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# The Cedars

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24 Marine Road  
Walmer  
Deal  
Kent  
CT14 7DN

For Out of Hours Dial 111

Tel: 01304 373341

Email: [skcccg.thecedarsurgery@nhs.net](mailto:skcccg.thecedarsurgery@nhs.net)

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

## DOCTORS' CONSULTATION TIMES

Dr M Feeney	Monday	08.30 - 10.40	16.10 - 18.00 (15.00 - 16.50 Alternate weeks)
	Tuesday	08.30 - 11.30	Hospital Care
	Wednesday	08.30 - 11.30	16.00 - 18.00
	Friday	09.00 - 11.00	15.00 - 16.50 (16.10 - 18.00 Alternate weeks)
Dr P Rawson	Monday	08.45 - 10.40	14.30 - 16.10 (16.20 - 18.00 Alternate weeks)
	Tuesday	08.45 - 11.25	16.00 - 18.00
	Wednesday	09.00 - 11.40	14.30 - 15.40
	Thursday	08.45 - 11.25	16.20 - 18.00
	Friday	09.00 - 11.05 (Alternate weeks)	
Dr E Mills	Monday	08.30 - 11.00	15.30 - 17.30
	Thursday	08.30 - 11.50	16.00 - 18.00
	Friday	09.00 - 11.40	-
Dr P Barley	Tuesday	08.30 - 11.30	14.30 - 16.10
	Wednesday	08.30 - 11.30	16.00 - 18.00
	Friday	09.00 - 11.40	14.30 - 16.30 (16.00 - 18.00 Alternate weeks)
Dr B Duffy	Tuesday	08.30 - 11.10	14.30 - 15.10
	Thursday	08.30 - 11.10	14.30 - 15.10
	Friday	09.00 - 11.40	16.00 - 18.00
Dr A Blease	Monday	08.30 - 11.10	16.00 - 18.00
	Wednesday	08.30 - 11.30	14.00 - 15.40 (15.50 - 18.00 Alternate weeks)
	Thursday	08.30 - 11.40	14.00 - 15.40 (15.50 - 18.00 Alternate weeks)
	Friday	09.00 - 11.40	14.00 - 16.00 (15.50 - 18.00 Alternate Weeks)
Dr L Crowe	Monday	09.00 - 11.20	14.00 - 16.20
	Tuesday	09.00 - 11.20	14.00 - 16.20

Please note: The above rota may vary from week to week - pm surgery times for individual doctors.

Duty Doctor Sessions are created on the day for patients who need to be seen urgently.

We also offer Extended Hours which consist of:

3 x Wednesday per calendar month	07.00 - 08.00
2 x Thursday per calendar month	07.00 - 08.00
Alternate Saturday mornings	08.00 - 10.30

# WELCOME TO THE CEDARS

## HOW TO CONTACT US

By telephone: 01304 373341 08.00 to 18.30 Monday to Friday  
In person when doors are open at: 08.15 to 18.30 Monday to Friday  
Internet: 24 hours a day, seven days a week. If you want to use this facility please ask at reception for your log-in details for the website.

On the third Thursday in the month, we are closed from 12.30 for staff and doctor training (dates displayed at the surgery in advance).

## FOR EMERGENCY ADVICE WHEN THE SURGERY IS CLOSED IN THE EVENINGS OR AT WEEKENDS

Telephone the out-of-hours service by dialling 111.

## THE PRACTICE

The practice area covers Deal and Walmer and extends to the surrounding villages of Finglesham, Great Mongeham, Hacklinge, Kingsdown, Little Mongeham, Northbourne, Ringwold, Ripple, Sholden and Sutton, as shown on the map on the back cover.

The practice is part of the South Kent Coast Clinical Commissioning Group. The Group covers Deal, Dover, Shepway and all rural districts within that area.

