



Downs Way Medical Practice



Istead Rise Surgery

Worcester Close
Istead Rise
Gravesend
Kent DA13 9LB

Tel: 0300 456 2305
Tel: 01474 247003
Fax: 01474 831159



Shorne Village Surgery

Crown Lane
Shorne
Gravesend
Kent DA12 3DY

Tel: 01474 247003
Fax: 01474 824909



Summerhouse Surgery

Beaconsfield Road
Bexley
Kent
DA5 2AE

Tel: 01322 402210
Fax: 01322 402220

Welcome

PRACTICE HISTORY

The surgeries at Istead Rise and Shorne were opened in the late 1960s and the current practice formed in 2000 after separating from a larger four surgery practice. A new surgery at Shorne was opened in 2002, and at Istead Rise in 2007, so we now have two of the best facilities in Kent. The list size was about 7500 patients in rural Gravesham. The practice started post-graduate GP training in 2003, and the team of four doctors was joined by a First Contact Nurse Practitioner in 2006. In 2008 the team of doctors expanded to five. In April 2009, the partnership expanded to seven, with the five doctors being joined as partners by the practice manager and the nurse practitioner. In August 2010, Downs Way Medical Practice merged with Summerhouse Medical Practice at Bexley. Summerhouse became an additional branch surgery with the patient databases being merged in November 2010. Two new partners were appointed in early 2012, bringing the partnership to nine partners. The list size having combined is in excess of 12,000 patients as at September 2013.

THE PARTNERS

Dr Jayesh Patel, Dr Catherine Handy, Dr David Payne, Dr Devinder Mahil, Dr Tariq Hussain, Dr Rupal Patel, Dr Reena Jacob, Keith Fuller and Zara Williamson.

THE GENERAL PRACTITIONERS

Name	Qualifications	Date of Registration
Dr Jayesh R A Patel	(M) MB, ChB	1982
Dr Catherine F Handy	(F) MB, BAO, BCh, MRCGP, DCh, DRCOG	1983
Dr David J Payne	(M) MBBS, DRCOG, MRCGP	1988
Dr Devinder Mahil	(M) MBBS, BSc, MRCGP, DRCOG	2003
Dr Tariq Hussain	(M) MBBS, BSc, DCH, DFFP, MRGCP, MSc	2000
Dr Rupal Patel	(F) MB, ChB, MRCGP, DFSRH, Dip	2004
Dr Reena Jacob	(F) MBBS, MRCA, DRCOG, MRCGP DFRSH	1997

THE PRACTICE STAFF

Management, Reception and Administration

Managing Partner

(Practice Manager) Keith Fuller

Assistant Practice Manager Joanne Barnard

Finance Manager Maureen Innes

Business Admin Assistant Anthony Munns

Receptionists (Istead Rise) Dawn Walters Sharon Hurley Arzoo Kazmi
Priscilla Light Doreen Page Jacqueline Ebdon Lisa Wardle

(Shorne) Marie Holder Karen Clarkson

(Summerhouse) Jane Cooper Maxine Caller Lorraine Prosser

Secretaries Julie Hutchinson Tracey Pulman

NURSING STAFF

First Contact Nurse Practitioner/

Nurse Partner Zara Williamson

Practice Nurses Sally Hulme Kathleen Paterson

Toni Kilshaw Janet Moylan

Health Care Assistant/Phlebotomist Katy Gullu Debra Currell

DISPENSARY

Dispensary Supervisors
Dispensers

Suzanne Luker
Jane Cooper

Denise Johnson
Tracey Guard

ATTACHED STAFF

District Nurses
Midwife

Varies
Istead Rise - Anne Levitt
Summerhouse-Varies

Shorne - Varies

Health Visitors

Carol Banks

Alison Ward

GENERAL PRACTITIONER REGISTRAR AND STUDENTS

Our practice is a training/teaching practice. Our GP registrars are fully qualified and have a great deal of hospital experience. GP registrars are usually attached to our practice for 12 months. They are at all times encouraged to seek advice when required from the practice partners. The practice also has Foundation Year (FY2) doctors attached for four month periods, who are supervised in the same way as Registrars.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation please inform the reception staff prior to seeing the doctor. When booking an appointment you may be offered an appointment with one of our GP registrars or foundation doctors.

