

WELCOME TO HAMSTREET SURGERY

This booklet provides information to help you to make the best use of the services we provide. We hope you will find it a useful guide.

The following doctors work in the practice:

Dr Jack Jacobs (Partner) B.MedSci BMBS MRCGP

Dr David Bridge (Partner) MBBS BSc MRCGP

Dr Anup Patel (Partner) MRes BMBS MRCP MRCGP

Dr Claire Jacobs (Partner) B.MedSci BMBS DRCOG MRCGP DFFP

Dr Helen Daniel (Partner) MRCGP MBChB

Dr Manu Gupta (Salaried GP) MBBS MRCGP BSc High Hons

Dr Henrique Lourenco (Salaried GP) LicMed MRCGP

Our doctors endeavour to offer the highest possible standard of medical care and are committed to audit and education.

New patients to the area, eligible to register, will be resident in Hamstreet and the surrounding areas, including:

Hamstreet	Ruckinge
Aldington	Warehorne
Appledore	Woodchurch (part of)
Bilsington	Shadoxhurst
Bonnington	Snargate
Ivychurch	Snave
Kenardington	Stone (as far as The Stocks only)
Newchurch	
Old Romney (part of)	

Please visit our website to check our practice area.

We have restricted this area to ensure that we are able to offer the most effective service to all our patients.

GP Practices are required to allocate every patient with an accountable named GP. This does not affect your treatment or care at the Practice and you can continue to see any GP of your choice as normal.

Anyone in England can register with a GP surgery. You do not require proof of immigration status, an NHS number to receive care or see a GP. You do not require proof of ID to register with a GP, but it may help if you have one of the following:

- Passport
- Birth Certificate
- HC2 certificate
- Rough Sleeper ID badge
- Hostel or accommodation registration or mail forwarding letter

If you need help registering or filling in forms, please call us and ask for our help.

You could also ask for help from:

- local organisations - for example if you're homeless you could ask a centre that supports homeless people
- Citizens Advice
- Healthwatch

Disabled Access

There is good access for any patient to be seen in most of consultation rooms. If the room is not appropriate for your disability, then we will ensure we find a different one to accommodate your needs.

We also have a wheelchair that can be borrowed if you need transfer a relative/friend from your vehicle to the surgery and back again. The wheelchair must be returned at the end of your visit. We do not allow it to be taken or borrowed from the premises as it needs to be available at all times.

There are designated parking bays available in the surgery car park. The main entrance has wide doors to allow for wheelchair access.

There is a hearing loop stationed at reception. If you have any disability which you feel we need to know about please let our reception team know by phone or email.

CONTACT DETAILS

Hamstreet Surgery
Ruckinge Road
Hamstreet
Ashford
Kent
TN26 2NJ

Tel: 01233 730190

Email: kmicb.hamstreetsurgery@nhs.net
(For non-medical purposes only)

kmicb.hamstreetdispensary@nhs.net
(For repeat prescriptions only)

Kent & Medway ICB

NHS Board

NHS England South (South East)
York House,
18-20 Massetts Road,
Horley, Surrey,
RH6 7DE
Telephone number: 01732 375200

IMPORTANT INFORMATION

Surgery Opening Hours

A receptionist is available to answer your queries and make appointments between 8:00am – 6:30pm Monday to Friday.

Out of Hours

In the case of urgent needs when the practice is closed you can call NHS 111 for urgent medical matters Your needs will be assessed and advice offered or arrangements made for you to see a doctor.

Emergency Treatment

If your problem can't wait until the next working day, please telephone the Surgery after 8.00am to make an appointment to see one of the doctors.

In the event of an injury or miscarriage with profuse bleeding it would be in your best interests to go directly to the A&E Department at the William Harvey Hospital.

For chest pains suggestive of a heart attack and injuries leading to collapse, or a fall rendering you unable to bear weight, please dial 999 and call an ambulance because you will need hospital assessment.

HAMSTREET SURGERY IS A GP TRAINING PRACTICE

This practice has been accredited as being suitable for the training of doctors intending to become general practitioners.

