

MINSTER *Surgery*

CHAPERONES

There are occasions when patients seeing a doctor may require an intimate examination. This practice is committed to putting patients at ease whenever possible, and if you wish a chaperone to be present during your examination, please do not hesitate to ask the doctor.

It may not be possible for such a chaperone to be provided immediately and you may have to return for the examination to be carried out at a mutually convenient time. Trust is important in the relationship between general practitioner and patient and we would, at all times, wish you to feel able to ask for a chaperone should you require it.

COMPLAINTS

We operate a Practice Complaints Procedure as part of the NHS system of dealing with complaints. This meets National Criteria and our Manager will be pleased to assist you with any problem should one arise.

We ask that you treat our staff and surgery buildings with respect at all times and along with the rest of the National Health Service, have a **Zero Tolerance approach to aggressive and threatening behaviour towards any member of our staff**. We pride ourselves on the quality of our service and the friendliness of our staff and trust that you will find your time as a patient here a positive experience.



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PRACTICE LEAFLET

Welcome to Minster Surgery

We aim to provide you with an efficient and effective service and hope you will find this leaflet useful.

This is a Group Practice with two full-time partners and three who work part-time.

DR. CAROLINE CROSFIELD | Full-time Senior Partner
DR. MARK ELLIOTT | Full-time GP Partner
DR. BRENDA STRANDVIK | 1/2- time GP Partner
DR. MARIUS VAN VUUREN | 3/4- time GP Partner
DR. GREGOR STERN | 3/4- time GP Partner

We only have a small car park in front of the surgery which we ask that you leave for those patients who have difficulty walking. There are also three bays reserved for registered disabled patients.

Minster Surgery is a training practice which means that from time to time we are joined by medical students and GP Registrars. These are doctors who have previously had experience only in a hospital environment. This is to enable them to gain insight into General Practice and hopefully aid recruitment.

There is a patient Liaison Group attached to the practice.

HOW TO REGISTER

Provided you live within our practice boundaries we are happy to accept you as a patient here. We will not discriminate on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, disability or medical condition.

Ask reception for a registration form GMS1 - you will need to complete one for each member of your family. If you can find your medical card please let us have this with the GMS1 and we will arrange your registration and obtain your medical records from your previous doctor. You will be asked to make an appointment with our Health Care Assistant for a registration medical. This will take the form of a brief medical history, blood pressure check and urine sample and list of your current medication so that we have some information about you while we are waiting for your notes to arrive. You may see a doctor before you have this medical if necessary.

SURGERY TIMES & APPOINTMENTS

The Practice Building opens at 8.20 but the telephone lines open at 8.00am Monday to Friday and remain open until 6.30pm Monday to Friday when the out of hours service takes over responsibility for our patients.

We have a late night surgery on Monday until 8.15pm. These are pre-bookable appointments for those patients unable to get to the surgery during our normal hours i.e. London commuters etc.

Surgery hours are from 8.30am until 12.00 noon and from 3.00pm to 6.00pm There may on occasion be some variation in these times.

A receptionist and Doctor are always on duty between the hours of 8.00am and 6.30pm each weekday.

Consultations with the doctors are by appointment and are usually bookable on the day you wish to be seen. A limited number of pre-bookable appointments are available in each surgery for up to one month in advance.

We have three telephone lines on our main surgery number and we advise you to telephone as soon after 8.00am. as possible as appointments go very quickly. If you do not call until later in the day we cannot guarantee a same day appointment and you may be asked to try again the following day. We always try to book morning surgeries first so that later appointments are available to those who work and we would appreciate your co-operation in accepting a morning appointment if possible.

So that we can make the best use of the appointments available

each day, the reception staff have been asked by the partners to request details of your problem. All information given will be treated confidentially and we hope you will not be offended.

If you feel that your problem can be sorted out by speaking to a doctor on the telephone rather than attending the surgery, please tell the receptionist who will book a telephone consultation for you and inform you of the time you can expect the doctor to call you.

