

# The Balmoral Surgery



**For all appointments, emergencies and  
out-of-hours calls, telephone Deal 373444**

**[www.balmoralsurgery.com](http://www.balmoralsurgery.com)**

**NHS 111 Service - Dial 111**

**CANADA ROAD, WALMER, DEAL, KENT CT14 7EQ  
CQC rated 'Outstanding' Practice - December 2015**

# WELCOME TO THE PRACTICE

## OPENING HOURS

Monday:	8.30am – 6.30pm and for pre-booked appointments only 6.30 – 8.00pm
Tuesday:	8.30am – 6.30pm
Wednesday:	7.15am – 6.30pm
Thursday:	8.30am – 6.30pm
Friday:	7.15am – 6.00pm

Telephone calls are accepted between 8.00am – 6.30pm. Out-of-hours service is provided by NHS 111. Their direct telephone number is 111 and is also open during normal opening hours to help 'sign post' patients to the correct service for their needs.

## THE DOCTORS

<b>Dr Ian Sparrow</b>	<b>MB BS (London 1985) MRCGP DCH DRCOG</b>
<b>Dr Mark Viney</b>	<b>MB BS (London 1989) AKC MRCGP DRCOG DFFP DFSRH</b>
<b>Dr Frank Hoffmann</b>	<b>MD (Hamburg 1991) DRCOG</b>
<b>Dr Arvind Singh</b>	<b>MB BS (India 1978) MD MRCP (UK)</b>
<b>Dr Tracey Eastbrook</b>	<b>MB BS (London 1996) BSc MRCGP DCH DRCOG DFSRH</b>
<b>Dr Chee Mah</b>	<b>MD (UKM 1996) MRCOG MRCGP DFSRH</b>
<b>Dr Paula Newens</b>	<b>MBCbB PG Dip MRCGP</b>
<b>Dr Revi Jassal</b>	<b>BSc (Hons) BMBS MRCGP</b>

Balmoral Surgery was based in Victoria Road for many years, originally at number 13 and then at number 1 from 1983. Our current base in Canada Road, opened in 2008, was purpose-built by independent developers to provide a building to cope with the increasing services offered from a Primary Care setting for a growing population. Attached to this building, but not operated by the practice, is an independent pharmacy.

## REGISTERING AS A PATIENT

The practice list is open at present and this means that patients can request the appropriate forms directly from the reception staff, or, preferably, they can present their NHS cards. These need to be completed and are passed to the doctor to sign. You will also be asked to fill in a health questionnaire so that our records can be accurate and you will be offered an appointment for a new patient medical. If the practice list is full (this means we have reached the maximum number of patients on our list for whom we can offer a good standard of medical care) you will be given a letter explaining this, and the reception staff can offer you advice on what you should do next. This will include approaching two other practices and then, if neither of them has an open list, applying to be assigned to the list of a doctor in the area. Assignments are made on a rotational basis between all the practices in a given locality and you will not be able to choose which practice you are assigned to.

The practice does not discriminate in the registering of new patients and accepts patients from anywhere within the practice boundary. There is no discrimination on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, medical condition or disability. Refusal to accept patients can only be made on reasonable grounds such as list closure, patient living outside the practice boundary, or presently registered with another local doctor.

Newly registered patients are offered a health check appointment with our healthcare assistant within six months of registration.

## REGISTERED DOCTOR

The new GMS contract moves away from a named registered doctor and patients are now registered with the practice. However, there is a facility to indicate "usual doctor seen" and we can enter that on the computer and this will be used for the Accountable Doctor. Patients registering will be asked to indicate their preference and this will be entered from the outset. The practice will endeavour to comply with such a request although some doctors may be more difficult to make an appointment with than others.

## HOW TO SEE A DOCTOR

All patients are seen by appointment. To arrange an appointment please telephone Deal 373444 or call in at the surgery between 8.30am and our closing time. **Patients can also register to use our online appointment booking facility. Please ask at reception.** The same appointments are available online as via the telephone and this can be a much quicker way of making your appointment. Our telephone system has an automatic answering service with a list of extensions. You should press 1 on your telephone for appointments or hold to speak to the receptionist. Please make a separate appointment for each person who wishes to see a doctor. If you require urgent medical attention, please let the receptionist know, so that a special arrangement can be made. **If you are unable to keep your appointment please let us know as soon as possible.**

## TELEPHONE CONSULTATIONS AND ADVICE

If you require a telephone consultation, please telephone the surgery and you will either be given a time to ring back or the doctor will ring you back when they are free. Please appreciate that it is not always possible to interrupt the doctor for non-urgent matters if they are seeing a patient.

## HOME VISITS

If you are TOO ILL or PHYSICALLY UNABLE to get to the surgery and need a home visit please phone between 8.30 - 10.00am (including weekends). If you are not sure whether you need a visit please discuss with the receptionist or doctor. Our receptionists are trained to ask for information regarding the visit in order to determine its urgency. Please appreciate that it is not always possible to interrupt the doctor for non-urgent matters. Visits are shared out between the doctors and it is not usually possible to specify a doctor for an acute visit. Please remember that a home visit is not your right and, as per government guidelines, the doctor decides when and where a patient should be seen after assessing the clinical condition of the patient. Most home visits are usually reserved for terminally ill, housebound or very sick patients. Should home visits be required out of hours, these are arranged by the NHS 111 service.

## NHS 111

This service is available 24 hours a day and replaces NHS Direct. NHS 111 can be contacted for medical advice by calling 111 free.

