



THE CHARING SURGERY

1 SURGERY CLOSE, CHARING, KENT TN27 0AW

TELEPHONE: 01233 714490

WEBSITE: www.charingpractice.co.uk

PATIENT INFORMATION

DR BILL WARRILOW

DR ROSALYN DUNNET

DR SANJI NAGANATHAR

WELCOME TO CHARING SURGERY

We hope this booklet will help you to make the best use of the services that we offer.

Practice History

The practice was founded around 1910 when Dr Littledale Senior started a practice at Wakely House. He was joined in partnership by his son, Dr "Dick" Littledale in 1936. On his father's death in 1945 the surgery moved to Ludwell House. In 1953 he took a partner and the surgery moved to its site in Station Road. In 1961 the practice was expanding with two branch surgeries and a third partner was appointed. In 1980 the next-door property was added to give extra space for the Primary Health Care Team. In 1989 a fourth partner was appointed. We provide full medical care for 21 villages and communities around Charing, including the dispensing of medicines.

The new Charing Surgery opened in February 1997. Here we are able to expand the range of services available including a full dispensing pharmacy and various complementary therapies. The surgery provides disabled access throughout the building. A disabled-user toilet is situated on the ground floor and a lift is available for patients visiting the first floor.

In 2009 a new extension to the Practice was completed providing five new consulting rooms, a community dispensary/pharmacy and an additional waiting room. Also two new treatment suites have been added to enable more scope for consultant-led clinics to be run in future at the practice. In 2012 Charing Surgery became registered with the Care Quality Commission who regulate all primary care providers.

THE PRACTICE TEAM

Doctors

Dr Bill Warrilow MB ChB BSc Medical Biochem (Hons) DCH (Grooteschoor, Cape Town 1987)

Joined the practice in 1997. First registered in 1987. He is qualified to run children's clinics and has an interest in sports injuries, orthopaedics, counselling and minor surgery.

Dr Warrilow also performs cosmetic injections privately.

Dr Rosalyn Dunnet MBBS DRCOG DFSRH (Charing Cross – Westminster, London 1991)

Joined the practice in 1999 as a trainee and has worked at the practice ever since. Joined the Surgery Partnership in May 2010 and her special interests include Obstetrics, Women's Health and Contraception. Dr Dunnet is also involved in training junior doctors and medical students.

Dr Sanji Naganathar MBBS DFSRH MRCGP PGC MedEd

Joined the practice in 2007 having registered initially in 2002. He has been associated with Charing Surgery since 2005 when he first worked here as a GP Registrar. Dr Naganathar is a trainer in general practice and also for junior doctors and medical students.

We are also fortunate to have the services of **Dr Rachel Sharp, Dr Raymond Sarkar, Dr Jenny Cox, Dr Caroline Rickard, Dr Mohan Palanisamy and Dr Geetha Sundararaju.**

THE SUPPORT STAFF

The doctors are supported by a full complement of administrative and clinical staff under the supervision of Mrs Kay Acott, Practice Manager.

Our nurse practitioner Gail Mashiter-Yates leads our nursing team and, is qualified to treat, prescribe and refer patients onto secondary care.

Their duties include not only the clinics which are listed here, but various treatments such as dressings, inoculations, injections, assisting at minor surgery, first aid etc, all appropriate for their skills and experience. Together with the healthcare assistants they work in close co-operation with your doctor.

Our nurses have special qualifications and experience for dealing with asthmatic and diabetic patients.

We have a close working relationship with a physiotherapist, district nurses, health visitor, midwives, psychiatric nurses, counsellors and the Social Services.

The Patient Services Team, led by Michaela Craske, are all trained to help you and are your link with the rest of the practice. They may need to ask questions to try and help in the most appropriate way. As well as making appointments they can arrange the best time to speak to your doctor and try and resolve any problems that you might have. Anything you tell them will be treated with absolute confidence. This rule extends to all practice and pharmacy staff.