## THE GENERAL PRACTITIONERS

<b>Dr Marc Feeney</b>	(male) MBBS DA DRCOG MRCGP (Newcastle 1986)
<b>Dr Philip Rawson</b>	(male) MBBS DRCOG MRCGP (London 1988)
<b>Dr Elizabeth Mills</b>	(female) MBBS DRCOG MRCGP (London 1990)
<b>Dr Penelope Barley</b>	(female) MBChB MRCGP DRCOG DOH (Sheffield 1979)
<b>Dr Bernadette Duffy</b>	(female) MBBS FRCS MRCGP PGCE MPCE (London 1978)
<b>Dr Andrew Blease</b>	(male) MBBS MRCGP (London 2002)
<b>Dr Lisa Crowe</b>	(female) MBBS
<b>Paramedic Practitioner Jason Moat</b>	(male)

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Funeral Plan



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184 Gladstone Road, Walmer, Deal

Tel: 01304 380914

Beacon Lane, Woodnesborough, Sandwich, Kent CT13 0PD

Tel: 01304 380914

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

## Funeral Director

When you suffer a bereavement, a funeral for a member of your family is the most difficult day of your life. Sometimes the death may be expected, but nothing prepares you for the emotional shock of losing someone close and you may not know what should be done next.

If death occurs at home, telephone your doctor who will visit to confirm that death has taken place and advise you how to obtain the certification as to cause of death. Then contact your local funeral director who will be able to advise you on registration procedures. If death occurs in hospital just contact your local funeral director to engage their services, and collect the doctor's certificate as to cause of death from the hospital.

In either case, you should then contact the local registrar for the area in which the death took place and make an appointment to take in the certificate as to cause of death. (If available, also take the deceased's medical card to this meeting.)

Throughout all this, your local funeral director 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. Many local funeral directors feel 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.

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

## THE PRACTICE STAFF

**Practice Manager**  
Mrs Deborah Revell

**Assistant Practice Manager**  
Mrs Lesley Bateson

### Reception/Administrative/Secretarial Staff

The practice employs 11 reception/administrative staff and one secretary.

### Practice Nurses

**Sister Chris Odell**

**Sister Charlotte Standen**

**Sister Susan Stocks**

**Sister Kelly Crew**

RGN, ENB 901, CHD Diploma, Clinical Supervisor

RGN, Diploma - Diabetes Management

RGN, Diploma - Asthma Management

RGN, Diploma - BSc (Hons) Interprofessional Practice

### Healthcare Assistant

**Deborah Hyder**

**Lynn Overington**

### Community Nurses

Community nurses work alongside the practice to provide care in the home for patients whose ill health prevents them from attending the surgery.

To contact the community nurses please ring 0300 123 1943 and leave a message. They will respond to your call as soon as possible.

### Health Visitors

Health visitors are based at The Deal Community Clinic. They provide care initially for the under fives but also hold various groups for all ages. They can give advice and information on parenting, behaviour, diet and postnatal depression. A baby clinic and childhood immunisations will be offered at the Cedars Surgery on a Wednesday from 09.00 - 12.00 but parents are asked to attend Deal Clinic on Thursdays 09.30 - 12.00 for weight checks.

To contact the health visitors please ring 01304 865460 or 01304 865457 and leave a message. They will respond to your call as soon as possible.

### Counsellors

We have an in-house counsellor provided by Dover Counselling Services. For referral to the counsellor please see your doctor.

### Medical Staff Undergoing Further Training

Here at the Cedars Surgery, there will be a doctor and sometimes a nurse working here as part of their postgraduate training. The practice is inspected to make sure that it meets all the necessary standards for training; this includes checking on medical records. If you do not wish yours to be included please inform the doctor.

As part of the postgraduate training they may use a video recorder during consultations, all tapes are only for the doctors use only and are disposed of afterwards, you will be informed of this before your consultation. If you prefer not to have the video in operation please do not hesitate to say no, either to the receptionist or the doctor.

for 24 hour information: [www.cedarssurgery.co.uk](http://www.cedarssurgery.co.uk)

## Need some electrical work doing and tempted to do it yourself?



While DIY enthusiasts may think they know the ins and outs, getting it wrong could prove fatal.

**Make sure you contact a fully qualified local electrician today.**

You can only set up a lasting power of attorney while you have mental capacity. Once you have lost capacity it is too late.



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## Do you or a family member need care and want to stay in your own home?



This type of decision can be difficult for families. Contact a local care agency to discuss your needs today.