## EMERGENCIES AND OUT-OF-HOURS SERVICES

In normal surgery hours if you have an emergency, telephone the normal surgery number and you will be put through to speak to a doctor, if available, or the receptionist will take a message and the doctor will be contacted as soon as possible. In a life-threatening emergency at any time of day eg suspected heart attack or stroke, you should dial 999. Out of hours, you should ring NHS 111 by dialing 111 free. The out-of-hours service is for urgent medical problems only.

A receptionist at NHS 111 will record the details and you may speak to a doctor on the telephone, have a home visit, or be asked to attend at the Base depending upon the nature of the problem you have. Some of the doctors at Balmoral take part in the local out-of-hours service and the doctor on duty is not always a partner of the practice. Often the on-call doctor will ask you to travel to the minor injuries department at QEOM Hospital, Buckland Hospital or Deal Hospital rather than visit you at home. Calls to the on-call service are recorded. The NHS 111 service is available both in and out of normal surgery hours and can be used to advise patients on where to go and which service to access with a particular problem.

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[www.kimacademyofdance.co.uk](http://www.kimacademyofdance.co.uk)

## Dance YOUR Way To Better Health

The Government recommends that everyone takes part in 30 minutes of moderately intense physical activity five times a week. That's activity that gets you breathing faster, increases your heart rate and warms you up. Dancing is largely an aerobic activity that improves the condition of the heart and lungs, as well as tests your balance. To dance also requires muscular endurance, stamina and a level of fitness. So the good news is that dancing counts.

Most dance styles, even a stately waltz, have an activity rating equivalent to at least a moderate (3mph) walk. Anyone dancing will increase their heart rate, warm up and breathe faster. Regular dancing can reduce the risk of cardiovascular disease, high blood pressure, type 2 diabetes and cancer. What is more, the dips, turns and side-to-side movements in dance routines make good use of your muscles and joints, helping to delay the progression of any osteoarthritis. And added to all these benefits you will get out, meet new friends and generally have so much fun you'll forget you are exercising.

Whatever your age dancing is an excellent and enjoyable form of exercise. So go along to your local Dance School and ask about the wide range of classes available. Whether you are an absolute beginner or a budding 'Fred' or 'Ginger', there will be a dance class to suit YOU. Why not go along, improve the rhythm of your life and Dance YOUR way to better health!

ADVERTISING FEATURE

## EXTENDED HOURS

The practice offers extended hours sessions three times a week. We are open from 6.30 - 8.00pm on Monday evenings for pre-booked appointments only and open at 7.15am on Wednesday and Friday mornings. We will not be taking telephone calls during extended hours. These are pre-bookable appointments only and if you need urgent care this should be accessed via the out-of-hours service using our main telephone number in the normal way.

## RIGHTS AND RESPONSIBILITIES OF THE PATIENT

### Failure To Keep Appointments

If you are unable to keep an appointment with any member of the team you should let the practice know immediately so that your appointment can be offered to someone else. Patients who consistently fail to keep their appointment without good reason may be contacted by one of the doctors and could be asked to register elsewhere.

### NHS Zero Tolerance Policy

This practice will not tolerate any verbal or physical abuse of its staff. All incidents will be reported to the practice manager who will keep a log of such incidents. Physical abuse or threatening behaviour will automatically be reported to the Police. The patient will then be removed from the practice list and the patient will need to register with a new doctor. Verbal abuse recorded in the incident log by the practice manager may be discussed with the GPs and the patient may receive a formal letter. If this occurs repeatedly then the patient may be removed from the practice list as above.

## SOUTH KENT COAST CLINICAL COMMISSIONING GROUP

The South Kent Coast Clinical Commissioning Group is a group of clinicians working in practices in Deal, Dover and Shepway. The CCG is a clinician-led organisation and the majority of board members are local GPs. The CCG aims to have a "bottom-led" approach, asking patients what they would like to see in their local area. The SKC CCG can be contacted via email: [southkentcoast.ccg@nhs.net](mailto:southkentcoast.ccg@nhs.net) or on 03000 424700.

## CONTACT DETAILS

It is useful to have home and mobile telephone numbers and email addresses for our patients. If you are ex-directory please notify the practice of your number. If you change your telephone number, please let us know. We are also recording email addresses for our patients so if you have an email address please let us know. Balmoral Surgery now uses a text messaging reminder service so that patients who have given us their mobile number receive a reminder of appointments they have booked. To enable this to work for you, please make sure we have your up-to-date mobile telephone number.

## REPEAT PRESCRIPTIONS

If you have a medicine regularly your doctor will usually issue you with a computer request slip. Please hand in your computer slip or send it by post giving at least two working days' notice before it is needed. Repeat prescription requests can be left in the post box on the main gate when the surgery is closed. We have arranged a prescription ordering and collection service with all of the local chemists. This is available to all of our patients and can be arranged by calling in to see your chosen pharmacist. It is possible to request your prescription on-line (please see our website link at [www.balmoralsurgery.com](http://www.balmoralsurgery.com)). To use this service you have to have registered first in person at reception for our on-line services. To register please bring with you a form of photographic ID such as a passport or driving licence. The receptionists can provide more information if required. Electronic transfer of prescriptions direct to your nominated chemist is now available. This service means you do not need to come to the surgery to collect a paper prescription and so saves you time. Please ask for further details at reception.

From 1<sup>st</sup> July 2017 Balmoral Surgery regrets we will no longer be able to accept orders for prescriptions over the telephone. Please use one of the alternative ordering methods instead.

## Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Everything your family and friends thought about a loved one is expressed on that day. When someone dies it comes as a great shock. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what you should do next.

You will need to collect the doctor's certificate as to cause of death and meet with the local registrar.

Throughout all this, J.Dilnot Smith & Son is there to help and advise in whatever way they can. They are dedicated professionals who are able to provide a personal service to you and your family 24 hours a day, 7 days a week.