This means that the practice and doctors have had to achieve a number of standards which have been assessed by the GP Deanery for Kent, Surrey and Sussex, acting on behalf of the national organisation (the Postgraduate Medical Education Board)

These are some points for your information:

- Those doctors training to become GPs are called GP registrars. They are supervised by one of the doctors here, who will be their trainer.
- The GP registrar is a fully qualified doctor who is likely to have a lot of experience of hospital medicine.
- Sometimes other doctors are also trained and supported in the practice.
- If you are seeing this doctor you can expect to receive the quality of service you would from your own GP. If you have any concerns please mention this to the Reception Team Leader.
- In order for the GP registrars to successfully complete their training they need to be assessed on their consulting skills. This is done by the appointed assessors viewing a video of the registrar's consultations. You may be asked for your permission to have your consultation recorded in this way. If you agree, you will need to give your written permission and will be given a consent form to sign. ***If the doctor appears to be recording your consultation and you have not signed a consent form, then you should indicate this to him or her immediately.*** The recording will be used for educational purposes only.

Patient rights and responsibilities

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. It is your responsibility to keep your appointments, inform us of your past illnesses, medication, hospital admissions and any other relevant details.

Our responsibilities

Names

The people involved in your care will give you their names and ensure that you know how to contact them.

Waiting Times

We generally allocate 10 minutes for each appointment. You will be given a time for your appointment but there may be occasions, due to unforeseen circumstances, when you may not be seen on time. We will give you an explanation if the wait is more than 20 minutes.

Access

You will have rapid access to a Doctor in an Emergency, although this may not always be with the Doctor of your choice.

Respect

Patients will be treated with respect and as individuals and partners in their healthcare irrespective of their ethnic, cultural, or religious beliefs. A chaperone may be arranged if requested.

Health Promotions

Staff will offer patients advice and information on steps they can take to promote good health and avoid illness.

LOOKING TO THE FUTURE

We are forward thinking and willing to embrace any new and innovative systems that will improve patient care. The Doctors and Practice team meet regularly to review and update procedures.

It is our aim to provide the best possible medical care for our patients in a friendly, caring environment and to encourage patients to seek the help and support they need.

Patient Participation Group

Hamstreet Surgery is always looking to improve and develop the services we provide for our patients. We are keen to involve patients in this process and would be very pleased to hear from you with any constructive comments. If you are interested in becoming a member of a Patient Participation Group, please contact a member of the reception team. If you are happy to be contacted by email please sign up for our Virtual Patient Participation Group. Please ask at reception or visit our website for further information.

We ask that you book separate appointments for each member of your family who needs to be seen and advise us if you are unable to keep an appointment.

We will ensure that equipment used in the surgeries meets current safety standards.

If you have equipment on loan please return it promptly to the surgery when it is no longer required.

Infectious diseases including flu It is very important if you suspect you have a highly infectious disease such as Covid 19, meningitis, pandemic flu, viral gastroenteritis (diarrhoea and vomiting) etc. to phone the surgery for preliminary advice from a doctor. Safe arrangements can then be made for you to be seen without exposing many other people to the risks of infection.

We ask that you do not enter the surgery with dirty footwear, clothing or animals. No food or beverages should be brought into the surgery.

You are requested to refrain from smoking (including vaping) and to switch off mobile phones within the surgery premises.

HELPING US TO HELP YOU

We have an extensive collection of leaflets and booklets available free of charge, covering all types of health issues, these are on display in the surgery entrance porch.

Please ask at reception if you do not see the particular subject area you require information about and we will endeavour to assist you.

Parking at the Surgeries We have car parking facilities at the front of the surgery which we shared with the Village Hall. We have a separate car park for staff cars.

Your Responsibilities

Names

Please let us know if you change your name, address or telephone number

Waiting Times

Please let us know if you are unable to keep your appointment. Try not to save up a lot of different problems for a 10 minute appointment. Ask at Reception if you think you may need a longer appointment. Please remember that each appointment is for one patient only.

Access

Please request a home visit only if the patient is too ill to come to the Surgery. The doctor can make a more thorough examination at the surgery than at home.

Respect

We ask you to treat the doctors and staff with the same courtesy and respect. Abusive or violent behaviour may lead to your removal from our list.

Removal from our practice list.

Hamstreet Surgery aims to provide the best possible healthcare for its patients. However, there may be circumstances when it would be considered reasonable or in the best interest of the patient and practice staff to remove patients from the list.

Health Promotions

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

MEET THE PRACTICE TEAM

The Doctors

Dr Jack Jacobs Senior *Partner*

Dr David Bridge *Partner*

Dr Anup Patel *Partner*

Dr Claire Jacobs *Partner*

Dr Helen Daniel *Partner*

Dr Manu Gupta *Salaried GP*

Dr Henri Lourenco *Salaried GP*

The Practice Manager

The Practice Manager will be happy to help you with any business or administrative issues in the Practice. Her role also involves monitoring and improving patient care. Please see the Patients' Charter for the procedure for complaints and suggestions.