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## HOW TO REGISTER

If you wish to register at the Cedars and you live in our practice catchment area, please collect the appropriate form from the reception staff. These need to be completed along with a health questionnaire and a patient contract which will be given to you; we will also need to see some form of identification with proof of address. Please allow 48 hours for registrations before making an appointment.

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

## HOW TO MAKE AN APPOINTMENT TO SEE A DOCTOR

All patients are seen by appointment only. To make a routine appointment please contact reception, either by telephoning 01304 373341 or in person. Patients can also register to use our online appointment booking facility. Please ask at reception. Routine appointments are 10 minutes long. If you need to be seen urgently that day, please let the receptionist know your symptoms and if appropriate she may offer you an appointment with our paramedic practitioner. Failing that, we will endeavour to give you an appointment with a doctor if possible. This may involve waiting but you will be advised of a time to attend. Sometimes it may be quite a wait to see a specific doctor; however, the doctors do re-assess the availability of their appointments daily at 08.00 and 13.00 where they may release more appointments if possible. You may telephone at these times to check availability.

You may also use the internet to book doctors' appointments which is available 24 hours a day, seven days a week. Ask at reception for details.

**Please let the surgery know if you are unable to keep your appointment as we may be able to offer it to another patient.**

## HOW TO MAKE AN APPOINTMENT TO SEE A PRACTICE NURSE OR HEALTH CARE ASSISTANT

The practice nurses hold daily surgeries in which they can see and treat patients of all ages for a variety of health matters including dressings, blood tests, blood pressures, cervical smears, dietary advice and ear syringing. They also run clinics for diabetes, asthma, COPD, CHP and hypertension. In order to allow sufficient time for your consultation with the nurse, it would be helpful if you could tell the receptionist the reason for your visit. The health care assistant has been trained to support the practice nurses. You can make an appointment with her for blood pressure checks and blood tests. You may also be advised by the nurses or doctors to make an appointment with her for follow up, dressings and Doppler tests.

## TELEPHONE ADVICE

If you need to speak to a nurse or doctor on the telephone please give your details to the reception staff, with a brief summary of the reason for your call. The doctor or nurse will telephone you when they have finished their surgery. If your call is urgent please make the receptionist aware of this.

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## Let the taxi take the strain!

You know the feeling – you have been feeling ‘a bit under the weather’ for some time, and have finally got around to making an appointment to see the doctor. Do you really feel well enough to drive to the surgery? Or maybe you’re already on medication from the doctor and you’ve been advised not to drive. After all, it is vital to arrive in plenty of time for your appointment, and not to arrive stressed, which could mask other symptoms. So why not call a local taxi company? They will take you door to door, get you there on time, and no worries about parking the car either!!

Many older or disabled patients regularly use their local taxi firm for going shopping, keeping appointments, or going to visit friends. They appreciate and value the convenience and relatively low cost. Mums find a taxi has many advantages especially for transporting all the paraphernalia associated with keeping an appointment, at a fixed time, and having to take a baby and/or a young child with them.

Going out for a social occasion by taxi means you can enjoy the evening without the worries of drinking and driving or not getting home safely. Or that holiday with an early flight and all that luggage? No problem and no parking charges at the airport either!

On all such occasions, you need reliability, and that is where the local taxi firm with a good reputation comes in.

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

## EMERGENCIES AND OUT OF HOURS SERVICE

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

Out of hours, you should ring NHS 111 by dialling 111. The out of hours service is for urgent medical problems only.

A receptionist at the NHS 111 will record the detail and you may speak to a doctor on the telephone, or get a home visit, or be asked to travel to a local minor injuries department where the on call doctors will see you.

## HOME VISITS

Home visits will be made by the paramedic practitioner/doctors if a patient is too ill to attend the surgery. This will be at the doctors’ discretion. A doctor may phone you to discuss your visit request further, please make sure we have your correct phone number.

Please try to come to the surgery wherever possible as the facilities are far better for examination and treatment.

Please try to telephone for a home visit before 10.30, most home visits are done after morning surgery. Telephone 01304 373341.