As a local funeral director it is a rare privilege to stand in a sensitive position at this crucial time, in the midst of your family, knowing that the quality of their service and reputation will help and comfort you through this most difficult time in your life. So choose a local firm who offer a personal caring service, with dignity.

## J. DILNOT SMITH & SON

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## INDEPENDENT FUNERAL DIRECTORS

### Offices and Chapels at:

184 Gladstone Road, Walmer, Deal CT14 7EL

Tel: 01304 380914

Beacon Lane, Woodnesborough, Sandwich, Kent CT13 0PD

Tel: 01304 812300

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For the latest information click to: [www.balmoralsurgery.com](http://www.balmoralsurgery.com)

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**In the term after your child turns three, they become entitled to 15 hours of free nursery care each week.**



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## APPOINTMENTS

Appointments can be made by contacting the reception desk either in person or by telephone during surgery opening hours and we have developed a system to allow patients to make their appointments on-line. Please ask at reception to register for this system.

Patients will also be able to be cancel by text message by using a special cancellation number. If you wish to cancel an appointment using text message please text your name, who the appointment was with, the date and time of the appointment to 07513 225850. Alternatively, if you receive an appointment reminder we are about to offer the opportunity just to text back 'cancel'.

## NHS HEALTHCHECK

The Government has introduced an NHS Healthcheck for all patients aged between 40 and 74. Patients registered with Balmoral Surgery will receive an invitation to attend at the practice on a rolling programme within the next five years in the year that their age ends in a 0 or a 5 or they are 74. Patients who are already receiving care for a vascular related problem or who have already had tests done that would be performed at this healthcheck will not be invited.

Any patient registered at Balmoral who has not had a consultation with a clinician here for three years is welcome to ask for an appointment to see a healthcare professional for a routine checkup.

## CHILD HEALTH

The practice runs our own child health clinics and immunisation service. Eight week health checks are conducted at the surgery and appointments are sent automatically. Subsequent checks are arranged via the health visitors. Immunisations are given by the practice nurses at the surgery. The current schedule for immunisation is set out below. It is very important that you have your child immunised for their own safety. Serious reactions to vaccines are very rare and far less common than serious reactions to the diseases they help prevent.

8 weeks	Diphtheria, tetanus, pertussis, polio, Hib, pneumonia, rotavirus and meningitis b
12 weeks	Diphtheria, tetanus, pertussis, polio, Hib, and rotavirus (2nd dose)
16 weeks	Diphtheria, tetanus, pertussis, polio, Hib, meningitis b and pneumonia
13 months	Pneumonia, MMR (measles, mumps & rubella), meningitis b and Hib/Men C
3.5 - 4.5 years (Pre-school)	Diphtheria, tetanus, pertussis, polio, MMR and Hib (this may vary depending upon recommendations)
12 - 13 years	HPV - 3 jabs given within 12 - 24 months (girls only)
Before leaving school	Diphtheria, tetanus, polio and Men ACWY vaccination

## MINOR SURGERY

All the doctors are registered for this and usually carry out minor operations at the surgery.

## MINOR INJURIES

For minor injuries please attend Deal Hospital Minor Injuries Unit (open 8.00am - 8.00pm every day). Contact telephone no: 01304 865420/865437.

## PARKING

Short-term parking is available at our Canada Road Surgery to be used while you are in the surgery building. The car park gates are locked every evening and over the weekend.

## DISABLED PATIENTS

The building has been designed with disabled access in mind and there is access to the first floor via a lift. There are a small number of designated disabled parking spaces available. Please help us to keep these available for those most in need.

## INFECTION CONTROL

The practice takes the risks of cross infection very seriously. If you feel that you may have an infectious condition, please let the staff know so they can make arrangements to limit the risks of spreading. Most cross infections including flu and respiratory conditions are dramatically reduced by simple hand washing with soap and water.

## HOSPITAL TRANSPORT

The practice is unable to arrange hospital transport to outpatient appointments. If you think you are eligible and require this transport you should contact the reception of the hospital you need to visit for further advice. The criteria for patient transport are very strict and determined purely on medical need. There is also a volunteer-run hospital car service for which a charge is made.

## COMPLAINTS AND SUGGESTIONS

We welcome any helpful suggestions or constructive criticism to improve the service we offer, but if you do have a complaint, we would be grateful if you could contact the person concerned or the practice manager to discuss it. We have a leaflet, "Listening, Responding, Improving" which explains our in-house Complaints Procedure and is available in the waiting room or on request at reception. We have a suggestion box in reception. Please feel free to put any constructive comments in this box. We are all human and mistakes can happen. Please feel free to discuss any problem with your doctor. Sadly, even with the best medical care some diseases are not preventable or curable. It is also important to note that symptoms at the beginning of an illness can be very non-specific and may not indicate a serious problem.

However, sometimes things can change very quickly, and unexpectedly, and if you have ongoing concerns we would want you to make contact again. If you are not happy with the explanation provided to you or you have ongoing concerns, please say so at the time, or come back soon. You are welcome to see another Practitioner for a second opinion. We believe that both our patients and our staff have the right to be treated with courtesy.

We are part of the South Kent Coast Clinical Commissioning Group and we make referrals to where the CCG has arranged contracts and offer choice to our patients at the point of referral. Waiting lists are outside our control and you should write to the local MP if you are unhappy with any aspect of referrals, waiting lists etc.

## PATIENT FORUM

Balmoral Surgery has a patient forum which always welcomes new members. The forum meets three times a year on a Tuesday evening from 6.00 – 7.00pm and aims to give our patients the opportunity to have their say about the services the surgery provides and to keep members up-to-date with new developments etc. The minutes of the forum meetings are always available in the waiting room and if you are interested in joining, please contact Assistant Practice Manager.

