



Practice Information Leaflet for Patients

Brewer Street Surgery
 4 Brewer Street
 Maidstone
 Kent
 ME14 1RU
 01622 755401

brewer.street@nhs.net

Website: <http://www.brewerstreetsurgery.nhs.uk>

Inspected and rated

Good



Opening Hours:

Monday – Friday
 08:30 -18:30

Outside of these hours, please call 111, in the event of an emergency, please call 999 and for your local pharmacy, please visit <https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy> for their opening hours (they can provide care for minor ailments.)

Doctors:

Partner GP's:

Dr Garrett (male)
Dr Mitchell (male)
Dr Gilmore (female)

Working Days:

Mon/Tues/Thur/Fri
Mon/Wed/Thur/Fri
Tues/Thur/Fri

Salaried GP's:

Dr Purkayastha (female)
Dr Keeley (female)

Mon/Wed
Mon/Tues/Wed

Specialist Practitioners:

Dr Johnson (male)

Enhanced Access clinic (once a month) for Minor Surgeries.

Brewer Street Surgery regularly host and take part in the training of medical students from the local medical school (KMMS).

The Nursing Team:

Practice Nurses:

Rachelle Caton
Anca Maios

Healthcare Assistant:

Jenny Brewer

Phlebotomist:

Lyn Flynn

Enhanced / Other Professional Services offered at Brewer Street Surgery

Mental Health Practitioners	Podiatry	Physiotherapists	Care Co-ordinators
Child Health Navigators	Clinical Pharmacists	Social Prescribers	Community Nurses
Midwife	Occupational Therapists	Health Visitor	Paramedic

Registration:

Anyone in England can register with a GP surgery. It is free to register. You do not need proof of address, immigration status, ID or an NHS number.

If you wish to register with the surgery, please speak to reception who will assist you with the process and provide you with the relevant documents and information regarding the registration protocol. The surgery is currently in the process of adding online registering to the many services available, this will enable patients to register and fill the forms in online in a more efficient manner (we will update patients as soon as this becomes available.)

We are pleased to offer access to disabled patients. We ensure each individual's needs are met and pride ourselves for our diverse way of working.

Although patients can express a preference to be seen by any GP at the surgery, patients are encouraged to remain with their usual/named GP to aid continuity of care.

Online Services:

This will enable patients to access our services online at their convenience; ordering medication and reviewing medical history. Patients will need to register with the practice for online access to be able to use this service. If you are interested, please complete the patient access form at reception or you can download the app from the app store to access this service, for example: NHS app, MyGP app, Patient Services app.

Appointments:

With a Doctor or Specialist Practitioner:

For routine consultations, we will endeavour to offer patients an appointment within two weeks of the request either via a telephone consultation or face to face (whichever is preferred by the patient or deemed the most appropriate course of action from the non-clinical triage at reception.)

For medically urgent requests, we will offer an appointment on the same day. In the event where the surgery has reached full capacity, our trained receptionists will gather as much information as possible from the patient and signpost to the most relevant services for the issue.

With a Practice Nurse/HCA/Phlebotomist:

For routine appointments, we will usually be able to offer an appointment within five working days.

eConsult:

The surgery are now offering eConsult as a service to our patients for administration purposes. Please log in to the practice website, the eConsult banner is located at the top of the page for patients to self-manage their requests for medical certificates, requests for results and any other admin related queries. The surgery aim to respond to eConsult requests within 48 hours and would like to emphasise the importance to patients that eConsult must NOT be used in any event for an emergency or medical complaint. Please speak to reception for medical issues or dial 999 in for emergencies.

Medical Examinations:

The GP's are able to offer Insurance/Pre-employment/HGV/Fostering medicals, etc at their discretion, as this is a private consultation. Please speak to reception to arrange these appointments.

Chaperones:

The surgery have several staff members trained to chaperone clinicians. Patients have the right to ask for a Chaperone in any consultation, likewise patients also have the right to decline the offer should they wish to do so.

Translation services:

The surgery has access to a Translation service called 'The Big Word', patients can ask for this translation service to be contacted prior to their appointment and should advise reception when they require this. This enables the surgery to provide excellent care for the patient and to update their records for future reference to contact patients, via the Big Word.

Signposting:

The reception staff are all trained to signpost patients to the most appropriate services for their needs. Patients are encouraged to contact reception if they are unsure of how best to manage their complaint and the receptionist will assist them accordingly, you may be advised to visit a community pharmacy, optician's, dental surgery, etc. If you wish to speak to the Receptionist privately, please let them know. Everyone has the right to confidentiality.

Health Visitor:

The Health Visitor duty line is available Monday to Friday, 9am to 5pm with the exception of bank holidays 0300 555 0506. kentchft.maidstoneDutyHV@nhs.net

Whilst at the surgery for an appointment:

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long. Please feel free to speak to reception if you feel you have waited a long time without an explanation, whilst we endeavour to keep patients well informed, the reception team are extremely busy, dealing with incoming calls and assisting the practitioner so we do ask patients to be mindful and respect the pressures reception deal with daily.