**IF YOU NEED AN IMMEDIATE VISIT PLEASE MAKE SURE THE RECEPTIONIST UNDERSTANDS THE URGENCY OF YOUR REQUEST.**

## REPEAT PRESCRIPTIONS

Repeat prescriptions take two working days to process and will be available for collection after 14.00 on the allotted day. If you have medication regularly your doctor will usually issue you with a computer request slip. If you do not have one you can fill in a medication request form which can be obtained from the reception desk at the surgery. Please hand in your medications request slip or send it by post remembering to allow for the two working days for the request to be processed. Prescriptions can be posted back to you providing you include a stamped addressed envelope. Repeat medication requests can also be left in the post box on the wall by the front entrance if we are closed. You must re order your prescriptions from the surgery as we no longer accept requests from the chemists, although you can still sign up with a local pharmacy for their collection service. We also now use the Electronic Prescription Service. You will not have to visit your GP surgery to collect your prescription; your GP will send it electronically to the pharmacy you have nominated saving you time. Please visit your local pharmacy and they will explain this procedure to you. Repeat prescriptions can also be ordered online with the patient facing service (emis access) and as well as ordering prescriptions you can make appointments and view your medical records, and if you have a smartphone there is an app you can download onto your phone. If you wish to use the facility and view your medical records we do require some photographic evidence, please enquire at the reception desk for further information.

**PLEASE NOTE WE DO NOT TAKE MEDICATION REQUESTS OVER THE TELEPHONE.**

Brought In	Collect
Monday	Wednesday
Tuesday	Thursday
Wednesday	Friday
Thursday	Monday
Friday	Tuesday

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## RESULTS

If your doctor or nurse sends you for an investigation such as an x-ray or blood test, you will need to contact the surgery after your test for the result. Please ring for results after 14.00 when the reception staff will be more able to help you.

## OCCUPATIONAL HEALTH

We do not do vaccines for occupational health purposes, such as Hepatitis B, are normally provided by the employer's occupational health service.

## SERVICES AND CLINICS

### Travel Immunisations

If you require travel immunisations please make an appointment to see the practice nurse as early as possible before your proposed travel. You will be required to produce a printout stating which vaccinations are necessary for the countries you are visiting. This is available from Masta Travel on 0870 606 2782 [www.masta.org](http://www.masta.org) or through the Fit for Travel website [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk)

Most vaccines are available for free through the surgery but there are some exceptions (rabies, yellow fever, Japanese encephalitis and oral cholera); these are available from Boots Canterbury, 12 Gravel Walk, Canterbury, Kent CT1 2TF and Clockwork Pharmacy, High Street, Deal for which there will be a fee. They can be contacted on 01227 470944 if you require more information.

### Child Health Checks And Immunisations

A doctor and practice nurse hold a clinic every Wednesday morning for routine child development checks and childhood immunisations. The health visitors hold a baby clinic on a Thursday morning at the Community Clinic on Bowling Green Lane behind Deal Hospital.

### Contraception, Sexual Health Problems

Patients wishing to discuss sexual problems can make an appointment with any doctor or practice nurse. All such advice is confidential. Emergency contraception (the morning after pill) can be obtained from the surgery, casualty department or over the counter in most chemists.

### Pre-pregnancy Counselling

This is important to ensure that you are healthy at the start of pregnancy and to discuss the need for vitamin supplements. Please make an appointment with the practice nurse or the doctor.

### Cervical Smears

This important test is recommended for all women aged between 25-49 every three years and women aged between 50-64 every five years. You will receive a reminder when this test is due. It can be carried out by either the practice nurse or doctor. A letter will be sent to you with the result of your test.

## Breast Screening

All women between the ages of 50-70 are eligible for breast screening. You will automatically receive an invitation from the Health Authority every three years. If in the meantime you are worried, you can always come and see your doctor who can refer you, if necessary, to a consultant.

## Antenatal Clinic

These clinics are run by the midwife. Antenatal care is shared between your GP and the midwives who also work closely with the hospital to help your pregnancy run smoothly. Once baby is here the midwives also look after you for the first 10 days after delivery. Contact number 01304 201624 and ask for the maternity department.

