

**Welcome to KINGSNORTH MEDICAL PRACTICE**

**Ashford Road,**

**Kingsnorth**

**TN23 3ED**

**01233 610140**

The doctors and staff at Kingsnorth Medical Practice in Ashford, Kent are proud to offer the highest standard of patient-centred healthcare. We have been rated as “Outstanding” by the CQC.

We run many clinics for the management of chronic diseases such as asthma and diabetes and offer a wide variety of other medical services including antenatal and postnatal care, minor surgery, childhood vaccinations and NHS health-checks for the over 50’s.

**Registering with the Practice**

When registering as a new patient, please register using the link below and follow the instructions.

[**https://register-with-gp.ht1.uk?gpCode=G82730&gpName=Kingsnorth%20Medical%20Practice**](https://register-with-gp.ht1.uk?gpCode=G82730&gpName=Kingsnorth%20Medical%20Practice)

This information leaflet provides details about our Practice and the services we offer. For more information on our services please visit our website at: [**www.kingsnorthmedicalpractice.co.uk**](http://www.kingsnorthmedicalpractice.co.uk)

Kingsnorth Medical Practice is a non-dispensing practice.

As an Advanced Training Practice, we train a wide range of Medical and Nursing students. We also support other Health Professionals and this may on occasion mean these students will be working alongside KMP staff. This enables them to learn and develop their clinical skills in practice.

Please let the Reception Staff or the Health Professional you are seeing know, if you DO NOT want a student present during your consultation.

The practice has a Zero tolerance policy to any patient who is abusive or violent towards the GPs or their staff and steps will be made to remove the patient from the practice list.

**Opening Hours**

Kingsnorth Medical Practice’s core hours of opening are Monday to Thursday from 8 am to 8 pm and Friday 8 am – 7 pm (excluding bank holidays and protected training afternoons displayed in advance on our website). The Practice does offer some routine Nurses & Health Care Assistant appointments on Wednesday evenings until 8.00 pm

The Practice also offers Extended Hours from Monday-Thursday 18.30 - 20.00 pm. These appointments consist of face to face appointments and telephone appointments with the GP.

**If you require medical advice or assistance outside of our working hours, please call: 111**

If your need is urgent eg: Choking, Chest Pain, Breathlessness, Blacking out **Please dial 999**

**Appointment System**

**How does Kingsnorth Medical Practice’s Appointment System work?**

We have implemented the NHS app and e-Consult systems at the Practice. These can be accessed via the Practice website (app store for NHS app) on computer, laptop and smart phones and are the best way to get in touch with the practice regarding health issues or administrative requests. Both systems have triage built-in and are visible to the clinician at the surgery prior to them returning your call. It is also possible to attach photos to these requests which removes the need, in many cases, for you having to physically attend the practice.

If you do not have the facilities to access these services, please contact reception. All requests for an appointment with a GP are triaged by the duty doctor team first and cannot be booked by the reception team. The reception team place you on our daily duty doctor list and you will receive a same day response.

The receptionist will ask a few questions about the nature of your problem and its urgency. All of our receptionists are highly trained and will treat you professionally. A brief explanation of your problem will help them direct you to the most appropriate person. All this information will be treated in the strictest confidence and you do not have to tell the receptionist anything you do not want to.

If you need a nurse or healthcare assistant appointment it will be booked for you at an agreed date and time.

This system:

* Reduces waiting times to see or speak to a GP
* Reduces your frustration at not being able to speak to the GP on the day you want
* Avoids wasting your time by coming into the practice when you may not need to
* Will eliminate patients not attending pre-booked appointments, thereby improving access
* Will reduce waiting times in the practice as your telephone triage will have already determined the reason for your attendance
* Will improve continuity of care as if you need to be seen it can be arranged for it to be the same GP who completed your triage

**Chaperone**

If you would like a chaperone present during your consultation, please inform the Doctor / Nurse who will be happy to arrange this for you.