## CHOICE

If your doctor feels you need to be seen in a hospital, you will be offered a choice of where you are seen. This will include the various local hospitals and further afield and also includes the NHS funded private sector services. Access to choice may be made when you discuss the referral with your doctor, or via Choose & Book, telephone or computer systems.

## DROP-IN SERVICES

The Patient Forum members provide a drop in opportunity some mornings most weeks when they provide information on services that the practice provides. When they are not in the practice, there is a table in the waiting room which has a stock of all the relevant information leaflets.

Age UK hold a drop-in session at the surgery on a monthly basis - 9.00-11.00am on the second Wednesday of the month and anyone is welcome to attend without an appointment. Patients can speak to an adviser about benefits that they might be entitled to, classes at the Age UK Centre and find out about other services they provide.

Carer Support run a drop-in session from 9.00-11.00am on the first Thursday of every month. Again, no appointment is necessary.

The practice hosts a dementia drop-in service once a quarter, which is run by local healthcare professionals and provides information and support to both dementia patients and to carers. No appointment is necessary. Please ask at reception for the next date.

Please check at reception or on our website regarding the dates of all of the services noted as these could be subject to change.

## NATIONAL PROGRAMME FOR IT

Your medical records are held in the surgery on a stand-alone computer system which can only be accessed by members of the surgery team. Your name and address details are held centrally on the Connecting for Health computer system or 'National Spine'(Summary Care Record). The Government has rolled out a national programme to have everyone's important clinical information available via the National Spine and our practice is taking part by uploading patient records to the spine unless you tell us you don't want your records uploaded. This means that should you need to be seen in an emergency away from the practice, but in England, your up-to-date medical history will be available at the time. At the moment it is everyone's right to opt out of this 'summary care record' should they wish to do so. Opting out does not remove your right to have electronic transfer of prescriptions or any other aspect of your care.

Locally we now have the Medical Interoperability Gateway which allows healthcare providers from other organisations such as the local Hospital Trust the Kent and Medway Partnership Trust, the Kent Community Health Foundation Trust and the East Kent Pilgrim's Hospices as well as the out of hours provider, to view some details in your general practice medical record when they are looking after you. This can be extremely useful when trying to be certain of current medication or allergies etc. No information leaves the practice and it is strictly a view of some of your record with your consent at the point of access. If you are not happy about this or if you require further information, please ask at reception.

Locally the CCG uses anonymised confidential information from your medical records to improve the services offered in a project called Year of Care. This is so the best possible care can be provided for everyone. This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information. This allows those planning NHS services to use information from different parts of the NHS in a way which does not identify you. General Practices share patients' data in this way unless individual patients choose to opt out.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or write a letter to us stating your wish to opt out.

## **MEDICAL STAFF UNDERGOING FURTHER TRAINING/ PRACTICE INSPECTIONS**

There is usually a doctor and sometimes a nurse, working here as part of their postgraduate training. The practice is inspected to make sure that it reaches a satisfactory standard for training. This includes checking on medical records. If you do not wish yours to be included please inform your doctor. As part of the postgraduate training, the doctors often work together, and sometimes there will be a video recorder in operation during consultations. All tapes are only for the doctors' use and are disposed of afterwards. If the receptionist informs you that a video is in operation please do not hesitate to say "no" if you would rather it was not there. We are also inspected by the Care Quality Commission and they too may require access to some medical records.

## **TESTS AND INVESTIGATIONS**

Blood samples are usually taken by the phlebotomist at Deal Hospital, or by the HCA here at the practice Monday to Friday. Both services are run by appointment and you should telephone Deal Hospital between 9.00am - 5.00pm on 865400 or ask at reception here in the practice for an appointment. Urine or any other samples for the laboratory can be left in the tray at the hospital before 2.30pm. Most x-rays and scans are done in Deal by appointment, but special x-rays and scans are usually performed at either Buckland Hospital, Dover, the William Harvey Hospital, Ashford, or the Queen Elizabeth the Queen Mother Hospital, Margate. Routine ECGs are done at the practice Monday to Friday by appointment and also at Deal Hospital twice weekly by appointment if your doctor requests it.

## **RESULTS**

Please leave a week for most tests. Smears take about a month and you will be contacted with the result. **The test result department is open at present between 2.00 - 4.30pm.** The automatic choice list on the telephone includes an option for dialling this department direct in the afternoon. If you are uncertain about a test please ask the doctor or nurse when the test is requested, about the procedure and how to get the result.

## **PRACTICE AREA**

The practice is based in Deal, Walmer and Kingsdown but looks after people in the surrounding villages of Ringwould, Ripple, Mongeham and Betteshanger. A map of the practice area can be found on the back cover of this booklet.

## **CONFIDENTIALITY**

All patient notes are treated with the strictest confidentiality and we comply with the Data Protection Act 1998. Our staff are very aware of this. We do ask details of visits and emergencies to be disclosed to our staff in order to ensure appropriate use of resources. You have the right to see the records kept about you. Please ask at reception if you have any questions about this. If you would like to speak to a receptionist privately, please ask at reception. Members of the Primary Care Agency and qualified teams from local health bodies and the Care Quality Commission come into the practice from time to time to carry out post-payment verification audit and other quality related checks. The doctors are paid for certain services provided to our patients and checks against records take place to ensure that these claims have been made honestly. The practice undergoes regular verification and revalidation checks and some medical records will be inspected at random to facilitate this. If you would rather your notes are not included in this process please inform your doctor.

