

## ZERO TOLERANCE

The practices operate Zero Tolerance, which means that action will be taken against anyone following any incident where a doctor or member of our practice team are abused, threatened or assaulted in circumstances related to their work, or where anyone poses an explicit or implicit challenge to their safety, well being or health.

Following incidents such as these, patients would be removed from the practice list with IMMEDIATE effect and the Police informed.

## CCTV

Close circuit television is in operation for the purposes of prevention and detection of crime and good management. Dr S J T Williams and Partners are responsible for the systems in place. If you have any queries regarding this matter please contact the Practice Manager at St Richard's Road Surgery on (01304) 364111.

## COMPLAINTS PROCEDURE

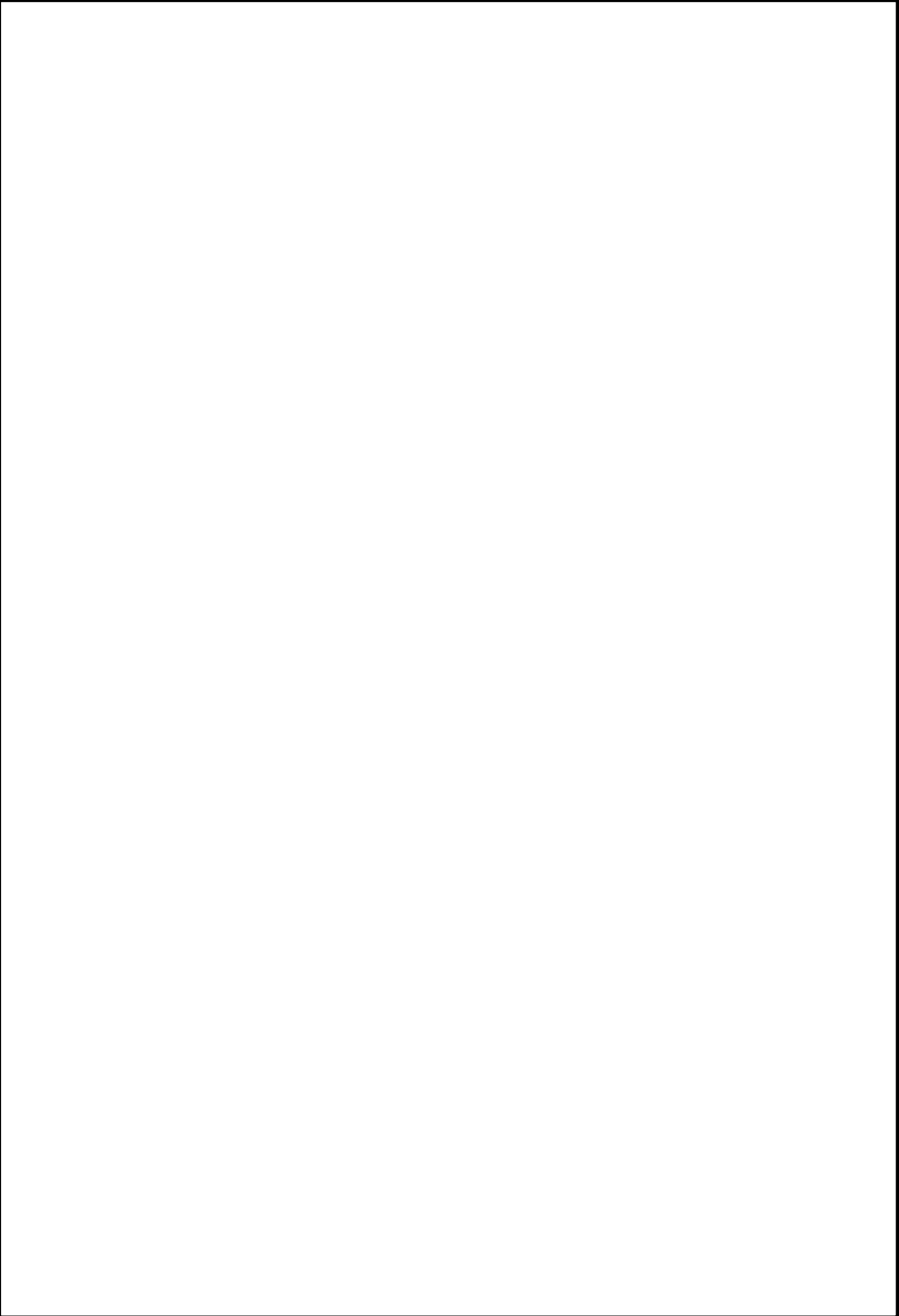
The practice offers a complaints procedure to deal with suggestions, comments or complaints about the services we provide. Our complaints procedure has been developed in co-operation with and is endorsed by Eastern and Coastal Kent PCT. Please contact the Assistant Practice Manager, Ms A Carter, if you require further information about this procedure. Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that may occur. Any comments, positive or negative, that help us to improve our services are also very welcome.



