex Knight

Healthcare Assistants

Annette Harrison Rebecca Watts Rachel Emery

The practice nurse is fully qualified in all traditional nursing skills and offers expertise in health promotion and chronic disease management. Healthcare assistants support the nurse.

The receptionists and medical secretaries act as a link between you or your representative and clinical staff. They will try to help you. Please be understanding if they are unable to deal with your request immediately.

SERVICES PROVIDED BY THE PRACTICE INCLUDE:

- Anticoagulation clinics
- New Patient Medical checks
- Family planning, including fitting of coils and implants, emergency contraception and pre-conception counselling
- Cervical smears
- Phlebotomy
- Ear irrigation
- Injections, dressings and removal of stitches
- Dietary advice
- Clinics for patients with long term conditions (Diabetes, Asthma, COPD, Heart Disease)
- Blood pressure checks and 24 hour blood pressure monitoring
- Electrocardiography (ECG)
- NHS Health Checks
- Minor surgery including minor operations under local anaesthetic, nail surgery and joint injections
- Counselling services
- Maternity services
- Baby clinics
- District nursing for the housebound
- Health Visiting for families with children under 5
- 'One You' lifestyle adviser

• Physiotherapy provided by EKTRA

- Hearing tests provided by Hearbase
- Ultrasound provided by PML

PATIENTS WITH PARTICULAR NEEDS

Both surgeries are accessible using a wheelchair. A bell is on the front door of The Butchery if you require assistance.

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 a carer please let us know so that we can offer you support.

YOUR LOCAL CCG / PRIMARY CARE NETWORK

Sandwich Medical Practice contracts with the four East Kent CCGs and forms part of the Deal and Sandwich Primary Care Network (PCN).

NON NHS SERVICES

The NHS does not pay for some of the services we provide. These include private sick notes, insurance forms, holiday cancellation forms, medical reports, fitness to travel certificates, private prescriptions, medicals for HGV licences and some vaccination services. Our fees for these services, which are in line with BMA approved national guidelines, are displayed in the surgery.

COMPLAINTS POLICY

We take complaints very seriously. If you would like to make a complaint regarding the surgery or services we offer, please contact the practice manager. Every effort will be made to answer your concerns as soon as possible. If you would like a copy of our complaints policy, please let us know.

RESEARCH

The Practice carries out research for the National Institute for Health Research. Depending on the research project, we may ask if you would like to participate. If you decide not to participate, the care we provide to you will not be affected.