## **CONFIDENTIALITY FOR YOUNG PEOPLE**

The policy of confidentiality extends to our younger patients consulting on their own (the basis of this policy is defined in law). Any matter discussed by a younger patient during a consultation will not be disclosed to a third party. We believe that most of our younger patients are competent enough to make an informed choice on their own and we would usually encourage them to discuss matters with their parents. In very rare circumstances if the young person is considered to be at risk, it may be necessary to disclose information to an appropriate third party.

### **CHILDREN**

When you are attending the surgery for appointments, or for any other reason, please can you ensure your children are kept under adequate control and direct supervision whilst in the building. Please do not send children to the surgery unaccompanied. For legal reasons, it is sometimes necessary for us to ascertain that the adult accompanying the child has parental responsibility before treatment can be given. This is on occasion embarrassing for all concerned, and it is also sometimes necessary to make further checks.

### **OVERSEAS VISITORS**

Balmoral Surgery provides free emergency NHS treatment to those entitled to receive it. Those not entitled to free NHS treatment may be seen on a private basis for which appropriate charges will be made.

### **SELF REFERRAL TO PHYSIOTHERAPY**

Patients can now self-refer to physiotherapy at Deal Hospital by asking for a self referral form at the surgery reception desk.

### **OCCUPATIONAL HEALTH**

Vaccines for occupational health purposes, such as Hepatitis B, are normally provided by the employer's occupational health service.

### **THE PRACTICE TEAM**

#### **PRACTICE NURSES**

Carolyn Hanlin RGN      Zaneta McKenzie RGN

We usually have two or three nurses employed by the practice and there is one on duty whenever the building is open. As well as providing normal nursing duties they run the diabetic clinic, asthma clinic, perform immunisations and cervical smears and provide advice on health, relating to travel abroad. The nurses also have their own appointment system at reception.

#### **HEALTH CARE ASSISTANTS**

Mrs J Curry - HCA

Mrs C Chettleburgh - HCA and Weight Management Adviser

Mrs A Maslak - HCA

Our health care assistants are well trained, having undergone both in-house and external training.

#### **HEALTH VISITORS**

The health visitors working with the practice deal mainly with the health and development of young children including immunisation. They run child development clinics. For further information contact the Community Health Clinic at Deal Hospital. The health visitor can be contacted on 01304 865443.

#### **COMMUNITY MIDWIFE**

The community midwife runs parentcraft and relaxation classes and holds antenatal clinics. When newly pregnant you will be contacted by the midwife for a "booking" appointment where your options for delivery will be discussed with you. The midwife can be contacted through the surgery, Deal Hospital or Buckland Hospital Birthing Centre.

## ANTENATAL POLICY

Balmoral Surgery provides comprehensive antenatal care which is midwife-led. Women are normally seen by their doctor at booking and advised on normal antenatal care including the importance of patient choice. General health advice concerning antenatal care is usually given at this point. The doctors offer further antenatal follow up, again at the choice of the woman during pregnancy. The Deal Midwives Group is a very proactive woman-centred service who will provide more information as and when needed. Should a woman prefer to have totally doctor-centred care, this is available. Should they choose totally midwife-centred care, this is also their choice. Antenatal screening with the risks and benefits entailed is led by the midwife group, who have quick access to consultant and diagnostic tests.

## COMMUNITY NURSING TEAMS

Community nursing services are divided up into various teams including district nurses, rapid response and intermediate care, and the palliative nursing team. All of these teams are accessible via the surgery.

## COMMUNITY PSYCHIATRIC NURSES

The psychiatric nurses work in close association with the doctors to help people who have ongoing mental health problems.

## COUNSELLING SERVICE

The practice has a visiting counsellor for several sessions a week. Referrals to the counsellor can be made by the doctors. Self-referrals can be made to Dover Counselling Service (contact telephone number: 01304 204123).

## SURGERY TIMES

Individual doctors' availability will vary due to other commitments including meetings, education, teaching, hospital work and holidays!

**The doctors spend a lot of their time working outside the surgery especially on visits as well as hospital wards and outpatient work.**

### DR IAN R C SPARROW - Interests: GP Training, Paediatrics, Men's Health

Monday	8.40 - 10.40am	-	2.30 - 4.30pm
Tuesday	8.40 - 10.40am	2.00 - 4.00pm	Minor Ops
Wednesday	8.40 - 10.00am	-	-
Thursday	Clinical Admin	-	3.30 - 5.30pm
Friday	8.40 - 10.30am	2.15 - 4.00pm	-
Alternate Friday mornings	-	GP Teaching	-
Antenatal Clinic Wednesday	10.00 - 11.00am	-	-

### DR MARK T VINEY - Interests: Coil Insertion, GP Training

Monday	8.40 - 10.30am	2.30 - 4.30pm	-
Tuesday	11.00am - 12.45pm	-	4.00 - 6.00pm
Wednesday	8.40 - 10.00am	local rehab patients	5.00 - 6.00pm
Thursday	8.40 - 10.30am	-	-
Friday	8.40 - 10.30am or training (alt weeks)	-	3.30 - 5.30pm
Antenatal Clinic Wednesday	10.00 - 10.30am	-	-

### DR FRANK HOFFMANN - Interests: Occupational Health, Epilepsy, Learning Disabilities

Monday	11.00am - 12.45pm	-	4.00 - 6.00pm
Tuesday	8.40 - 10.00am	-	-
Wednesday	8.40 - 10.30am	2.00 - 4.00pm	-
Thursday	8.40 - 11.00am	2.00 - 4.00pm	-
Friday	11.00am - 12.45pm	-	4.00 - 5.30pm
Antenatal Clinic Tuesday	10.10 - 10.40am	-	-