## ST RICHARDS ROAD AND GOLF ROAD SURGERY

## PATIENT INFORMATION LEAFLET

Version 2018.4 (Oct-18)



## PATIENT RIGHTS AND RESPONSIBILITIES

### Practice commitment to you:

- Easy access to appointments based on medical need, and to ensure emergencies are always accommodated.
- To provide assistance during your appointment e.g. services of an interpreter or chaperone.
- Advise and update you of any delays in your appointment time.
- To treat you in a friendly, unhurried and respectful way.
- Provide a clean, comfortable and safe environment in the surgery.
- Explain where practice policy is preventing agreement to your request.
- Respect your need for confidentiality, both face to face and over the telephone.
- Explain, slowly and carefully, any instruction given by a member of the team.
- Provide an explanation if we need to remove you from the Practice.

### Your commitment to the practice:

- Inform reception of any special needs you may have e.g. interpreter, chaperone or a longer consultation with the clinician.
- Be patient and understanding—reception is a very busy area.
- If you are feeling unwell, or have not been called for your appointment, please let the receptionist know—they can only help if they know.
- The reception staff are only following their employers wishes, if you have a problem with the service please contact the Practice Manager.
- If the instructions given are not clear please ask for clarification before leaving the surgery.
- Respect other patients' need for a calm atmosphere in the waiting area and try to keep your children under control.
- ALWAYS give two working days notice for repeat medication requests.
- The out of hours service is for emergencies only. It is not an extension of your doctors surgery hours.
- Appointments are for ONE patient ONLY. Please arrange another appointment for other family members.
- If there appears to be a problem between the practice and a patient, we will invite you in to deal with this.
- To use the repeat prescription service rather than make an urgent appointment to see a GP.
- Please book a double appointment if you need to discuss complex issues, or multiple problems with the doctor or health professional.

## IMPORTANT INFORMATION AND CONTACT DETAILS

### MAIN SURGERY:

St Richard's Road Surgery  
227 St Richard's Road  
DEAL  
Kent  
CT14 9LF

Tel: (01304) 364111

Website: [www.strichardsroadsurgery.nhs.uk](http://www.strichardsroadsurgery.nhs.uk)  
Email: [SKCCCG.strichardsroadsurgery@nhs.net](mailto:SKCCCG.strichardsroadsurgery@nhs.net)

### BRANCH SURGERY:

Golf Road Surgery  
22 Golf Road  
DEAL  
Kent  
CT14 6PY

Tel: (01304) 369777

Website: [www.strichardsroadsurgery.nhs.uk](http://www.strichardsroadsurgery.nhs.uk)  
Email: [SKCCCG.strichardsroadsurgery@nhs.net](mailto:SKCCCG.strichardsroadsurgery@nhs.net)

**GENERAL MEDICAL SERVICE CONTRACT HOLDERS  
AND  
PRACTICE PARTNERSHIP:**

**Dr S J Rutherford:** BA, MBBS, DRCOG, Oxon (1986) (F)  
(Part time) GMC No: 3167971

Special interests: Dermatology, Women's Health

**Dr S Schulz:** MD, MRCP, DRCOG, Dusseldorf (1994) (M)  
(Part time) GMC No: 4449481

Special interests: Rheumatology/Orthopaedics

**Dr A M Schulz:** MD, DRCOG, Dusseldorf (1994) (F)  
(Part time) GMC No: 4449508

Special interests: Child health and Diabetes

**Dr S J T Williams:** MBBS, DRCOG, London (Barts) (1980) (M)  
(Part time) GMC No: 2654580

Special interests: Coronary heart disease

**SALARIED DOCTORS:**

**Dr J Lyell:** BSc, MBBS, London (Guy's, Thomas' and Kings) (1999) (F)  
(Part time) GMC No: 4646271

**Dr O Lyell:** MA, MBBS, London (Guy's, Thomas' and Kings) (1999) (M)  
(Part time) GMC No: 4646288

**DATA PROTECTION AND PATIENT INFORMATION**

The practice needs your information to:

1. Provide your health care and treatment.
2. Look after the health of the general public.
3. Manage and plan future NHS services.
4. Pay the doctors for the care they provide to you.
5. Prepare statistics on NHS activity and performance (steps will be taken to ensure you cannot be identified).
6. Investigate complaints and legal claims.
7. Help staff review the care they provide.
8. Train and educate staff.
9. Aid research approved by the Local Research Ethics Committee (if the research involves you personally you will be contacted to see if you are willing to participate).

**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. In order for us to work together for your benefit we may need to share some information about you. We will only ever use or pass on information about you if people have a genuine need for it, and it is in your and everyone's best interest.

Important points:

- a) Whenever we can we shall remove details, which identify you personally.
- b) Anyone who receives information from us also has a legal duty to keep it confidential.
- c) If you agree, your relatives, friends and carers will be kept up to date with the progress of your treatment.

**YOU HAVE A RIGHT OF ACCESS TO YOUR HEALTH RECORDS** (if you would like to know more about how we use your information you can speak to the person in charge of your care, or our assistant practice manager).

If you would like the prescription posted to you, please provide a stamped addressed envelope.

It is important to ensure that when ordering a repeat prescription, patients only order those items that they require. When handing in the repeat prescription slip please mark clearly, with a tick, those items that are needed. We do not issue repeat medication more than two weeks earlier than the items should be due; unless there are exceptional circumstances.

Many of the local pharmacies offer a service whereby they will collect your repeat prescription from the surgery and arrange with you when it will be ready for collection, or deliver it to you (please speak to your local chemist about information regarding this service).

### **PRIVATE WORK**

Private Medical Reports and Certificates

All private claim forms, medicals and reports are classed as non General Medical Services and are not usually completed during normal surgery time; as the doctors are contracted by the Primary Care Trust to see NHS patients during this time.

Private work is completed in the doctor's own time, and therefore we ask patients to allow at least two weeks for the completion of these forms etc. A guide to these charges is available on request.

### **Child Health Surveillance**

To ensure your child receives all the necessary immunisations please speak to a member of our child health team.

If you have any concerns about your child's development please contact your Health Visitor .

## **SURGERY OPENING TIMES AND WHO TO CONTACT**

### **CORE OPENING HOURS:**

MONDAY - FRIDAY 08:00 -18:00

GP Appointments are available 08.00 - 13:00 and 14:00 - 17:30 most days

### **EXTENDED OPENING HOURS:**

(Appointments at St Richard's Road Surgery ONLY)

***PLEASE SEE THE LIST OF DATES FOR 2018  
ON OUR WEBSITE OR IN RECEPTION***

WEEKNIGHTS  
18:30 - 20:00

SATURDAY MORNINGS  
08:30 - 12:00

### **IN THE EVENT OF AN URGENT MEDICAL PROBLEM:**

DURING CORE HOURS (08.00 - 18.30)

St Richard's Road Surgery (01304) 364111  
Golf Road Surgery (01304) 369777

OUT OF HOURS (18.30 - 08.00)

For:  
Medical Emergencies dial 999  
Urgent help fast dial 111

## THE PRACTICE

Welcome to St Richard's Road Surgery. We have six doctors working over two surgery sites, with fully computerised clinical systems at both practices.

The Partners strive to provide the highest standards of primary care, in the most efficient way possible, whilst participating in local and national innovations and developments. As a team we care for the needs of patients by providing skilled medical and nursing care, in both practices and in the community, by offering health screening and education, counselling and support.

Both premises were purpose built in 2011 to provide more modern facilities and space, enabling us to provide more services to patients locally. The surgeries are DDA compliant and offers car parking on site or close to the surgery. The practice covers an area with a radius of approximately six miles from the centre of Deal.

## HOW TO REGISTER WITH THE PRACTICE

You are welcome to register by completing a Registration Form, which can be obtained from our reception or online via our website. Our staff will be glad to help if you have any queries, or need assistance in filling in the registration form.