SURGERY TIMES - ISTEAD RISE

Appointment system operated. Reception hours: 8.30am-6.30pm

Emergency appointments after 10.30am. To see either a doctor or the first contact practitioner, book on the day from 8.30-11.00am.

Day	Staff	Hours	Hours
Monday	GP	8.45-11.30am	3.30-5.50pm
	Nurse Practitioner	9.00-11.00am	3.30-5.30pm
	Practice Nurse	8.45-11.00am	3.00-5.30pm
Tuesday	GP	9.00-11.30am	2.30-4.30pm
	GP	8.45-11.30am	3.30-5.50pm
	Practice Nurse	8.45-11.00am	
Wednesday	GP	9.00-11.30am	3.30-4.30pm
	GP		3.30-5.50pm
	GP		6.30-8.00pm
	Nurse Practitioner	9.00-11.00am	
Thursday	Practice Nurse	8.45-11.00am	3.00-5.30pm
	GP	8.45-11.30am	3.30-5.50pm
	GP	8.45-11.30am	6.30-8.00pm
Friday	Practice Nurse	8.45-11.00am	
	GP	8.45-11.30am	3.30-5.50pm
	Nurse Practitioner		3.30-5.30pm (alt weeks)
Saturday	Practice Nurse	8.45-11.00am	3.00-5.30pm
	Closed		
Baby Clinic			By appointment
Midwife	Monday	By appointment	

Please note that due to doctors' leave these times are approximate and may vary. Late night Wednesday and Thursday evenings 6.30-8.00pm by appointment only.

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 www.foreverdaizys.co.uk
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Forever Daizy's specialises in making bespoke floristry designs, whether for a gift, wedding or a funeral - whatever your requirement or budget.

Visit our website www.foreverdaizys.co.uk to see examples of our work or pop into our pretty little shop in Istead Rise, Gravesend to browse through our portfolios of gift ideas, wedding flowers or funeral tributes. You may also call on 01474 832200 to place an order over the phone - all major debit/credit cards accepted. We use premium quality fresh flowers - give us a try and see how long your flowers last!

ADVERTISING FEATURE

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

SURGERY TIMES - SHORNE.....

Open doctors' surgery in the morning. All patients who attend by 10.30am will be seen by either a doctor or the first contact practitioner. You will be asked to see the next available practitioner during the morning sessions. Appointments only in the afternoon. Nurse by appointment only. Reception hours 8.30am-12 noon 3.30-6.30pm Monday, Tuesday and Thursday 8.30am-12noon Wednesday and Friday. The telephone is diverted to Istead Rise during lunchtime closure and Wednesday and Friday afternoons.

Monday	GP Practice Nurse	9.00-10.30am 9.00-11.30am	3.30-5.50pm
Tuesday	GP Nurse Practitioner Practice Nurse	9.00-10.30am 9.00-11.00am 9.00-11.00am	3.30-5.30pm
Wednesday	GP	9.00-10.30am	Closed*
Thursday	GP Practice Nurse	9.00-10.30am 9.00-11.00am	3.30-5.50pm 3.30-5.50pm
Friday	GP Nurse Practitioner (alt weeks)	9.00-10.30am 9.00-11.00am	Closed*
Saturday	Closed		
Baby Clinic			By appointment
Midwife	Alt Thursday	9.00-10.00am	By appointment

*When surgery is closed please contact Istead Rise for any enquiries. Please note that due to doctors' leave the actual duty doctor may vary.

SURGERY TIMES - SUMMERHOUSE.....

Appointment system operated. Reception hours: 8.30am-6.30pm daily, except Thursday 8.30am-12 noon. Emergency appointments after 10.30am. To see either a doctor or the first contact practitioner, book on the day from 8.30-11.00am.