HOW TO SEE A DOCTOR OR THE NURSE PRACTITIONER

Opening Hours

Days	Surgery	Pharmacy And Dispensary
Monday to Friday	8.00am to 1.00pm 2.00 to 6.00pm	8.00am to 6.00pm
Saturday	9.00am to 1.00pm	

The surgery is open **on alternate Saturday mornings** for routine nursing appointments which can be pre-booked in the normal way. However, there is always a doctor on call in the area for urgent medical problems.

Please telephone 01233 714490, listen to the message and you will get instructions on how to contact the NHS 111 Service.

Appointments

We run a telephone triaging system by the doctors as the first point of contact for all patient appointments with a doctor. This means that after phoning in, you will receive a call back from a doctor that morning or afternoon to discuss your needs. Depending on how busy the surgery is, the call back time from the GP can vary from a few minutes to a couple of hours. You can add your name to the triage list by using the automated telephone service, online booking system, speaking to a receptionist or by visiting the surgery. However, if you have any difficulty in using the telephone, please let the receptionist know and we will find other ways of helping you. To access the automated service from 7.00am, please press Option 1. To speak to a receptionist, press Option 2.

Please let the receptionist know about the reason for your call and this will help us to prioritise the call. If it is an ongoing condition, mentioning the doctor you have been seeing will help to maintain the continuity. You can also specify if you have a preferred time for the call back and where possible, we will try to respect that.



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* * *

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Friday Tel: (01233) 756135

Saturday Tel: (01233) 613455

www.bowthertherapy.com

In general we aim to either

- 1 Deal with your problem by telephone.
- 2 Book you an appointment for that day or at an agreed time with the most appropriate clinician to help you, allowing continuity of care and use of our doctors' individual expertise.
- 3 Organise investigations and arrange a follow up appointment.

Telephone calls to discuss results or follow up can be booked in advance - please speak to a receptionist. This system has enabled us to minimise waiting times to speak to and see a doctor with positive feedback from patients, and prevents an accumulation of problems so that each appointment can deal with one problem. Nursing appointments for things like blood tests, contraceptive prescriptions, injections and dressings can still be booked in advance as can baby checks, post-delivery checks for mums and other specific appointments. Please note that the appointments are only for 10 minutes and limit your consultation to the urgent problem only.

Depending on the demand, we also operate a sit-and-wait Surgery at various times to help patients with urgent problems. Patients will be booked into the sit-and-wait surgery by a GP or by a receptionist.

Please call 999 for any medical emergencies.

When the surgery is closed you will still be able to make, amend and cancel an appointment by phoning this number and using the automated phone service. However, the busiest time is between 8.00 - 10.00am and therefore for non-urgent appointments we would request you ring later in the morning. Please note that between 1.00 - 2.00pm the phone lines are closed except for emergency calls.

Our online appointment booking service can be found at:

<https://charing-surgery.appointments-online.co.uk> where blood test appointments can be booked 24 hours a day. To register for on line booking, please see the website or ask at reception.

How To Register

Inform one of our reception staff that you wish to register with the practice. It is a simple task of completing an application form for each member of the family and a short medical history questionnaire. You will be offered an appointment for a new patient check and we strongly advise you to take this opportunity.

Registration forms can also be found on the practice website at www.charingpractice.co.uk

All patients are now registered with the practice and not with an individual doctor with the exception of patients aged over 75.

New arrangements introduced by NHS England in January 2015 allow the practice to register patients who live outside the practice area but without any obligation to provide home visits.

If accepted you will be able to attend the practice and receive the full range of services provided as normal by the surgery. If you have an urgent care need that requires a home visit, we may advise you to contact NHS111 and they will put you in touch with the local service. For further information please visit the NHS Choices website.

Home Visits

Home visits can be made by doctors and district nurses but only when patients are genuinely bed bound and unable to visit the surgery. They are made at the discretion of doctors and will depend on the demand on the day. Please note that lack of transport is not in itself grounds for a home visit but should only be requested if the condition would be made worse by travel or cause undue distress.

For 24 hour information click to: www.charingpractice.co.uk

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Attract more business by placing your advert here. Simply call 0800 0234 196.