**Accountable / Named GP**

The Practice is required under the terms of the latest GP contract to allocate all patients a named accountable GP. This is an administrative exercise in order that patients can have a named responsible GP should they require them. Your named accountable GP will be the named doctor you are registered with. Having a named GP does not prevent you seeing any other doctor in the Practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor, if you are under the age of 75 and making a request to see a GP and have not had a consultation for over three years a doctor will arrange a consultation with you and may ask additional questions to ascertain your clinical needs. If you are over the age of 75 and have not had a consultation with a GP in over one year and are needing to see doctor they will have a consultation during which the doctor may make such inquiries and undertake such examinations as they considers appropriate in all the circumstances. As a patient you have a right to request to see a particular clinician and where possible the practice will try to fulfil that request. However if the requested clinician is unavailable, has reasonable grounds to refuse to provide services or does not routinely perform the service in question then an alternative clinician will be assigned to you for an appointment.

**Repeat Prescriptions**

Patients on regular medication from their GP or hospital clinic do not always need to see the doctor for a repeat of their medication. You can request repeat prescriptions directly through the NHS App or eRD (electronic repeat dispensing) which can be set up via your GP. Alternatively you will be issued with a computer slip attached to your prescription detailing your medication and we ask that you bring this request form to the surgery for your repeat medication. Please allow 72 working hours for collection. You will be asked to nominate a pharmacy of your choice so that your prescription can be sent electronically to the Pharmacy. You will be asked to see the doctor at regular intervals for a medication review. Telephone orders for repeat medications will **NOT** be accepted (Postal requests are acceptable). Please request your repeat prescription in good time as sometimes delays cannot be helped.

**Complaints**

If you have a complaint or concern the quickest way to resolve it is to speak to a member of the Practice team and they will endeavour to resolve the problem straight away. If the situation cannot be resolved the Manager will undertake to investigate the matter further. The Manager will contact the patient within 3 days of the complaint being made and discuss the way forward. Your complaint will be investigated within an agreed timescale and you will be kept informed of the progress and the final outcome. For more information on our complaints procedure please refer to the Compliments, Comments, Concerns and Complaints policy, available on our website.

**Confidentiality**

We ask you for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information. The following IT systems are in use at the practice:

* Referral Management (using NHS numbers in referrals)
* Online booking of repeat prescriptions
* Summary Care Record (uploading details of your current medication and allergies to the national “spine” so that these are available for doctors involved in your care elsewhere)
* GP to GP transfers (the electronic transfer of records from practice to practice when you re-register
* Patient Access to records (the facility to view your medical records online) via the NHS App.

If you are not already registered for online access and would like to be please complete our online form, alternatively you can set up the NHS app online.

If you would like access to your medical records enabled you can do so through our website. If you would like to opt out of the local or national summary care record, please use the following link: <https://www.nhs.uk/your-nhs-data-matters/>

We only pass information on about you to people who have a genuine need for it. Whenever we can, we shall remove details that identify you as an individual. Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can provide the best possible care. The NHS would like to link information from all the different places where you receive care, such as your GP, hospital and community service, to help us provide a full picture. If you do not want information to be shared outside your GP Practice, please inform the receptionist.

**Kingsnorth Medical Practice - Help us to help you.**

Our team will always do their best for you. However they need your help to provide the best care for all our patients. Please support us by following these simple guidelines.

* You will be treated with courtesy and respect by all Practice personnel.
* An urgent appointment with a Doctor, Nurse or other appropriate health service will be available the same day.
* Requests for repeat prescriptions will be dealt with within 72 working hours. Please request your repeat prescription in good time, as sometimes delays cannot be helped.
* All comments and suggestions about the service are welcome. Please use the box provided in the waiting area. If you have a complaint please speak to a member of staff. Your complaint will be dealt with in a professional and efficient manner.
* If you have hearing, visual or physical difficulties, please let the Receptionist know so that we can enable you to fully utilise our services
* If you are unable to attend an appointment please cancel your appointment

**Home Visits**

Home visits are available for our Housebound and terminally ill patients where a visit is deemed necessary after telephone triage through the normal appointment system.