### DR ARVIND K SINGH - Interests: Diabetes, Endocrinology

Tuesday	-	-	4.00 - 6.00pm
Wednesday	8.40 - 10.00am	-	-
Thursday	11.00am - 12.30pm	-	-
Friday	8.40 - 10.30am	2.30 - 4.20pm	-

### DR TRACEY EASTBROOK - Interests: Women's Health, Family Planning

Monday	8.40 - 10.40am	2.30 - 4.30pm	-
Tuesday	-	-	-
Wednesday	8.40 - 10.40am	4.00 - 6.00pm	-
Thursday	8.40 - 10.40am	2.00 - 4.00pm	-
Friday	8.40 - 10.40am	2.10 - 4.00pm	-

### DR CHEE MAH - Interests: Women's Health, Family Planning, Minor Surgery

Monday	8.40 - 10.50am	-	4.00 - 6.00pm
Tuesday	8.40 - 10.30am	-	Admin
Wednesday	Clinical Commissioning work out of practice		
Thursday	Clinical Commissioning work out of practice		
Friday	8.40 - 10.50am	2.30 - 4.30pm	-

Dr Chee Mah is currently heavily involved with commissioning work and so is doing this alongside his clinical work in the practice. This means that it may not always be possible for patients to make an appointment with him as he may be working elsewhere.

### DR PAULA NEWENS - Interests: Palliative Care

Tuesday	8.40 - 10.40am	-	2.30 - 5.00pm
Wednesday	10.30am - 12.45pm	-	3.30 - 6.00pm
Thursday	8.40 - 10.40am	-	2.30 - 5.00pm

### DR REVI JASSAL

Monday	8.40 - 10.40am	-	2.00 - 4.10pm
Tuesday	8.40 - 10.50am	-	2.00 - 4.10pm
Thursday	10.30am - 12.30pm	-	3.00 - 5.00pm
Friday	8.40 - 11.00am	-	2.30 - 4.50pm

## CLINICS AND SERVICES

### CONTRACEPTION

All the doctors provide family planning services in normal surgeries. The practice nurses are trained to give family planning advice and information is also available to take away in the form of leaflets. IUDs (Mirena) and IUCDs (coils) need to be discussed with your doctor before making an appointment. Special longer appointments are reserved for those with the doctors who fit them. FOR URGENT ADVICE FOR THE MORNING AFTER PILL PLEASE ASK TO SPEAK TO A DOCTOR OR NURSE. This should be obtained on the next working day. The practice nurses hold a "drop-in" emergency contraception clinic every weekday between 4.00 - 4.30pm which can be attended without appointment whether the patient is registered at Balmoral or elsewhere. Please notify the receptionist on arrival.

The Sexual Health Clinic in Dover Health Centre on:		
Tuesday	2nd and 4th week in the month	6.00 - 8.30pm
Wednesday	weekly between	9.00 - 11.00am
Thursday	weekly between	6.00 - 8.30pm

Appointments to be made during clinic hours.

### Choices 4 Young People Clinic

Monday 4.00 - 5.30pm at Deal Community Clinic.

### PRE-PREGNANCY ADVICE

If you are planning a pregnancy it is important to be healthy and to eat well. Include foods containing folic acid (mainly green vegetables) and take folic acid supplements available without prescription at pharmacies, health food shops and supermarkets. A prescription is not needed as this can be bought over the counter at the chemist from before conception until the twelfth week of pregnancy. The doctors are happy to see you for further pre-pregnancy advice before you become pregnant.

### CLINICS

In the surgery:	Antenatal	Travel Advice	Asthma
	Diabetic	Weight Management	Young Persons Sexual Health Advice - Drop In

Our Weight Management Clinic is open to patients registered here or elsewhere and can be attended by referral by a doctor, or self-referral. Our dietician, Joanna, sees patients on a one-to-one basis and also holds a group session with educational content. The clinic is held every Monday PM. Please make an appointment at reception. The Practice Nurses offer a sexual health/contraception advice drop in clinic to young people every weekday from 4pm. Please just ask at reception when you arrive. No appointment is necessary and you don't need to be registered at this Practice to access this clinic.

Elsewhere: **Skips** (Prescription for fitness) at **Tides Leisure Centre**  
**Smoking cessation at local pharmacies**

### FLU VACCINATIONS

We offer flu vaccinations from September every year. These are for children (details available from reception), people aged 65 years and over and anyone suffering from heart or kidney disease, diabetes, asthma, COPD, pregnant mothers, carers (not employed carers), immunosuppression and those in residential care. Appointments can be made at reception from the beginning of September and if you know you are within one of these groups, there is no need to wait for an invitation - just contact reception.

### DENTAL PROBLEMS

We are not dentists! If you have a problem with your teeth eg toothache or an abscess then it is your dentist you need to see. If you are registered with a dentist, check how to obtain emergency treatment. There is now an emergency dental clinic at Kent and Canterbury Hospital (01227 766877) and QEQM, Margate (01843 225544). We do not become dentists at night!

If you have difficulty in finding a dentist you can obtain help via NHS Choices.

### SEXUALLY TRANSMITTED DISEASES CLINIC

William Harvey Hospital, Ashford .....	01233 633331
Kent and Canterbury Hospital, Canterbury .....	01227 766877
Folkestone Health Centre.....	01303 228848
Dover Health Centre .....	202525

### THE SICK CHILD

It is often difficult to know when to seek help about a poorly child, especially your first. Here is some general advice we hope is helpful. There are no hard and fast rules and if in doubt speak to your doctor or health visitor or NHS 111 service.