The Reception Staff

We have nine part-time receptionists in our team who will be your first point of contact with the surgery. The receptionists will be pleased to deal with your request or direct it to the most appropriate team member.

The receptionists are available to make appointments, take requests for home visits and to arrange the best times for telephone consultations with your doctor.

It may be necessary to ask for some details of your medical condition, this enables us to assess the urgency of your request. Please be assured all information will be dealt with in the strictest confidence.

PATIENTS' CHARTER

The Practice is committed to providing you with the best possible medical care.

Your rights and responsibilities when using the Practice.

You will be treated with respect and courtesy and as an individual.

We ask you to extend the same respect and courtesy to other patients and members of the practice team.

If you need to be seen urgently by a doctor you will be seen on the same day. If you need to be seen urgently by a nurse you will be seen within 24 hours.

We ask if you are waiting to see a doctor or nurse without an appointment, please understand that priority will be given to patients already booked, except in an emergency situation.

If you have a suggestion or minor complaint please write it in the suggestion book at reception. Formal complaints should be made in writing to the Practice Manager.

We will provide clean, comfortable facilities and a safe, clinical environment.

We will endeavour to keep waiting times to a minimum.

We will deal with complaints, minor grievances and suggestions swiftly. Formal complaints will be acknowledged within 3 working days followed by a written explanation within 15 working days. If more time is required the complainant will be kept fully informed. Please address suggestions or complaints to the Practice Manager.

Teenagers We offer confidential advice and support for male or female patients for personal issues such as depression, self-harm, contraception, drugs and alcohol.

Confidentiality All consultations with any of our practice staff are confidential. All our staff sign a confidentiality agreement. It is our policy to record all telephone calls to aid patient and staff care. We comply fully with the Data Protection Act.

Chaperone If you would like a chaperone to be present at a physical examination please inform a member of the surgery team at the time of making your appointment. The doctor will always ask if you would like a chaperone to be present at a physical examination.

Results of Investigations When your tests are arranged, the doctor or nurse will advise you whether: to make a further appointment to discuss your results, to ring the surgery (service available between 11:00 and 13:00) or if you prefer we can inform you by post. Alternatively, you can now access your results on-line (please ask at reception for further details)

NHS Certificates to cover periods of illness for more than six days are issued free of charge. For periods of sickness lasting six days or less your employer should provide you with a self certificate, or you can go on-line and print one from the surgery website.

Non NHS Services We do limited private work, however NHS medical care does take priority.

From 6th September 2019 the surgery no longer completes any kind of private medicals. This includes HGV, Taxi fitness to drive and fitness medicals for sporting events. If you require a private medical these can be done a number of local facilities including Woodchurch Surgery - 01233 860236 www.woodchurchsurgery.co.uk and VM Medics - 07923 902928 www.vmmedics.com.

Firearms licences—please see our website for further details

The Administrative Staff

Administrative and secretarial staff, whilst working behind the scenes, are involved in the important task of keeping the Practice running smoothly and efficiently for the benefit of both doctors and patients. They are involved in collating information and results, liaising with the hospital and dealing with miscellaneous queries.

The Practice Nurses

Appointments to see the Practice Nurses are available Monday to Friday for all nursing services such as removal of stitches, dressings, ear syringing, cervical smears, immunisations and the management of chronic diseases such as diabetes, asthma, heart disease and hypertension.

Our Practice Nurses specialise in different aspects of patient care, so please inform the receptionist which service you require when making your appointment

The Health Care Assistants

Our Health Care Assistants have been specially trained to assist the doctors and the practice nurses.

They are available to take blood samples (mornings only), for new patient checks and additional services recommended by a GP.

The Dispensary

The practice has an attached dispensary with five dispensers and two administrative assistants. The dispensary opening hours coincide with Hamstreet surgery times. . All prescriptions are issued for 28 days only

The District Nurses

All the District Nurses can be contacted directly on 0300 123 0915. They provide nursing care in the patients' own home for house-bound and post-operative patients.

The Health Visitor

The Health Visitor and her assistant are based at Trinity House, Eureka Park and can be contacted on 0300 123 3092 between 2pm—5pm. They are available to provide advice and support for families with young children

The Midwife

The Midwife holds antenatal clinics at Hamstreet Surgery every Monday. You can self-refer to the midwife by completing a form at www.ekhuft.nhs.net/pregnancy.