You will be asked to make an appointment for a new patient medical. This medical allows us to take a summary of your medical history, before your records arrive from your previous practice. This medical will take approximately half an hour with our nurse and if you take repeat medication a further 10—15 minutes with a doctor who will arrange for your repeat medications to be set up, which will avoid delays when you next need to reorder these.

**If you cannot keep your appointment for any reason would you please telephone to cancel, or rearrange it; this enables another patient to be seen and avoids wasting valuable appointment time.**

## EXPRESSING YOUR PREFERRED CLINICIAN

All patients can express their wish to see a preferred clinician, or class of clinician either generally or in relation to a particular condition, and we will record in writing such preferences expressed by the patient. This choice is however not absolute and will depend on the availability, appropriateness, and if the request is reasonable.

## Travel Advice and Immunisations

Travel immunisations are given by our practice nursing team, however patients are advised to contact MASTA (Medical Advisory Services for Travellers Abroad) to obtain up to date information regarding the required vaccinations for their travel destinations. Patients should be aware that some immunisations are not free, and you will be required to pay for these when you attend for vaccination.

**MASTA travellers advice line – 0906 5501402, or via their website at:  
[www.masta.org](http://www.masta.org).**

### Please Remember:

- To bring your MASTA travel advice records with you to the appointment.
- Ensure you allow plenty of time to arrange your vaccinations before travelling: some courses take many weeks.

## REPEAT PRESCRIPTIONS

You may obtain repeat prescriptions by:

- Ordering your repeat prescription on-line via your On-Line Service account. If you do not have an On-line Service account please pick up a leaflet and registration form from reception.
- Handing in your medication request at reception, using your computer generated repeat request slip, or a repeat request slip available at reception.
- Posting your medication request to the surgery (please enclose a stamped addressed envelope if you wish us to return it to you by post).
- Faxing your medication request to the surgery.

Prescriptions can be collected at the earliest two working days after the request is received in the surgery; alternatively you can arrange for your repeat prescription to be sent electronically to your preferred pharmacy - pick up a leaflet and registration form from reception if you have not already set up a pharmacy nomination.

We aim for repeat prescription requests handed in, before 16:00 hours on any working day, to be ready two working days (not including Saturdays) later, e.g.

**Handed in:  
(before 17:00 hours)**

Monday  
Tuesday  
Wednesday  
Thursday  
Friday

**Awaiting Collection:  
(after 17:00 hours)**

Wednesday  
Thursday  
Friday  
Monday  
Tuesday

In addition to these our **Health Care Assistant** carry out:

- ECG's
- Spirometry
- Minor wound care
- Blood Pressure (BP) and 24 hour AMBP (Ambulatory BP) monitoring
- Phlebotomy (blood tests)
- NHS Health Checks (by invitation only)
- Lifestyle advice (diet and smoking)
- Chlamydia screening (17 – 24 yr olds only)
- Tele-dermoscopy (via GP Referral only)
- removal of sutures and staples

### Family Planning Services

Including advice on all forms of contraception, emergency contraception, coil fits and counselling about both male and female sterilisation please speak to our family planning team.

For our own family planning services and the alternative clinics held in Deal and Dover please see below:

Deal: St Richard's Road Surgery (01304) 364111  
Appointments available most days

Dover: Health Centre. Maison Dieu Road (01304) 865582  
(Please ring for appointments)

## OUR APPOINTMENT SYSTEM

We operate an advanced booking system for appointments. This enables us to offer as wide a range of choice as possible; urgent/same day, 48 hour and advance bookable appointments, although we may not always be able to book patients with their chosen Practitioner, we will aim to provide access to a health professional within 48 hours.

Please help us to help you by ensuring that you inform the receptionist if you need a longer appointment, or if you are not sure what type of appointment you require.

### URGENT APPOINTMENTS:

All urgent/same day appointments may be triaged by a member of our triage team. They will usually ring you back and either provide advice and/or treatment for your presenting condition, or will book you an appointment with the most suitable health care professional.

**If the triage team feel your condition is not medically urgent for that day they will ask you to make a pre-bookable routine appointment.**

### 48 HOUR APPOINTMENTS:

We will do our best to book you with your preferred health professional however this may not always be possible for part-time doctors and during busy periods.

### NON URGENT PREBOOKABLES:

These appointments are pre-bookable with your preferred clinician up to 4 weeks in advance. If your preferred clinician is already fully booked we would appreciate it if you could be flexible enough to book to see another clinician.