**Services we offer**

**Paediatric ENT** - The clinics are currently held once a month on Saturdays and the service led by an ENT consultant from the East Kent Hospital Trust and supported by Dr Davies. Paediatric Audiologists also support the team carrying out vital hearing assessments. Any surgical procedures that are deemed necessary following the appointment will take place at the William Harvey Hospital.

**Cardiology Clinic** - The clinic is for patients who are over the age of 18 years. Patients will need to consult their GP first who will arrange a referral via Ashford Clinical Providers. Referrals will be triaged by Dr Timms, a GP with a special interest in cardiology, who will arrange for an appropriate appointment to be made. Clinics are held on Wednesday’s each week.

Conditions treated:

* Palpitations
* Shortness of Breath
* Chest Pain
* Atrial Fibrillation / Flutter
* Arrhythmia
* Abnormal Cardiac Results

**Vasectomy Clinic**

For patients aged 18 and over requesting a vasectomy. Clinics are held on a Thursday morning each week. Patients will need to arrange a referral via their GP. The procedure will take at the Kingsnorth Medical Practice.

**MSK**

For patients aged 18 and over. Patients will need to consult their GP first who can arrange a referral via Ashford Clinical Providers. Referrals will be triaged by GPs with a special interest in orthopaedics who will arrange for an appointment with the appropriate clinician;

Dr Jim Kelly at KMP sees patients for problems relating to shoulders, knees, ankles and elbows that may require injections. Patients requiring specialist physiotherapy will be booked to see Mr Stuart Hide, an extended scope practitioner, for spinal problems. There are other orthopaedic specialist surgeons that will assess you at KMP, with any necessary surgical procedures taking place at either the ONE hospital or KIMS.

**Gynae Clinic**

We work with specialists that are experienced in treating common and complex gynaecological conditions who will investigate and treat a full range of gynaecological cases, including:

* Diagnosis and treatment of simple pelvic masses (ovarian cysts and fibroids)
* Abnormal bleeding
* Hysterectomy
* Vaginal prolapse
* HRT
* Pelvic Pain

Clinics are normally held on Friday mornings and are run by an experienced Consultant from KIMS Hospital. Patients will need to consult their GP first who will arrange a referral if required. Any surgical procedures that are deemed necessary following the appointment will take place in the comfort of KIMS Hospital.

**Ultrasound Clinic**

For Kingsnorth Medical Practice patients aged 18 and over. Patients will need to consult their GP first who will book an appointment into the clinic. Clinics are held every Monday, Friday and bi-weekly Tuesdays.

Referral criteria: patients who present with gynaecological, abdominal or renal symptoms. Please note scans for MSK are undertaken by this service.

**Our Doctors**

Dr James Kelly - MBBS (London 1992), MRCGP, DFFP, DRCOG, DCCH - GP Partner

Dr Mark Davies - MBBS (London 1997), DCH, DRCOG MRCGP - GP Partner

Dr Thilla Rajasekar - MBBS (Madras 1996), MS, MRCGP, DRCOG - GP Partner

Dr Matthew Timms - MB ChB (Bristol 1997), BSc, MRCP, MRCGP - GP Partner

Dr Louise Riches - MBBS (London 1990), MRCGP

Dr Anh-Van Whitby - MBBS (London 1994), BSc, MRCGP, DFFP

Dr Humaira Andrabi - MBBS (Kashmir 2001), MRCGP

Dr Zsuzsa Komlosi - MD (Hungary 2005)

Dr Hema Duraiswamy - MBBS, MRCGP

Dr Vanescia Dookie - MD 2012 St Georges University

Dr Opeyemi Akinnawonu - MBBS (Ilorin 2009) MRCGP

We have training doctors which can be GP Registrars and Foundation Year Doctors, please see the website to find out our current ST2’s and Registrar’s.