Private Patients

Some patients prefer to commission their healthcare from us directly rather than through the NHS. This is mainly for patients who are willing to travel to our surgery but who live outside our practice area. We do not offer a private visiting or out-of-hours service. Our fees are posted at reception for patients interested in a private service.

SERVICES PROVIDED

Minor Injuries

Charing surgery is a designated Minor Injury Unit and injuries can be treated at the surgery rather than at A&E. The service includes treatment for cuts, wounds, foreign body in eye, minor burns, minor head injuries, sprains, examination for suspected fractures, stitches and stitch removal, wound cleaning and dressing, infection management, concussion and head injury assessments. Although patients can walk in for treatment, it is advised that patients phone reception on 01233 714490 for advice before attending the surgery.

Family Planning

All doctors and nurses provide confidential contraceptive advice in normal consulting hours. A full service is provided, including advice on:

- Contraceptive Pills
- Coil Fitting (including emergency coils)
- Diaphragm Sterilisation
- Injections and Implants
- Morning After Pill (within 5 days)
- Counselling for both Men and Women

Musculo skeletal

With our GP who has specialises in joint injections

Ultrasound

The practice offers our patients an in-house ultrasound service which allows GPs to directly book their patients into an ultrasound clinic during a patient consultation so avoiding the need for unnecessary referral to secondary care. This in-house service supports early diagnostics for our patients as the sonographers provide reports directly to the GPs and results are usually turned around within a few days.

Audiology

The practice is now able to offer patients the ability to have hearing tests and hearing aid assessment and fitting at the surgery. The service is provided by Hearbase, who visit the practice one to two times a month. They have a team of fully qualified hearing aid audiologists and are able to offer short waiting times and fast turnaround of hearing aid devices. Patients do not need a GP to refer them into the service but can self refer and will be contacted directly by Hearbase and offered an appointment for the audiology test at the practice, offering our patients a convenient and easily accessible audiology service. Please ask at reception for a self-referral form.

For 24 hour information click to: www.charingpractice.co.uk



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Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

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To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Physiotherapy

Qualified physiotherapists practise from the surgery premises. This service is of great benefit enabling patients to have therapy with minimum delay. Patients do not need a GP to refer them into the service but can self refer. Please ask at reception for a self-referral form.

Counselling

A counsellor is available at the surgery by appointment arranged by the doctor. Patients do not need a GP to refer them into the service but can self refer.

Travel Clinic

Our nurses have up-to-date information and are able to give travel advice and to work out an appropriate immunisation schedule. Please allow at least three months before you travel to make necessary arrangements.

Ask for a travel clinic appointment with the practice nurse.

Charing Practice is a registered Yellow Fever Centre.

Immunisations

Childhood immunisation clinics are held regularly by the practice nurses at the surgery. Appointments will be sent to children when their immunisations are due. As the immunisation schedule is regularly updated, please visit the NHS Choices website or www.patient.co.uk to find the latest information.

NHS Health Checks

NHS Health Checks are being offered to people aged between 40 and 74 once every five years. The check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes. If there are any warning signs, then together we can do something about it. By taking early action, you can improve your health and prevent the onset of these conditions.

The check should take about 20-30 minutes and is based on straightforward questions and measurements such as age, sex, family history, height, weight and blood pressure. There will also be a simple blood test to measure your cholesterol level. Following the check, you will receive free personalised advice about what you can do to stay healthy.

Maternity Services

All our doctors are experienced and qualified in the care of expectant mothers.

Clinics are held by appointment. The attached midwife, Caroline Dodds, works in a midwifery group practice and will care for women in pregnancy, labour and after the baby is born.

Direct line number for Caroline Dodds 07967 655861

On-call midwife.....01233 616124 (Blue/Green Team)

For 24 hour information click to: www.charingpractice.co.uk

Advertising Feature

Children's Services

All our doctors are experienced in the care of children. Additional support from the health visitor can be offered via the Bluebells Childrens' Centre on 01233 622296 or by contacting the health visitor on 0300 790 0315 Monday-Friday between 9.30 - 11.30am where a message can be left.