All appointments made are for **ONE** person **ONLY**. So please ensure you request appointments for additional members of your family.

**Can we please remind you to inform the receptionist if you need a longer appointment, or if you are not sure what type of appointment you require.**

Please let our reception staff know if your appointment is to discuss test results so we can make sure they are available for your appointment.

**PLEASE REMEMBER, If you find that you cannot keep your appointment, please notify the surgery, as soon as possible, so that someone else can be offered the appointment.**

## ACUTE MEDICAL CARE

### During office hours: (08:00—18:30)

Please phone (01304) 364111 – when the receptionist answers, state the nature of the emergency. A clinician will be contacted to assess the situation, and will arrange a consultation, visit, or advise you telephone for an ambulance depending on your medical need.

### Outside Office Hours: (18:30—08:00)

Please phone 111 and you will be transferred to NHS 111. This is not an emergency service, but for urgent conditions that cannot wait until your surgery is open again.

For advice out of hours please contact: NHS 111.

## TEST RESULTS

You can obtain the result of tests that your doctor has ordered for you by phoning your surgery between **14.00 pm – 16.00 pm Monday—Friday**.

We will write to you if your doctor wants you to make an appointment to discuss the results in person or over the telephone following a blood test or other test he/she has requested.

**The results of pregnancy tests will not be given over the telephone.**

## TRAINING OF HEALTH PROFESSIONALS

St Richard's Road Surgery is an accredited GP Training Practice and have foundation year doctors and doctors who have decided to train as GPs on training rotations with us. The clinical team also undertake and support the training of Health Care Assistants, Practice and Community Nurses, paramedics, Extended Nurse Prescribers, Nurse Practitioners and other allied health professionals. This is done in conjunction with local universities, Health Education Kent Surrey and Sussex and our local Clinical Commissioning Group.

**Please remember ring your GP first, and when they are closed ring NHS 111, by dialing 111 from you home phone, or mobile.**

For minor ailments, especially when your surgery is closed your local Pharmacist may be able to help.

## WHO SHOULD I SEE?

Our team of nurses are able to deal with a wide range of health problems (please see below):

Our **Nurse Practitioner can help and PRESCRIBE for:**

- Minor ailments such as, colds, flu, ear, throat and chest infections
- Eye infections including: styes, conjunctivitis and dry eye
- Asthma, COPD and Blood Pressure Assessments
- Indigestion and other digestive complaints such as: constipation, heart burn and infant colic
- Eczema and skin infections such as: acne, boils, burns, scabies, warts and rashes
- Family planning, contraception and chlamydia screening
- Haemorrhoids
- Musculoskeletal problems: back/neck pain, sprains and soft tissue injuries
- Urine infections and cystitis
- Thrush, vaginal discharge and period pains
- Preconception counselling
- Stress management, anxiety and depression.

Our **Practice Nurses** can help you with:

- Baby and pre-school immunisations
- Travel advice and immunisations
- Cervical smear tests
- Health reviews for Asthma, Diabetes and Coronary Heart Disease
- Complex wound care and dressings
- Repeat contraception (inc. contraceptive injections), if uncomplicated
- Repeat HRT
- Well person checks.



- Chlamydia testing
- Three yearly health checks
- Over 75 years health checks

Community or Out patient Services (by referral only):

- GP2GP Dermatology advice Service
- Tele-dermoscopy
- Community Audiology out patients
- Community Ultrasound
- Counselling

## URGENT care out of hours

### COMMON HEALTH PROBLEMS

Many common problems such as coughs, colds, sore throats, earaches and upset stomachs can be dealt with by simple home remedies or medicines such as Paracetamol or cough medicine, easily obtained from a pharmacist.

Some very useful leaflets are available describing how to treat yourself and your family for minor problems. Ask at your pharmacy or surgery for details.

#### **WARNING:**

***Do not give aspirin derivatives to any child under the age of 16 years.***

***Do not take more than the prescribed amount of Paracetamol in each 24-hour period.***

If you need advice or treatment out of hours please ring NHS 111. They will offer to see you if your condition is urgent and cannot wait until your GP surgery is next open.