The Counsellor

Please visit reception or our website for details to self-refer for counselling services available locally.

The Podiatrist

see a doctor for referral.

The Physiotherapist

Physiotherapists from the William Harvey Hospital hold clinics at Hamstreet Surgery. Appointments are made after referral from a doctor.

Child Assessment and Immunisation Clinic Please telephone the reception team who will advise you of clinic dates and times.

Family Planning A full range of contraceptive services are provided. Please make an appointment with the specialist nurse or with one of the doctors. Dr Claire Jacobs or Dr Helen Daniel will fit coils and contraceptive implants after appropriate counselling.

Emergency Contraception must be taken within 24 hrs or a copper coil can be fitted up to 5 days after unprotected intercourse. An appointment should be made with the doctor or specialist nurse. Please tell the receptionist why you need to be seen as soon as possible. If unprotected intercourse occurs on a Friday night, or during a weekend, emergency contraception can be purchased over the counter at a Pharmacy. The earlier that action is taken, the more effective it is. Do not delay if you need to use it.

Minor Surgery A number of minor surgical procedures are performed under local anaesthetic at Hamstreet Surgery. Patients should first book an appointment with Dr Bridge to assess the problem.

New Patient Medicals These are dealt with by a Health Care Assistant. They are not necessary for children under the age of 14 years.

Annual Influenza Clinics Each year we have special clinics for immunisation against influenza. It is recommended for those who are over 65 or for those who have a chronic illness such as diabetes, angina, asthma or respiratory problems. This year patients over the age of 50 are also eligible.

Pneumonia Immunisations are offered to patients with chronic illness and to patients over 65 years of age as a one-off injection, unless immuno compromised or do not have a spleen, then every 5 years.

Travel Vaccinations For travel advice please contact the surgery or speak to a receptionist who will give your further information.

Telephone for Test Results

We have a dedicated line between 11:00 and 13:00 for results. Alternatively, please speak to reception for information regarding online access to your medical records.

Repeat prescriptions

All patients receiving regular medication will be given a computer printout of their repeat medication. To obtain a repeat prescription please:

1. Firstly make sure you are not due for a check up with your doctor or nurse before making your request.
2. Send us your printout by post, or email (KMICB.hamstreetdispensary@nhs.net) clearly marking the items you require.
3. Allow at least **3 full working days** before collection.
4. If it is more convenient to collect your prescription from another pharmacy then please indicate when ordering.

Dispensary Opening Hours

Hamstreet: Weekdays 8:00am – 6:30pm.
Appledore: Repeat prescriptions are available 10:15–10:45
On Tuesdays from the village hall by prior arrangement.
Aldington: Repeat prescriptions are available 11:00 -11:30 on
Wednesdays from the Post Office by prior arrangement.

Additional Services

The following clinics are also provided for the monitoring of health and well being of our patients:

Daily Blood Clinics are held Monday to Friday and Sunday mornings by Appointment only.

Asthma, Diabetes and Hypertension Clinics are held at Hamstreet by appointment.

DOCTORS' APPOINTMENT TIMES

HAMSTREET SURGERY

Monday	8:00am – 12:00am	2:00pm – 6:00pm
Tuesday	8:00am – 12:00am	2:30pm – 6:00pm
Wednesday	8:00am – 12:00am	2:00pm – 6:00pm
Thursday	8:00am – 12:00am	2:00pm – 6:00pm
Friday	8.00am – 12:00am	2:00pm – 6:00pm

Please make a separate appointment for each person wishing to see the doctor (Tel: 01233 730190 or book online via our website). If you are unable to keep your appointment, please inform the surgery immediately to allow the appointment to be offered to another patient.

Telephone Consultations

If you would like to speak with a doctor or nurse to discuss or ask advice regarding a medical condition, we do offer a telephone consultation service. Please speak to the receptionist and leave your home and/or mobile telephone number.

Home Visits

We are happy to make home visits to those who are too ill or are housebound, or where the doctor feels it is the appropriate course of action.

If you do require a home visit, please telephone 01233 730190 and a receptionist will take all the necessary details. **Please try to telephone the surgery between 8.30am and 10.00am** to enable us to plan our visits. Urgent calls will be dealt with promptly.

In some circumstances it may be more appropriate to call 999. e.g. chest pains, injuries leading to collapse or a fall rendering you unable to bear weight.