In general, a child who is drinking, happily playing or watching television is unlikely to have anything seriously wrong. **Your child will not be made worse by being brought to the surgery.**

Children whose parents smoke have more coughs, chest and ear infections than those whose parents don't. Babies should not be placed on their stomachs in the cot and if unwell should be kept in the parents' room at night. A child with a temperature should have clothing reduced until cool and (if over three months) given paracetamol syrup (Calpol or Disprol).

Important symptoms are a refusal to drink, a faster rate of breathing, persistent stomach pains or vomiting, neck pain or stiffness, unusual drowsiness. It is important to note that in small babies an illness can develop quickly without the above and persistent crying or refusal of food, if the child appears unwell, should lead you to contact the doctor.

Earache will usually settle with paracetamol or ibuprofen (Nurofen for children) but if associated with a fever or persisting for several days this should lead you to come to the surgery. Earache is not an emergency though it is distressing with no magic answer.

### MENINGITIS

Meningitis is a rare but serious disease caused by a variety of different germs.

Bacterial meningitis can come on very quickly. The symptoms are a very ill looking child (or adult) with a severe headache, neck pain or stiffness which is made worse by bending forwards, light hurting the eyes, vomiting, drowsiness, confusion or a rash like a little blood blister or bruise which does not fade on pressing. If you suspect meningitis contact the doctor straight away. A child with a headache without the above symptoms should initially be treated with paracetamol. Close contacts of proven bacterial meningitis will often be contacted by the public health department. Contacts of contacts who are not ill are not at increased risk.

**Immunisation can prevent some forms of this disease.**

### PREVENTION OF ILL HEALTH

At this practice we believe prevention is better than cure. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs. Below are some ways you can help yourself to live a longer, fitter and more enjoyable life.

### TRAVEL ADVICE

If travelling beyond local Europe you may be exposed to some health risks. These include, but are not limited to, infections that can be prevented by vaccinations and anti-malarial tablets, as well as a health aware lifestyle if in another environment. Please discuss this with your travel agent or ticket seller before spending your money. Further advice can be gained from <http://www.fitfortravel.nhs.uk/home.aspx>. Another source is MASTA, a traveller's health site, [www.masta-travel-health.com](http://www.masta-travel-health.com). This last site may charge you for their advice. When booking in for travel vaccines, please ensure you have your requirements in writing. There is often a decision to be made by the traveller on the basis of risk/benefit/cost and the options for one person may differ from another. Most vaccines are available at the surgery but they are not all provided on the NHS. For example, Hepatitis A vaccine is free on the NHS, rabies, yellow fever, Japanese Encephalitis and oral cholera vaccine are not. Please check at the time of making an appointment in case special vaccines need ordering. Balmoral Surgery is no longer offering Yellow Fever injections. These are available locally from some other surgeries and some pharmacies. We do now also make a small charge for anti-malarial prescriptions

## SMOKING

This is the single largest preventable cause of death in this country. Smoking increases dramatically the risk of developing heart disease, lung cancer and many other smoking-related diseases. If you would like help and advice on giving up, please ask for details of our smoking cessation clinic or make an appointment to see the practice nurse.

## DIET

A healthy diet not only helps control weight, but also reduces cholesterol and helps prevent heart attacks. Please ask the practice nurse for advice.

## EXERCISE

Regular exercise will help to control stress, keep your blood pressure normal and maintain your whole system in tip top condition. Try to walk as much as possible and take the stairs instead of the lift. Dancing and swimming are enjoyable ways of relaxing and building up fitness. If you have any doubt about the state of your health, please check with your doctor before undertaking any vigorous exercise.

## ALCOHOL

Keep to the sensible limits below if you want to avoid damaging your health.

**For men: Up to 14 units a week. For women: Up to 14 units a week.  
1 Unit = 1 measure spirit / 1/2 pint / 1 small glass of wine.**

These should be spread throughout the week, with two or three drink-free days.

## USEFUL NAMES, TELEPHONE NUMBERS AND ADDRESSES

Deal Hospital, London Road (Minor injuries service in operation for 8.00am - 6.00pm).....	Deal 865400
Community Health Clinic, Deal Hospital .....	Deal 865443
Queen Elizabeth The Queen Mother Hospital (24 hour Accident & Emergency) .....	01843 225544
Buckland Hospital, Coombe Valley Road, Dover (Minor Injuries Unit 9.00am - 9.00pm) .....	201624
William Harvey Hospital, Ashford (24 hour Accident & Emergency) .....	01233 633331
Kent & Canterbury Hospital, Ethelbert Road, Canterbury (24 hour Accident & Emergency) .....	01227 766877
KCA (Support for Substance Misuse) 22-24 Castle Street, Dover .....	01304 211999
Pilgrims Hospice: London Road, Canterbury .....	01227 459700
Ramsgate Road, Margate .....	01843 233920
Patient Service Centre.....	0845 0840500
Benefits Agency, 109 London Road, Dover .....	868000
Citizens Advice Bureau, 26 Victoria Road, Deal .....	374128 or 0844 848 7978
SKC CCG.....	03000 424700
Social Services.....	204915
Deal Mental Health Centre.....	865463