Minor Surgery

Many minor surgical procedures can be carried out at the surgery to save the waiting and inconvenience of hospital clinics. Appointments can be made after discussion with the doctors or nurse practitioner.

Asthma/COPD Clinic

Our practice nursing team, supported by a specialist visiting COPD nurse, is trained to offer management of your asthma and COPD.

Diabetic Clinic

Two specialist GPs, our nurse practitioner and her team offer a comprehensive range of diabetic management services.

ECG

We have the facility in-house to record your ECG, which is commonly used to detect abnormal heart rhythms and to investigate the cause of chest pains. We also offer an ambulatory heart monitoring system, offering 24 and 48 hour blood pressure monitoring.

Phlebotomy (Blood Tests)

We have daily phlebotomy clinics run by nurses and phlebotomists who can help you with various blood tests in the surgery. Blood tests are available for children aged six years and over.

Complementary Therapies

We have a range of complementary therapists offering private appointments including a chiropractor, a neuro-linguistic programming practitioner, a hypnotherapist, a sports massage therapist, myofascia massage therapist and a yoga practitioner.

The practice also hosts regular consultant-led urology clinics and the pharmacy and surgery can offer an anti-coagulation monitoring service for patients on Warfarin.

CHARING PHARMACY 01233 714197

Charing Pharmacy which opened with the new building operates under the name of Charing Practice Limited and the directors and shareholders are Dr W H E Warrilow, Dr R Dunnet and Dr S Naganathar. The Company Secretary is Dr Warrilow and the registered address is the Charing Surgery, 1 Surgery Close, Charing, Ashford, Kent TN27 OAW.

Our pharmacists Antonio Monachello and Abigail Russell are pleased to advise about all aspects of medication as well as providing a full range of non-prescription medicine. The pharmacy can offer health checks, provide weight management, contraception, smoking cessation support and private cholesterol tests. During the autumn and winter, the pharmacy also offers a walk-in flu vaccination clinic. We also stock a comprehensive range of day to day items including toiletries, aromatherapy items and other chemists' sundries.

Most of our repeat prescribing is done electronically. You will be issued with a printed slip listing the medicines that the doctor is happy for you to take without being seen again.

If the slip is handed or posted to the surgery, the prescription will normally be ready for collection after three working days. However, the doctor will still wish to see you at intervals to monitor your progress and modify your treatment as necessary. Please note that we do not take repeat prescription requests by telephone in order to avoid errors but they can be faxed to the pharmacy on 01233 713329 or email via the web address www.charingpractice.co.uk

The Pharmacy is one of the first in the country to install automated robotic dispensing equipment to ensure accurate and fast provision of patient's medication.

TRAINING

Dr Naganathar is a General Practitioner Trainer and Dr Dunnet and Dr Rickard are trainers for doctors undertaking their second year of foundation scheme training. At times a qualified doctor training to be a GP will be taking surgery with these doctors. Such doctors are completing their training before becoming doctors in general practice elsewhere or following other medical careers such as junior hospital doctors.

RESULTS OF INVESTIGATIONS

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results after 10.30am. Some test results take longer than others and your doctor should be able to give you an idea of how long you are likely to wait. Please ensure you follow up with the hospital for referral appointment or test initiated in the hospital following a referral.

PATIENT PARTICIPATION GROUP

The Charing Surgery Liaison Group meet once a quarter. We find this group valuable as a means of feedback from our patients. If you are interested, please contact the PPG Chairperson via the practice website or ask at reception for details or see the noticeboard inside the main entrance doors.

GARDENING GROUP AT CHARING SURGERY

The gardening group is a Charing Surgery Patient Participation Group initiative and is open to all patients aged 16+ and meets at the surgery every Tuesday morning to get fresh air, exercise, meet other people, have fun and enjoy being part of the community. Please drop by on a Tuesday morning or ask at reception for more information.

WALKING GROUPS AT CHARING SURGERY

There are a number of walking groups that meet at and depart from the surgery several times a week. They cater for all levels of fitness and welcome new walkers. Please ask at reception for more information.

COPD

There is a COPD self help group that meets at the surgery every Monday and Wednesday morning to undertake some gentle group exercise to maintain fitness and alleviate symptoms. If you would like to join the group, please ask at reception for more information.