Appointments are valuable things in General Practice and we do ask that if you are unable to keep an appointment you let us know so that it can be offered to someone else. Appointments can also be booked with an interpreter if required, however please provide adequate notice to enable the practice to arrange this facility.

Our specialist clinics and nurses surgeries are bookable in advance - details available later in this leaflet.

OUT OF HOURS

When the surgery is closed i.e. from 6.30pm to 8.00am. each weekday - from 6.30pm. Friday until 8.00am. Monday and when there is a public holiday, the Practice uses an out of hours service.

If you need urgent advice or a doctor to visit or see you, you should telephone South East Health on **03000 242 424** or the normal surgery telephone number which will automatically transfer your call. Alternatively you may contact NHS Direct by telephone on **0845 4647** or on line at www.nhsdirect.nhs.uk

THE PRACTICE TEAM

In addition to the Doctors the following staff work for or are attached to the practice.

NURSE PRACTITIONER | Who can see minor illnesses and prescribe the necessary treatment - i.e., urinary tract infections, chest infections, conjunctivitis etc.

PRACTICE NURSES | We have three practice nurses who hold surgeries daily (Monday to Friday) in which they deal with injections, dressings, removal of sutures, ear syringing and general health education. They also operate specialist clinics details of which appear later in this leaflet. One of our nurses has special responsibility for the elderly and will visit over 75s routinely at home at least once a year to ensure their welfare and deal with any problems.

HEALTH CARE ASSISTANTS | We have three health care assistants who can help you with blood tests, blood pressure checks, ECGs, spirometry and routine diabetic tests.

COMMUNITY NURSES █ There are three community nurses based at the practice who provide nursing care and support to housebound patients and their carers. They can be contacted either via the surgery or on telephone number **01843 824552** (direct line).

COMMUNITY MIDWIFE █ Operates our ante-natal clinic at the surgery and carries out home visits following delivery.

By using the appropriate member of the clinical team doctors appointments can be saved for the more urgent/complicated medical problems.

DENTAL TREATMENT

Please note that Doctors do not deal with dental problems.

Dentaline is an emergency out of hours dental service. Patients should telephone before attending the clinics.

CANTERBURY █ 01227 781818

Weekdays 7.00am to 10.30pm. **Weekends** 9.30am to 11.30am.

MARGATE █ 01634 890300

Weekdays 9.00am to 10.30pm. **Weekends** 9.30am to 11.00am.

HOME VISITS

These are available for the housebound rather than those with transport difficulties. Please ring the surgery before 11.00am Reception staff will ask for a few details (name address and telephone number) and the reason for the request.

The doctor may ring you back to make an assessment and discuss the most appropriate way forward (some problems may be suitable for telephone advice or a nurse visit) Children who are unwell come to no harm by being wrapped up and brought to the surgery.

REPEAT PRESCRIPTIONS

Initially you will need to see a doctor - please make sure you book an appointment before your medication is due to run out. Thereafter, if you are on regular medication you may obtain a repeat prescription without having to see the doctor every time.

Repeats can be requested using the printed repeat slip, in writing or via the surgery website **www.minstersurgery-thanet.co.uk** To enable us to check your records we ask for a minimum of 2 working days notice (48 hours) not including weekends. If you wish us to post your prescription to you, please enclose an SAE. FOR YOUR OWN SAFETY - please do not telephone for repeat prescriptions. We are able to dispense medication only to those patients who live one mile or more from the nearest pharmacy. **Dispensary opening hours are 8.30am to 6.30pm Mon to Fri.**

INVESTIGATIONS & TEST RESULTS

Most results come to the practice electronically which means that there is now less delay. However, to ensure that the doctors have had time to look at the results please allow 2-3 days for pathology results and 7-10 days for X-rays.

Generally speaking if there is a problem with a result you will be contacted by the practice. If you wish to ring and check please do so after 2.00pm. when the receptionists have more time.

ADDITIONAL SERVICES

The following clinics are available by pre booked appointment only. Please ask at reception.