Monday	GP Practice Nurse	8.45-11.30am 8.30am-12.30pm	3.30-5.50pm 3.00-6.00pm
Tuesday	GP GP (alt weeks)	8.40-11.30am	3.30-5.50pm 6.30-8.30pm
Wednesday	GP Practice Nurse	8.45-11.30am 8.30am-12.30pm	3.30-5.50pm 3.00-6.00pm
Thursday	GP Nurse Practitioner Practice Nurse	8.45-11.30am 9.00-11.00am 8.30am-12.10pm	CLOSED*
Friday	GP	8.45-11.30am	3.30-5.50pm
Saturday	Closed		
Baby Clinic	By appointment - Alternate Tuesday mornings		
Midwife	By appointment		

*When the surgery is closed contact Istead Rise for any queries. Please note that due to doctors' leave these times are approximate and may vary. Late night alternate Tuesday evenings 6.30-8.30pm by appointment only.

For the latest information click to: www.downswaymedicalpractice.co.uk

We work hand in hand to support your choice to enjoy an independent life with dignity and respect

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we are able to offer support in your area to adults and children with a variety of needs including:

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- Adults with drug or alcohol problems
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- Adults and children with physical/learning disabilities
- Adults and children who are terminally ill
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- Domestic care
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139 High Street, Edenbridge

Kent TN8 5AX

email: genuine.care@btconnect.com

www.genuinecare.co.uk

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Why not stay in the comfort of your own home?

We are committed to maintaining your dignity while providing the best possible care in the comfort and familiarity of home.

Our Mission Statement:

To be the first choice provider of services supporting individuals in their own homes, through partnership, quality and staff ownership.

In order to achieve this aim, we have set the following objectives:

1. To provide a service that fully satisfies the needs and expectations of individuals in their own homes.
2. To respect the individuality of our service users.
3. To actively seek and value the contribution made by informal carers, families and relevant others in care planning
4. To respond positively to feedback from service users, their families and carers, other health and social care professionals and our own staff.
5. To continuously seek ways in which our services can be improved.
6. To protect our service users and staff from hazards and abuse.
7. To build and retain a stable, committed and highly trained workforce by sharing RESPONSIBILITY of the company with them, and encouraging their output.

ADVERTISING FEATURE

APPOINTMENTS.....

Appointments may be made by telephoning 01474 247003 (Istead Rise/Shorne) on 01322 402210 (Summerhouse) or by calling at the surgery. Routine appointments may be made in advance (maximum one month), which will enable us to offer you an appointment at a time best suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations. An answerphone option is available to leave a cancellation message.

EMERGENCIES.....

If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999) before calling the surgery.

TELEPHONE CONSULTATIONS.....

Patients are able to speak to GPs and nursing staff during the morning. Please be aware, that due to the constraints of surgery time, normally a message will be taken by the receptionist and passed to the relevant medical professional who will return your call within 48 hours.

HOME VISITS.....

Patients are requested to telephone before 10.00am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. The doctor may wish to speak to you before attending you at home. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

OUT OF HOURS SERVICE.....

For urgent advice during the day please note our telephones are manned from 8.00am to 6.30pm. Please follow the advice given on the telephone system if your usual surgery is closed. In cases of dire emergency, telephone 999.

For evening and weekend emergencies, telephone NHS 111. Your personal details and a brief description of the nature of the emergency will be taken by the receptionist. The duty doctor will ring you back as soon as possible to discuss your problem and decide on what course of action to take. Please ring 999 in cases of dire emergency.

REGISTRATION.....

We welcome patients who live within the Practice Boundary, but as we are family practitioners we prefer to register whole families. Please contact your nearest surgery. A map of the practice area is contained within this publication.

All new patients are required to fill in a health questionnaire, giving details of medical history and lifestyle, and may be offered an appointment for a new patient medical check with the practice nurse or doctor.

Identification will be required along with proof of address.

REPEAT PRESCRIPTIONS.....