TRANSPORT

There is a team of volunteer drivers attached to the surgery who will transport patients who are unable, because of physical problems, to get to the surgery for an appointment. Ask at reception for details.

CAR PARKING

The surgery has a large car park, free for the use of patients.

We ask that drivers DO NOT PARK outside the main doors however short their visit but do please use the car park at all times. The area outside the front doors is clearly marked as a dropping-off point for disabled or elderly patients or for deliveries. There are three designated spaces for disabled drivers in the parking bay nearest the entrance. We also ask that drivers observe the one-way road system at all times.

COMPLAINTS AND SUGGESTIONS

Suggestions to improve our service are always welcome and should be made in writing to our Practice Manager, Mrs Kay Acott. Similarly, any problems not resolved at the time should be brought to her attention. The practice has an established in-house practice-based complaints procedure and all grievances will be dealt with considerately and in confidence. We trust that these incidents are rare but we do assure our patients, relatives, or carers that there will be no discrimination against anyone who finds the need to complain by any of the staff or doctors at the surgery.

ACTIVITIES OUTSIDE THE NHS

Some of our work is not included in the Health Service - for example, various medical examinations for insurance, heavy goods vehicle licences and certain sports, various private certificates including those for private health insurance, travel, drugs and inoculations.

A fee is charged for these in line with those suggested by the British Medical Association. Prices for these can be seen on the list in reception.

EMERGENCY CALLS OUT OF HOURS

Out-of-hours cover is provided by the doctors in conjunction with NHS 111. When the surgery is closed call 01233 714490 and listen carefully and you will be directed to the service you require.

NHS 111 SERVICE

NHS 111 Service is a telephone service, available 24 hours a day, 365 days a year but it is not an emergency 999 service. Calls are free from landlines and mobile phones. NHS 111 is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that can help best.

SURGERY CHARTER

Our Responsibilities To You

We are committed to giving you the best possible service.

Information - apart from the services listed in this booklet, every effort will be made to update you on information which directly affects your health and care being offered.

Access - there is a duty doctor available daily. Patients who have an urgent problem will be seen on the same day whenever possible. Home visits will be arranged for those too ill or infirm to be brought to the surgery.

Respect - patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

Treatment - there will be no treatment given to you without your informed consent. Please ask questions if you are unsure or do not understand the information given to you.

Health Records - you have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

Your Responsibilities To Us

Help us to help you.

Please let us know if you change your name, address, email or telephone number. Similarly we welcome having your mobile and email address to help us improve lines of communication.

If you cannot keep an appointment let us know as soon as possible. We can then offer the time to another patient.

Please only ask for home visits when the patient is too ill to visit the surgery.

If you have requested a call back from the doctor, please try and keep your phone accessible so that the doctor can reach you.

Test results take time to reach us, so please do not ring before you have been asked to do so. Please direct all enquiries to the hospitals about test results ordered by them.

Remember, you are responsible for the health of your children and of yourself. We will give our professional help and advice and we ask that you please act upon it.

We ask that you treat the doctors and practice staff with courtesy and respect. There will be zero tolerance to cases of aggressive behaviour and verbal or physical abuse.

DATA PROTECTION AND COMPUTER INFORMATION

We ask you for confidential medical information to enable us to deliver proper care and relevant treatment.

We keep this information, together with details of your care, because it may be needed if we see you again.

We may need to use some of this information for other reasons: for example, to help us protect the health of the public generally and to ensure that the NHS runs efficiently, plans for the future, trains its staff, and accounts 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 all.

Sometimes the law requires us to pass on information: for example, to notify a birth, death or infectious disease.

The NHS Central Register for England and 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 need to be referred to other healthcare professionals within the NHS. To enable us to all work together for your benefit, we may need to share some information about you. We only ever use or pass on this information if people have a genuine need for it in yours 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.