WELL WOMAN CLINIC █ This clinic offers cervical smears, HRT advice, family planning advice including a full range of contraceptive services including coil fitting, Implanon implants and breast examination.

ASTHMA CLINIC █ This is held weekly by our practice nurse, with doctor support and offers support and advice on inhaler technique and general management of your asthma.

DIABETIC CLINIC █ This is run weekly, led by our practice nurse with doctor support, and is designed to monitor control of your diabetes, arrange routine investigations and thereby detect any problems at an early stage.

ANTE-NATAL CLINIC █ This is held on Thursday mornings by a Community Midwife. Please inform the receptionist if it is your first booking/appointment.

COUNSELLING SERVICE █ Trained counsellors attend the practice every week. This service is for referred patients only.

HYPERTENSION CLINIC █ This is run weekly by our Health-care Assistant for routine blood pressure monitoring.

INFANT WELFARE CLINIC █ There is a “drop in” clinic between 9.30am and 11.00am. on Thursday. This clinic is attended by the Health Visitor who is available to offer advice and support Immunisations are done on a Wednesday morning with a doctor available to carry out examinations on babies coming for their first immunisations. These appointments are arranged by the surgery.

FOREIGN TRAVEL IMMUNISATIONS █ This clinic is led by our practice nurse. Some immunisations require a course of injections so please try to allow plenty of time for these to be fitted in. You will also be offered additional travel advice, sun safety advice etc. We regret that the partners can no longer undertake the completion of passport application forms.

FLU CLINICS █ These are held annually in October by our Practice Nurses. Immunisation is available routinely for everyone over the age of 65 plus those who fall into the “at risk” groups, i.e. those suffering from diabetes, asthma, heart problems or with immunity problems.

MINOR SURGERY █ Some minor operations are carried out at the surgery including a monthly cryosurgery clinic for referred patients only. A charge will be made for any dressing packs used for a minor operation.

MEDICAL EXAMINATIONS █ The doctors will undertake examinations for Insurance, HGV and PSV licences. These are done outside normal surgery consultation times because of the length of time involved and a charge is made at nationally agreed rates.

PHLEBOTOMY █ We have trained phlebotomists who carry out routine blood tests requested by the doctors every morning.

SMOKING CESSATION █ The practice wishes to encourage those patients who would like to stop smoking and offers a weekly in house smoking cessation clinic on a Thursday afternoon. Two trained members of our dispensary team can provide you with support, educational material and counselling to help you in your efforts.

CARERS

If you are responsible for looking after a sick relative or friend, there are support services available which you may find helpful We would like to identify carers in the community whose needs can sometimes be overlooked so please contact us and let us know if we can help you.

COMPLETION OF FORMS/ CERTIFICATES

Other forms which need to be completed by a doctor should be left at reception. Please make sure that you have completed your part of the form and signed if necessary. Doctors do not have time during normal consultations to complete these forms.

ADMINISTRATION

The Practice Manager is responsible for the organisation and smooth running of our services.

Any suggestions you may have to improve the service are welcome. There is a suggestion box in reception or you may ask to speak to them either in person on the telephone. They should also be informed of any difficulties or problems you may encounter. We have a Finance Assistant, a practice secretary and a team of eleven reception and five dispensary staff. They will do their best to meet

your requests for appointments etc. in a friendly and efficient manner. Please be patient when the system appears to be under pressure and staff are busy. They need your help and cooperation in order to help you.

CONFIDENTIALITY

During the time that you are a patient at this surgery, all sensitive personal or medical information about you and your family will be treated in a confidential manner.

Staff employed by the surgery will not disclose such information unless authorised to do so by the person to whom the information relates or as a necessary part of the performance of their job.

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.

We *may* use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions. Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

Sometimes the law requires us to *pass on* information: for example, to notify a birth.

The NHS Central Register for England & Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.

You have a right of access to your health records.

EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit, we may need to share some information about you.

We only ever use or pass on information 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. The sharing of some types of very sensitive personal information is strictly controlled by law.

Anyone who receives information from us is also under a legal duty to keep it confidential.