## Minor Surgery Clinic

A range of minor operations is carried out by all the doctors. Your doctor will arrange to perform your minor operation.

## Asthma And Diabetic Clinics

Special clinics are run to help in the management of these common conditions. The nurse or doctor will advise you about these.

## Hearing Aid Clinic

We now have a hearing aid clinic held alternate Wednesdays at the surgery, they offer hearing assessments and also replace hearing aid batteries for free during their clinics at the surgery. Alternatively you can visit them at Hearbase at the back entrance to Middle Street car park in Deal, where they will replace batteries for free. If you feel you need to have your hearing checked, please make an appointment with your GP who will arrange a referral for you to be seen at the surgery.

## Counselling Service

We have two counsellors attached to the surgery. If you wish to see one of them you will need to be referred by your GP. Alternatively self-referrals can be made to the Dover Counselling Service (contact telephone number 01304 204123) or Kent Stressbusters (contact telephone number 01303 850674).

## Mental Health Team

Referrals to a member of the team are made via your doctor.

## Choose And Book/Patient Choice

If your GP decides that you need to see a consultant, he/she may be able to refer you via the computer system. This will enable you to choose from a list of four or five hospitals/clinics where possible and either book your appointment yourself by phone or the internet, or ask at reception and one of the staff will book an appointment for you.

## Smoking Cessation Advice

If you wish to give up smoking, we have an advisor within the practice who will be happy to discuss the various forms of medication available on the NHS, to help you achieve your goal. Please contact the surgery and ask for Deborah Hyder for further advice.

## Health Checks

If you have not attended the surgery for three years, or you are over 75 years old and have not attended the surgery in the last 12 months, make an appointment at the surgery and your doctor or nurse will offer you a brief health check at the time of the consultation.

## Non-NHS Services

Various non-NHS services are provided for which we charge the recommended BMA fees. Such services include pre-employment medicals, insurance medicals, holiday cancellation forms, private sickness certificates, HGV/PSV/elderly drivers medicals, private health insurance claim forms, vaccinations and immunisations not paid for by the NHS. Please ask at reception for the current recommended charge and about any service not mentioned above.

## Influenza And Pneumonia Vaccine

In accordance with Department of Health guidelines, we recommend an influenza plus pneumonia vaccination for patients with diabetes, chronic heart, lung or kidney disease and residents of nursing and rest homes. Clinics are held each September/October; dates and times will be displayed in reception.

The Department of Health no longer send out reminder letters to patients advising them to have their Influenza vaccination. It is up to the individual to remember to make that appointment at the surgery.

## Dentist

We are not dentists. The doctors will not see patients or issue prescriptions for dental related problems, you must go to a dentist or if it is out of hours, call Dentaline on 01634 890300. They will tell you what to do or make you an appointment at one of the local hospitals where there is an emergency dental clinic.

## Sexual Health Clinics

Sexually Transmitted Diseases Clinic - Helpline.....	01303 228808
William Harvey Hospital, Ashford .....	01233 633331
Kent and Canterbury Hospital, Canterbury.....	01227 766877 (Outpatient Department, Annex of Clinic B)
Folkestone, Foord Road Clinic .....	01303 58286
Dover Health Centre .....	202525

## **IMMUNISATIONS**

### **Children**

The current recommended schedule is:

2 months	Triple (Diphtheria, Tetanus, Pertussis), Polio, Hib (Haemophilus), Hep B (Infanrix Hexa), Prevenar (Pneumococcal) & Rotavirus
3 months	Triple (Diphtheria, Tetanus, Pertussis), Polio, Hib (Haemophilus), Hep B (Infanrix Hexa) & Rotavirus
4 months	Triple (Diphtheria, Tetanus, Pertussis), Polio, Hib (Haemophilus), Hep B (Infanrix Hexa) & Prevenar (Pneumococcal)
13 months	1st dose MMR (Measles, Mumps and Rubella) & Prevenar Booster (Pneumococcal), Hib & Men C (Haemophilus & Meningitis)
3 years, 4 months	Pre-school booster (Diphtheria, Tetanus, Pertussis) and Polio plus 2nd MMR (Measles, Mumps & Rubella)
15 years	Booster - Diphtheria, Tetanus and Polio, Men AWY

## **COMMENTS AND SUGGESTIONS**

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception, or place them in the suggestion box.