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long term treatment. Repeat prescription requests can be made in writing or by calling at the surgery during opening time Monday to Friday. They may also be requested by fax, via the practice website, www.downswaymedicalpractice.co.uk Sorry, but to avoid mistakes, **we cannot take requests by phone**. We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours. Please allow **48 hours** before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering. Please enclose a stamped, self-addressed envelope if you want us to post your repeat prescription back to you. If you want the prescription sent direct to a chemist, please mark your request clearly.

MARTIN TOLHURST PARTNERSHIP

S O L I C I T O R S

For Friendly Professional
Advice Please Call

Longfield 706168

61b Station Road, Longfield

email: mtpl@martintolhurst.co.uk

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www.valerieanne.co.uk

Say it with love

VALERIE ANNE Florists, owned by Jolene Young and managed by Chris Benyon, was established in 1978 and has provided a floristry service to the local community in times of both joy and sadness.

"I took over in 2006 and my first decision was to uphold the strong local tradition the shop had, with the personal service only a local florist can offer," said Jolene.

The personal touch is something of which Jolene and Chris are proud and which they try to incorporate in all their bouquets and arrangements.

"When you're doing flowers for a special occasion, such as a wedding or an anniversary, it's so rewarding to think you're adding something to an already special day," Jolene said.

But they are not just there for the good times. As Jolene said, they are always ready with a sympathetic ear in times of sickness or grief.

"Again, this is where the personal touch is important," she said. "We'll always try and go that extra mile to make sure our customers are satisfied."

For more information contact Valerie Anne Florists on (01474) 706060, or see www.valerieanne.co.uk.

ADVERTISING FEATURE

Your local Plumbing and Heating Engineer

Putting up a couple of shelves is one thing, but trying a bit of DIY on your plumbing or heating system can not only be dangerous and expensive, but could also drop you in hot water with the law!

Many people are happy to do minor jobs like changing a tap washer but for anything else you are best to leave it in the hands of the professionals. DIY interference with plumbing and heating systems can result in serious damage, expensive repair bills and potential health hazards.

Don't take the risk of endangering your property, your own or your family's health or risk breaking the law. For your plumbing and heating problems always call the expert services of your local professional plumbing and heating engineer. To deal with your gas and oil boiler they will need to be Gas Safe (formerly Corgi) or OFTEC registered.

From a new outside tap to a new bathroom or full central heating system, talk to the experts who will give you sound advice based on many years' experience.



Boiler Changes.
Oil and Gas Central Heating Installation.
Breakdown Repairs.
Boiler Servicing.
Landlords Gas Safety Certificates.
System Powerflushing.
Service Care Contracts & Agreements.
Comprehensive boiler and heating system insurance cover available

FBS



☎ 01474 814172
✉ john@havenservices.com
🌐 www.havenservices.com

ADVERTISING FEATURE

CONFIDENTIALITY

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

CCTV is installed internally in public areas and externally for security at Summerhouse Surgery. Recordings are used entirely at the discretion of the partners including provision of images to the police or other official bodies, and will otherwise comply with the Practice's Data Protection registration.

Please note that it is the Practice's policy to record telephone calls for the purposes of patient and staff care, security, and dispute resolution. Recordings and their use will be at the Partners' discretion and will also comply with the Practice's Data Protection registration.

CONSENT

Everyone aged 16 or more is presumed to be competent to give consent for themselves, unless the opposite is demonstrated. If a child under the age of 16 has "sufficient understanding and intelligence to enable him/her to understand fully what is proposed" (known as Gillick Competence), then he/she will be competent to give consent for him/herself.

Young people aged 16 and 17, and legally 'competent' younger children, may therefore sign consent forms for themselves, but may like a parent to countersign as well. If the child is not able to give consent for him/herself, someone with parental responsibility may do so on his/her behalf by signing accordingly on the consent form.