## DENTISTS

Browne.....	374224
Dyson.....	375293
Sandiland .....	360913
Forryan .....	239000

## WEBSITES

BACUP .....	<a href="http://www.cancerbacup.org.uk">http://www.cancerbacup.org.uk</a>
Quackwatch .....	<a href="http://quackwatch.org/index.html">http://quackwatch.org/index.html</a>
Patient Info .....	<a href="http://www.medical-legal.co.uk/patient_info/index.html#home">http://www.medical-legal.co.uk/patient_info/index.html#home</a>
Patient UK .....	<a href="http://www.patient.org.uk">http://www.patient.org.uk</a>
East Kent Hospitals .....	<a href="http://ekh-tr.sthames.nhs.uk">http://ekh-tr.sthames.nhs.uk</a>
Dept of Health .....	<a href="http://doh.gov.uk/dhhome.htm">http://doh.gov.uk/dhhome.htm</a>
UK Health Centre .....	<a href="http://www.healthcare.org.uk">http://www.healthcare.org.uk</a>
Balmoral Surgery .....	<a href="http://www.balmoralsurgery.com">http://www.balmoralsurgery.com</a>
Carer Support .....	<a href="http://www.carers-supportcdt.org.uk/">http://www.carers-supportcdt.org.uk/</a>
Age UK.....	<a href="http://dcr.btck.co.uk">http://dcr.btck.co.uk</a>
Cruse.....	<a href="http://www.cruse.org.uk/">http://www.cruse.org.uk/</a>

## CHEMISTS IN DEAL AND WALMER

Boots, 39 High Street, Deal .....	374237
Clockwork, 7 High Street, Deal .....	375781
The Strand Pharmacy, 9 The Strand, Walmer .....	374188
Paydens, Queen Street, Deal .....	374143
Paydens, Canada Road, Deal .....	373066
Field Pharmacy, 315 Dover Road, Walmer .....	366862
Tesco Instore Pharmacy, Whitfield, Dover.....	867549
Duty Chemist open until 6.30pm Monday - Friday and 12 noon - 1.00pm Sunday.	
Tesco, Dover open until 8.00pm Monday - Saturday and until 4.00pm Sunday, closed 1.00 - 2.00pm lunch.	

## FREEDOM OF INFORMATION & PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## NOTES



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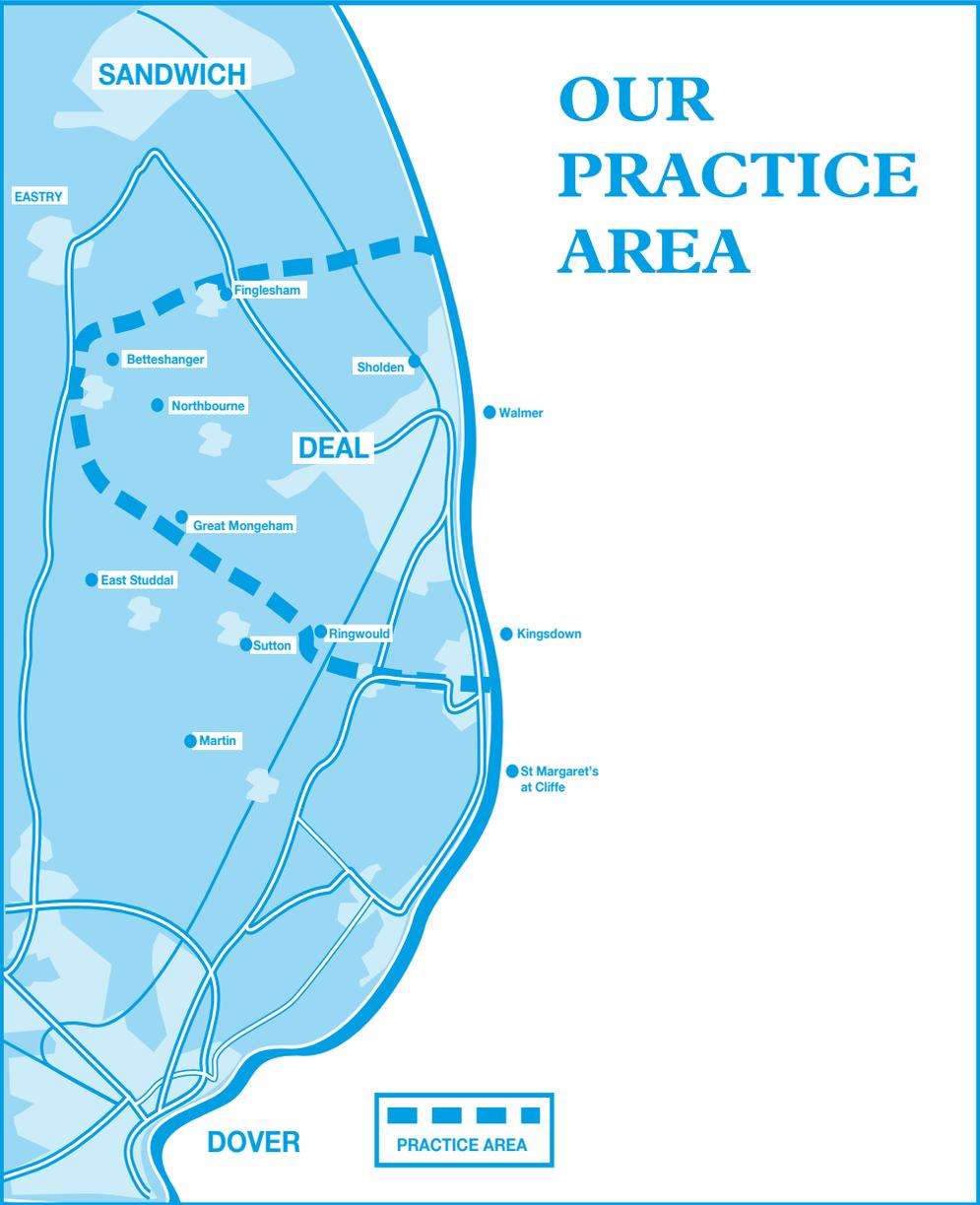
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# OUR PRACTICE AREA



**SHORT TERM CAR PARKING FACILITIES ARE AVAILABLE AT BALMORAL SURGERY, FOR PATIENTS USING THE PRACTICE.**