## **COMPLAINTS PROCEDURE**

We welcome any helpful suggestions and constructive criticism to improve the service we offer. If you do have a complaint, we would be grateful if you could contact our practice manager Mrs Deborah Revell in writing or by appointment. She will acknowledge your letter within three working days and respond more fully, after investigating the matter, within a timescale discussed with you.

We have a suggestion box in reception; please feel free to put any constructive comments in the box.

## **DISABLED ACCESS**

The surgery has adequate access and facilities for disabled patients. If you need any further assistance please ask the receptionists who will be pleased to help you.

## **INFECTION CONTROL**

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

## **CONFIDENTIALITY**

The information we hold about you is kept in your paper records and also on the computer. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about your personal information. Staff working within the surgery may need access to your medical records in the course of their work. Your information may be shared with other health professionals outside the practice but still within the NHS, for the purpose of your ongoing care. We also have to supply information to the Department of Health and the CCG but this information is usually anonymous or subject to scrupulous confidentiality rules.

We only ever use or pass on information about you if people have a genuine need for it in your and everyone's interests.

Whenever we can we shall remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

If an insurance company, employer or solicitor requests information about you we will only give it to them after we have received your signed authorisation to release such information. We are unable to disclose information about you to anyone, even your close relatives, unless we have your signed consent or there are extenuating circumstances.

## **ZERO TOLERANCE POLICY**

This practice considers aggressive behaviour to be any personal, abusive and aggressive comments, bad language, physical contact or aggressive gestures.

No abuse of staff, doctors or other patients is acceptable whether verbal or physical. All abuse will be reported to the practice manager who will keep a log of all incidents.

Physical abuse of any of our staff by our patients is reported to the police. The patient will then be removed immediately from our list. If the police are not informed, the Health Authority will inform the patient of the need to register with a new doctor.

In these circumstances, the general practitioners are still obliged to see the patient if they come into the surgery within the following seven days.

## **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.

## **CEDARS PATIENT PARTICIPATION GROUP**

The Cedars Patient Participation Group was established with a view to bringing together patients and staff of the Cedars Surgery to discuss how we can improve our services.

The group meet three times a year and the aim is that by working together we can develop and improve the services that the surgery is able to offer patients.

If you have any comments or you wish to become an active member, please contact the surgery on 01304 373341 or email [skcccg.thecedarssurgery@nhs.net](mailto:skcccg.thecedarssurgery@nhs.net). Alternatively, ask at reception for an enrolment form.

## **PATIENTS' CHARTER STANDARDS**

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

## OUR RESPONSIBILITY TO YOU

We are committed to giving you the best possible service.

### Names

People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

### Waiting Time

We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 15 minutes in the waiting room without receiving an explanation for the delay.

### Access

You will have access to a doctor rapidly in case of emergency; 24 hours in cases of urgency. We will arrange a home visit as appropriate for those who are too ill or infirm to be brought to the surgery.

### Telephone

We will try and answer the phone promptly and to ensure there are sufficient staff available to do this. If you need to speak to your doctor or the practice nurse and they are unavailable, the receptionist will take your name and number and the doctor or nurse will call you back.

### Respect

Patients will be treated as individuals in their healthcare, irrespective of their ethnic origin or religious or cultural beliefs.

### Information

We will give you full information about the services we offer. Every effort will be made to ensure you receive that information which directly affects your health and the care being offered.

### Health Promotion

The practice will offer patients advice and information on: steps they can take to promote good health and avoid illness; self-help, which can be undertaken without reference to a doctor in the case of minor ailments.

### Health Records

You have the right to see your medical records subject to any limitations in the law. These will be kept confidential at all times. If you wish to have photocopies of your records, this will incur a charge.