DISPENSING

We have provision to dispense to patients (of Istead Rise and Shorne Surgeries) who live more than one mile from a chemist. The Health Service Regulations on this matter are very strict and this service can only be offered to those patients who register as dispensing when they join the practice or move house. For further information, please telephone the surgery and a member of our dispensary staff will be pleased to answer your enquiries. The practice also offers a delivery service for housebound dispensing patients, with deliveries on Tuesdays and Fridays.

DISPENSARY OPENING HOURS

For those patients able to use the practice dispensaries, opening times are as follows:

Istead Rise: Monday to Friday 8.45am-12 noon and 3.00-6.30pm

Shorne: Monday, Tuesday and Thursday 8.45am-12 noon and 3.30-6.30pm

Wednesday and Friday 8.45am-12 noon

TEST RESULTS

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon from noon onwards. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

CLINICS

ANTENATAL CLINIC

Patients are seen by the midwife at the clinics by appointment and also by the doctors during surgery hours.

BABY CLINIC

The baby clinics are run by the practice nurses in conjunction with the doctors, for child development checks and immunisations and allow an opportunity to discuss other problems, eg sleeping, feeding and child health worries, with an appropriate health professional. The reception staff hold the telephone number for the health visiting team if required.

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

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

ASTHMA CLINIC

This is run by the practice nurses in conjunction with the nurse practitioner and doctors, by appointment only.

DIABETIC CLINIC

This is run by the nurse practitioner and practice nurses in conjunction with Dr Patel, by appointment only.

FAMILY PLANNING

Contraceptive care is provided by all doctors and nurses during normal surgery hours.

WELL WOMAN CLINICS

This clinic is run by the practice nurses for smears and discussion of women's health issues. Postnatal checks are completed by a number of the general practitioners.

WELL MAN CLINICS

This clinic is run by the practice nurses at Shorne for discussion on both general and specific male health issues.

MINOR SURGERY

Dr Patel, Dr Payne and Dr Mahil carry out minor surgical procedures by appointment and the doctors will be happy to advise you on this. Procedures required are booked by reception in strict rotation of waiting time.

NON-NHS EXAMINATIONS

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA recommended charges. Some of these services are subject to VAT.

TRAVEL IMMUNISATION / VACCINATIONS

Prior to making an appointment, please complete the pre-travel questionnaire and return it to the surgery at least eight weeks prior to your holiday to ensure adequate cover. The practice can then advise what cover you will need. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS. A list of these charges is held at reception.

YELLOW FEVER VACCINATIONS

Istead Rise Surgery is an authorised Yellow Fever Vaccination Centre. Please note this is a payable private service.

FLU VACCINATION

An influenza vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes and carers.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery, a home visit may be arranged to undertake this facility.

PHLEBOTOMY

Our health care assistants/phlebotomists are available to take blood for tests each morning. Three mornings are based at Istead Rise, one is based at Shorne and the remaining morning is shared. Two mornings are based at Summerhouse. Please book your blood test via reception who will confirm the days available for your surgery. The HCAs can also do other routine observations such as blood pressure checks and height and weight monitoring.

The following additional services are available to our patients instead of referring you to hospital:

WARFARIN MONITORING

Patients who are taking Warfarin are monitored via the anticoagulation clinics run weekly at each surgery by the nursing team. Appointments are booked direct by the team. Patients attending will need to bring their yellow record books with them on each occasion.

24-HOUR AMBULATORY BLOOD PRESSURE MONITORING

Where patients need to have a 24-hour monitoring completed (referral by the GP), this can be arranged via reception. The practice nurses run the service. It involves a 20 minute appointment one day to set up and fit the machine, followed by the return of the machine by the patient 24 hours later. During those 24 hours, the machine will take a reading every so often at set intervals (reduced in number throughout the night). These readings are then uploaded to the computer and analysed by the doctor. A diary has to be kept throughout the 24-hour period to identify any particular stresses.

ECG

The practice nurses carry out echocardiograms (ECGs). These are completed via a 20-minute appointment on referral from your GP.