A&E is open 24 hours a day for **MEDICAL EMERGENCIES ONLY**, you should only call 999 or visit A&E if advised to do so by a clinician, or if the patient is experiencing a MEDICAL EMERGENCY such as:

Difficulty breathing	Sudden onset of chest pain
Collapse	Uncontrolled bleeding

## THE PRACTICE TEAM

### Practice Management:

Ms Jane Gent:	Practice Manager	AMSPAR Dip. PM. CMS, DMS, MA in Management Studies.
Ms Anne Carter:	Asst. Practice Manager	ISM Dip. PM.

### Advanced Practitioners:

Mrs Sue Bone:	RGN, RHV, BSc (Hons) Community Health Studies, ENB 8103 Family Planning, Diploma in Implementing Triage Level III, Independent Non-Medical Prescriber, Diploma In Anticoagulation, Diploma in Asthma
Andrea Wilson:	BPharm, MRPharm, Independent Non-Medical Prescriber
Mrs Emma Mullin:	BSc Health and Social Care, Diploma in nursing, Independent Nurse Prescriber
Tracey Thompson:	RGN, Diplomas in Diabetes, Asthma and Women's Health, Independent Nurse Prescriber
Graham Fletcher:	Paramedic Practitioner
Christina Mummery:	Paramedic Practitioner

### Practice Nurses:

Polly Revell	RGN, Leg Ulcer Management
Carolyn Hargreaves:	BSc (Hons) in Nursing Studies with RN Qualification. Diploma in Asthma and COPD Management
Jessica Ford:	BSc (Hons) in Adult Nursing

### Health Care Assistants:

Lindsey Gent:	NVQ in Care Level II & III
Natalie Brown:	KASPac
Rachel Christy:	Trainee HCA
Valerie Tearle:	KASPac, Phlebotomist

## HOME VISITS

Requests for home visits should be made by contacting the surgery before 10.30 a.m. Please do not request home visits via our website or email, as these are not constantly monitored. Where your doctor considers a home visit is necessary he/she will visit later the same day. If your request is for a non-urgent visit after 10.30 a.m. it is unlikely you will be visited the same day.

Please remember that home visits are only for patients who are housebound, or too ill to come to the surgery.

On average a doctor can see four patients in surgery in the time it takes to do one visit at home, and the doctor will not have all the equipment he/she may need at hand on a home visit. Please DO NOT request a home visit, unless you really cannot get to the surgery.

Visiting guidelines, which your GP follows in order to decide if a patient needs a home visit, have recently been clarified. This has been done to enable the doctor to see more people at the surgery and to give more time to their problems. These guidelines are to help you understand a doctor's approach to home visiting.

The doctor will usually visit in the following cases:

- Terminal and severe illness
- House-bound or bed-bound
- Patients who are physically unfit to travel to the surgery.

In the following cases it is usually better for the patient to go to hospital as soon as possible, as this could save a life. Your doctor should be informed as well, but it is better to dial 999 in the first instance:

- Severe chest pain
- Severe shortness of breath
- Severe bleeding
- Any kind of major collapse.

A doctor will not normally visit for:

- Fevers, coughs, colds
- Sore throats, earaches
- Headaches
- Diarrhoea and vomiting.

## Children:

It is not harmful for a feverish child to go outside, but a walk or bus trip may not be wise. Instead use a car from a relative, friend or taxi firm. It is not the doctor's responsibility to arrange such transport.

## Adults:

Patients with coughs, sore throat, flu, back pain or abdominal pain, should be able to get to the surgery by car.

## The Elderly:

Patients with poor mobility, joint pains and general debility should be able to get to the surgery by car.

Our receptionists are instructed to make certain enquiries from patients requesting a home visit. This is to enable the doctor to assess the need for and the urgency of the visit. It is not meant to be obstructive and we ask for your co-operation in answering their questions.

***IF IN DOUBT PLEASE ASK THE SURGERY FOR ADVICE.***

## SERVICES AVAILABLE:

We provide General Medical Services to permanent and temporary patients registered with the practice, and those requiring immediately necessary treatment. In addition we also provide the following:

Extended/Enhanced Primary Care Services:

- Child Health Surveillance services
- Cervical Screening services
- Contraceptive Services and Family Planning
- Vaccinations and immunisations
- Childhood vaccinations and immunisations
- Minor Surgery (by referral only)
- Extended Opening Hours
- Oral Glucose Tolerance Testing (by referral only)
- Extended Minor Surgery (by referral only)
- NHS Health Checks (by invitation only)
- Phlebotomy services