## YOUR RESPONSIBILITY TO US

### Help us to help you.

- Please let us know if you change your name, address or telephone number.
- Please do everything you can to keep appointments. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.
- When you request a visit the doctor may call you back to discuss the visit further, please make sure we have the correct contact number.  
Please ask for home visits only when the person is too ill or immobile to visit the surgery.
- Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

- Test results take time to reach us, so please do not ring before you have been asked to do so and please phone after 14.00 for results. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.
- We ask that you treat the doctors and practice staff with courtesy and respect.
- Please read our practice booklet. This will help you get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.
- Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.
- Please ask if you wish to see your doctor.

## SOUTH KENT COAST CLINICAL COMMISSIONING GROUP (CCG)

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 the board members are local GPs.

The CCG aims to have a "bottom led" approach, asking the patient what they would like to see in their local area. The CCG can be contacted via email: southkentcoast.ccg@nhs.net or on 03000 424700.

## SELF TREATMENT OF COMMON ILLNESSES

### Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

### Burns And Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

### Coughs, Colds And Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

### Diarrhoea And Vomiting

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehydrate/Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

## Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

## Head Injuries/Concussion

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

## Insect Bites/Stings

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

## Nosebleeds

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A&E.

## Sprains

R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

## WHAT TO DO IN TIME OF BEREAVEMENT

### If death occurs at home:

1. Telephone the doctor. He or she will visit to confirm death has taken place.
2. Contact the funeral director.
3. Collect doctor's death certificate from the surgery. (You will be told when this will be available for collection.)

### When death occurs in hospital:

1. Contact funeral directors to inform them that their services will be required.
2. Collect doctor's certificate from hospital.

### Then:

1. Take the death certificate to the Registrar's office for the area in which the death took place. Also take the deceased's medical card if available.
2. Take the green form to the funeral directors who will take over complete responsibility for arranging the funeral.

## FAMILY FIRST AID KIT

This is a list of inexpensive but useful medicines for minor illnesses. Keep them in a locked box or cupboard out of reach of children.

- Paracetamol mixture
- Dressing strips
- Calpol
- Calamine lotion
- Vapour rub
- Sling
- Thermometer
- Crepe bandage
- Antiseptic solution
- Cotton wool
- Scissors
- Tweezers

## NOTES

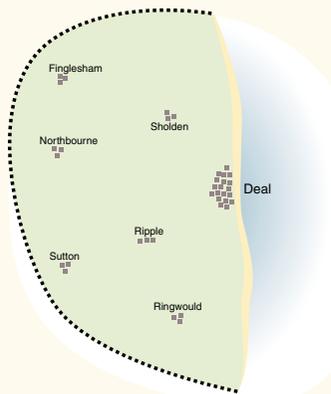
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## PRACTICE AREA



The practice area covers Deal and Walmer and extends to the surrounding villages of Finglesham, Great Mongeham, Hacklinge, Kingsdown, Little Mongeham, Northbourne, Ringwould, Ripple, Sholden and Sutton.

## USEFUL TELEPHONE NUMBERS

Community Health Clinic, Deal Hospital .....	01304 865443
Deal Hospital .....	01304 865400
Buckland Hospital .....	01304 222510
William Harvey .....	01233 633331
Kent & Canterbury .....	01227 766877
QEQM .....	01843 225544
Paydens Golf Road .....	01304 381807
Strand Pharmacy .....	01304 374188
Alliance Chemist .....	01304 374075
Paydens Pharmacy .....	01304 374143
Clockwork Chemist .....	01304 375781
Walmer Pharmacy .....	01304 366862
Boots Chemist.....	01304 374237
Dentaline .....	01634 890300
South Kent Coast CCG .....	03000 424700
Patient Service Centre.....	01227 868686
Patient Transport.....	0843 224 1888
Pilgrims Hospice: London Road, Canterbury .....	01227 459700
Ramsgate Road, Margate .....	01843 233920
Registrar of Births and Deaths .....	0845 678 5000
Dover Counselling Centre.....	01304 204123
Kent Stressbusters .....	01303 850674
Social Services .....	03000 416161
Age Concern .....	01304 372608
KCA (support for substance misuse).....	01304 211999
Shepway Lifeline .....	01303 853000
Carers Support .....	01304 364637

## USEFUL WEBSITES

[www.southkentcoastccg.nhs.uk](http://www.southkentcoastccg.nhs.uk)      [www.patient.co.uk](http://www.patient.co.uk)