24 HOUR/7-DAY ECG

This service is available, by referral from your GP, at Istead Rise Surgery.

COMMENTS AND SUGGESTIONS

The practice endeavours to provide a friendly and efficient service to all our patients. We welcome suggestions on how we can improve our services to you and a suggestion box is provided at each surgery for this purpose.

DISABLED ACCESS

At all surgeries reserved car parking spaces for the disabled are marked near the front door. Wheelchair access to the building is via a ramp to the front entrance. At Istead Rise Surgery a disabled patients' WC is provided near the lift and another is available on the first floor. At Shorne Surgery a disabled patients' WC is provided near the doctors' consulting rooms. At Summerhouse Surgery a disabled patients WC is provided downstairs. A lift is provided to access the upstairs consulting rooms. If access proves difficult to any of our disabled patients we would be happy to consider any suggestions for improvement.

COMPLAINTS PROCEDURE

We always try to provide the best service possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Service Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 40 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

West Kent PALS can be contacted on 08000 850 850.

The Care Quality Commission can be contacted on 03000 616161, enquiries@cqc.org.uk or via www.cqc.org.uk

ACCESS TO MEDICAL RECORDS

Under the Data Protection Act patients have the right to see or have a copy of their medical records. In order to access the records, a consent form should be requested from the surgery and the request made in writing on the form, accompanied by the relevant fee. The fees are explained on the information sheet that accompanies the consent form and the fee varies between £10 and £50 dependant on the nature of the request and the way the records are kept.

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 from reception.

FEES

The practice provides healthcare under the terms of the General medical Services contract. However, there are many items of work requested that are not covered by this contract and therefore a fee is payable for them. Examples include holiday cancellation forms, insurance reports, sundry letters and HGV/PCV/Taxi medicals. Some travel vaccinations are also completed as a private service as they are not available on the NHS. Full details of fees are available from the surgery.

ZERO TOLERANCE

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

PRIMARY CARE GROUP

The practice has been included in the new governing arrangements for the NHS and is now part of the Dartford, Gravesham and Swanley Clinical Commissioning Group (DGS CCG). Contact details, DGS CCG, Dartford, Gravesham & Swanley CCG, Floor 2, Gravesham Civic Centre, Windmill Street, Gravesend, Kent DA12 1AU Tel: 03000 424913

CHAPERONE

Downs Way Medical Practice is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

There are occasions where there is the potential for abuse of a person placed in a vulnerable position, and conversely false allegations to be made. This can have serious, long-term consequences for all those involved and may not come to light for many years.

This policy is designed to protect patients, staff and doctors from abuse or allegations of abuse and to assist patients to make an informed choice about their examinations and consultations. Doctors and nurses (both male and female) should consider whether an intimate or personal examination of the patient (both male and female) is justified, or whether the nature of the consultation poses a risk of misunderstanding. There may be a rare occasion when an independent witness to a consultation might be prudent.

If so, the doctor or nurse should explain the examination, procedure or consultation and the patient must be offered the choice to have a chaperone present in the room during the examination or consultation.

The patient should be offered a trained member of staff to provide the chaperone. It may be embarrassing to the patient if a staff member is known to them, so a choice of alternative staff member may be necessary. If necessary another appointment can be made for the examination – in which case this decision should be recorded.

The patient can refuse a chaperone, and if so this will be recorded in the patient's medical record.

There may be rare occasions when a chaperone is needed for a home visit, in which case the practice will provide an appropriately trained member of staff.

PRACTICE CHARTER STANDARD

YOUR DOCTOR'S RESPONSIBILITIES

To treat you with respect and courtesy at all times.

To treat you as an individual, and to discuss with you the care and treatment we can provide.

To give you full information on the services we offer.

To give you the most appropriate care by suitably qualified staff.

To provide you with emergency care when you need it.

To refer you to a consultant acceptable to you when necessary.

To give you access to your health records, subject to any limitations in the law.

YOUR RESPONSIBILITIES AS A PATIENT

To treat all staff with respect and courtesy at all times.