Addresses of the Local Ashford Clinical Commissioning Group and Kent Primary Care Agency:

Ashford Clinical Commissioning Group
Inca House, Trinity Road, Eureka Science Park
Ashford TN25 4AB

Kent Primary Care Agency
2 St Faiths Street, Maidstone
Kent ME14 1LL

Telephone: 0300 042 4815

Telephone: 01622 655000

Summary Care Records have been introduced at this practice. A Summary Care Record is an electronic record containing a summary of a patient's medications, allergies and adverse reactions, which can be made available to NHS healthcare staff caring for them in an emergency or when their GP practice is closed. All patients need to inform the surgery if they would like to have a Summary Care Record or if they wish to opt out.

If patients are unsure what to do, they need to ask for a leaflet at reception, which will provide more information. Or patients can visit the website <http://www.nhscarerecords.nhs.uk>

ZERO TOLERANCE

This practice supports the government's NHS Zero Tolerance Zone Campaign.

Violence and abuse is a growing concern. GPs and their staff have a right to care for others without fear of being abused or attacked, verbally or physically.

Violent patients will be reported to the police and struck off the practice list.

We ask that you treat your GP and practice staff properly - without violence or abuse, verbal or physical.

FREEDOM OF INFORMATION

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 by asking at reception.

CHILDHOOD ILLNESSES

Please see www.patient.co.uk or the NHS Choices website for a list of common illnesses, a description of symptoms and treatment advice.

Please ensure children have received the appropriate vaccinations available to them.

NOTES

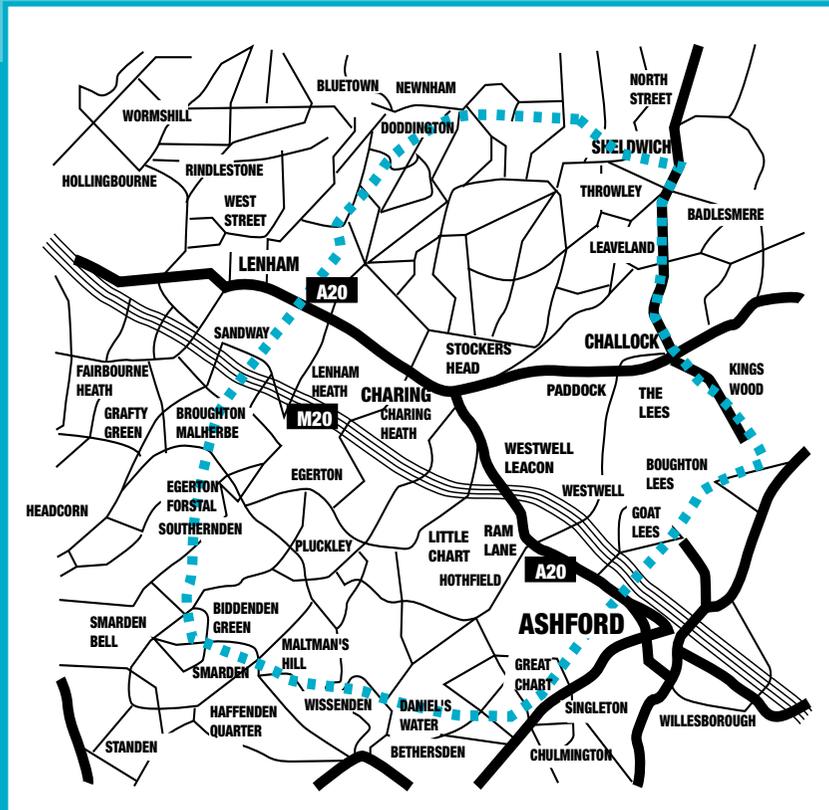
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THE PRACTICE AREA



To identify if you live within the practice boundary, then please visit the practice website at www.charingpractice.co.uk and use the postcode checker on the Patient Registration page.

New arrangements introduced by NHS England allow the practice to register patients who live outside the practice area but without any obligation to provide home visits. If accepted, you will be able to attend the practice and receive the full range of services provided as normal at the surgery. If you have an urgent care need that requires a home visit, we may ask you to call NHS 111 and they will put you in touch with a local service. For further information please visit the NHS Choices website (www.nhs.uk).