To tell us if you are unsure about the treatment we are offering you.

To ask for a home visit only when the patient is unable to attend the medical centre through illness or infirmity.

To request such a visit if at all possible before 10.00am.

To ask for an out of hours visit only when necessary.

To keep your appointments and contact the medical centre in advance if you cannot.

To be punctual for appointments and to make a separate appointment for each member of the family wishing to see the doctor.

Not to expect a prescription from every consultation with a doctor. There may be other options for treatment.

To take medicines according to the instructions and to only ask for a repeat prescription if you need one.

To let us know when you change your address or telephone number.

HELP US TO HELP YOU

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out of hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.

PATIENT PARTICIPATION GROUP

It is the wish of the NHS that all GP practices have a PPG. The purpose of a PPG is liaise between the patient and the Practice. It is designed as a forum to discuss the wider issues of running the practice and for introducing new ideas and initiatives. It is not designed to deal with individual problems between the doctor and the patient.

The PPG should be seen as the conduit between the Practice and the Patients on topics which are likely to lead to a better service with ideas coming from patients and the practice. Remember the group exists to help you express your views and your comments and suggestions will be valued.

The list below gives the key requirements of the patient participation arrangements:

- Develop a structure that gains the views of patients and enables the practice to listen to and act upon feedback from the practice population.
- Organising health promotion events in partnership with the practice.
- Collect views through a patient survey, publish the results and what has been achieved as a result of the survey.

The Practice therefore invited a number of patients, selected from the three surgeries, to represent, discuss and to form an interim committee. The purpose of the interim committee to formulate and agree a formal constitution, and to elect Officers. The interim committee and Officers to stand for one year, following which a Annual General Meeting be held, when nominees and elections be held. All patients being eligible to attend and vote. **And of course we are always looking for people to help!**

The interim committee have agreed a Constitution and have elected the following Officers;

Chairman - Janet Kane

Vice Chairman - David Turner

Secretary - Keith Fuller

Treasurer - Vacant

Communications are key to keeping patients informed and it would be beneficial if those patients who have e-mail addresses and are willing for the Practice to hold them on their secure server, to fill in the e-mail forms when they next visit the surgery.

The Practice and the PPG have, as their first initiative carried out two small surveys, one on general matters and one on reception services.

These surveys allow the Practice to better understand Patients views on matters arising and work on an action plan for the future.

Whilst the interim committee has been formed it is important the committee represents the demographic make-up and any special medical interest within the Practice. If you feel that you can make a contribution to the success of the PPG please put yourself forward for joining the interim committee. Details can be obtained from any surgery or contact Keith Fuller, Managing Partner, via Istead Rise Surgery. The Constitution of the group can be found on our website.

MEDICAL RESEARCH

The staff at this practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, so that it is available each time we see you.

The information recorded about you may be used for reasons other than your personal care, for example, to help protect the health of the general public, to plan for the future, to train staff and to carry out medical and other health research.

We are involved in research studies which require access to anonymous information from patients' notes. You cannot be identified from these notes as all personal details (name, address, post code, full date of birth) are removed. Individual patients' records are added into a much larger anonymous database from many patients across the UK which is used by researchers outside this practice. This data may be anonymous research database. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted by your GP to see if you are willing to take part; you will not be identified in any published results.

You have a right of access to your health records. If at any time you would like to know more, or have any concerns about how we use your information, please ask reception for more details.

SELF TREATMENT OF COMMON ILLNESSES AND ACCIDENTS

Many common aches and pains can be simply treated at home without the need to consult a doctor.

BACK PAIN

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

BED SORES

Bed sores are far easier to prevent than cure. They are caused by prolonged pressure to certain parts of the body when lying in bed for long periods. They can be prevented by encouraging the patient to shift position as often as possible. Take care to smooth out creases in the bottom sheet to avoid irritation. If red marks appear at the pressure points such as heels, elbows, buttocks and hips, inform the doctor before they get worse.

BURNS

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing. If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

COLDS

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

DIARRHOEA

In adults, diarrhoea is usually caused by a viral infection and is therefore unable to be treated directly. The symptoms can usually be eased by the traditional kaolin and morphine mixture or by medicines containing codeine.

Holiday diarrhoea is often due to bacteria. Again, kaolin and morphine can be taken.

Consult your doctor if the symptoms persist for more than a few days.

Diarrhoea in very young children and babies needs careful attention. Most babies have loose bowel action during their first six months due to their predominantly liquid diet. Sudden bouts of unusually watery diarrhoea should be treated by taking the baby off solids and feeding them a cooled solution of boiled water with a teaspoon of sugar and half a teaspoon of salt to the pint. If the symptoms persist for more than 24 hours, or are accompanied by vomiting or weakness, consult your doctor.

GASTROENTERITIS

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Large quantities of water, orange juice, milk or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, six hours.

STOMACH ACHES

Most attacks are not serious and are usually caused by indigestion or wind. A hot water bottle will often relieve the symptoms and, in the case of indigestion, a teaspoon of bicarbonate of soda in half a glass of water will help.

If the pain lasts for longer than eight hours or increases in intensity you should consult your doctor.

SPRAINS

Treat with a cold compress, containing ice if possible, for 15 to 30 minutes to reduce the swelling. Then apply, firmly, a crepe bandage and give the sprain plenty of rest until all discomfort has subsided.

Further strain will inevitably lead to further swelling and a longer recovery period.

NOSEBLEEDS

Sit in a chair, lean forward with your mouth open, and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.

MINOR CUTS AND GRAZES

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly to the wound for about five minutes. Cover with a clean dry dressing.

SUNBURN

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation whilst paracetamol will also help.

Children are particularly susceptible to sunburn and great care should be taken to avoid overexposure to the harmful effects of the sun.

INSECT BITES AND STINGS

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

HEAD LICE

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor personal hygiene. Medicated head lotion can be obtained from the chemist without prescription.

CHICKENPOX

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

GERMAN MEASLES (RUBELLA)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

MEASLES

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

MUMPS

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor

Immunisation can prevent this disease.

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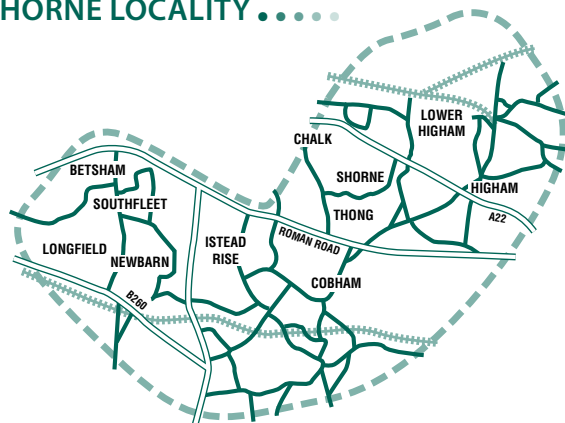
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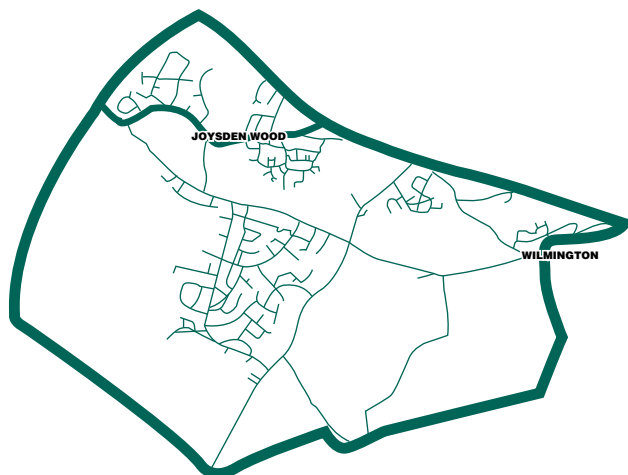
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