There is normally only time to discuss one problem per 10-minute appointment. If you think you will need more time, please let reception know and they will book you a double appointment.

DNA's (Did Not Attend):

The surgery ask that if you are unable to attend a pre-booked appointment, please let the surgery know as soon as possible to allow others the chance of that appointment. A high number of appointments are wasted each month by patients not attending and this is easily avoidable by contacting reception/cancelling on the app or responding to the reminder message sent to you by the surgery booking system.

Smoking Cessation:

The surgery support the Smoking Cessation Programme, please speak to reception/GP who will be happy to assist you and refer to the appropriate services.

Counselling services:

Patients are able to self-refer for many counselling services. Details of services available in the local area are held at the surgery; please speak to reception for further information.

Repeat Prescriptions:

Our preferred method for receiving repeat prescription requests is via our online service (download the app of your choice to support this). Alternatively, you may be able to arrange for your local pharmacy to request medication on your behalf. Telephone requests are NOT accepted at the request of the Doctor.

We require five working days' notice (this does not include weekends/bank holidays) to complete a prescription request. On some occasions this may take longer if the GP needs to review & re-authorise the request.

Please nominate a pharmacy and the prescription will be electronically forwarded to them enabling you to collect your medication directly from the pharmacy.

Home Visits:

For those patients unable to attend the surgery a home visit can be requested. Please contact the surgery by 10.30 am if possible. Home visits are usually carried out by our Paramedic at the GP's request. The GP may also telephone patients that request a home visit.

Referrals:

Urgent referrals to other health and social care agencies are usually completed within one working day of the patient consultation.

Where requested, our GPs will refer you to a private health provider (please provide relevant details to our Medical Secretaries when this is requested.)

We usually process non-urgent referrals promptly; however, during busy periods this can take up to ten working days from the time of patient consultation.

Test Results:

When a clinician has arranged for a test to be carried out, patients will be informed when the results are likely to be available. Please be assured, a clinician will inform you of any abnormalities or follow up's required, however, patients are encouraged to call for their results after 14:00pm should they wish to know their results and comments made by clinician.

Comments / Friends and Family Tests:

Patients attending the surgery for an appointment will receive a text message asking about the service/s received. The surgery encourage patients to respond to this as truthfully as possible as this allows the surgery to improve on their current services and feedback to staff appropriately. Alternatively, there is a form in reception that can be filled in for those patients without a telephone.

Complaints:

Patients are encouraged to speak freely to the individual involved at the time of their appointment if they ever feel dissatisfied with the service received.

The practice recognises that patients who complain about the care or treatment received have a right to expect a prompt, open, constructive and honest response including an explanation and if appropriate, an apology.

If you are unsatisfied with any aspect of your treatment or care at the practice, please contact the Practice Manager either in writing or by telephone.

- All complaints will be acknowledged within 3 working days of receipt
- Confidentiality will be respected at all times and the patient's consent will be sought where complaints are made by anybody other than the patient themselves.
- The Practice Manager will undertake a thorough investigation of events and seek to address all aspects of a patient's complaint; taking advice and where beneficial, arranging meetings with the complainant.
- Where appropriate, the practice will invite and co-operate with agencies such as PALS, Healthcare Resolutions or ICAS in order to achieve a local resolution.
- Every effort will be made to keep the complainant informed of progress and for a final response to be sent within a reasonable timescale.

Privacy and Confidentiality:

We pride ourselves in respecting our patients' privacy, dignity and confidentiality at all times.

Patient Charter:

What Brewer Street Surgery expects from our patients:

- Courtesy to the staff at all times - remember they are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel.
- If you have more than one problem to discuss, please book a double appointment.
- An appointment is for one person only – in the event of another member of the family needing to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time.

Changes to Procedures:

When changes to practice procedures are made that affect patients, we will ensure that these are clearly explained, by means of a brochure, waiting room notice board, leaflets, SMS message or email, updating our Facebook page or an alert on the practice website, giving as much notice as practicable.

Rights and Responsibilities:

Our patients have a right to be treated appropriately and in a courteous manner by all surgery staff. In turn, we ask patients to treat the staff at our surgery with courtesy, especially the receptionists who have a difficult job. We have a Zero Tolerance policy and do not accept any verbal or physical abuse towards any members of staff.

Access to Patient Information:

Patient information is accessible by staff working within our surgery, the surgery and staff are bound by strict confidentiality rules; with regular Information Governance training undertaken. Patient information will not be divulged to third parties unless for purely clinical reasons, or when patients have given their consent.

In the event of a patient requesting information, they will be asked to fill in a SAR's request form (Subject to Access Requests) completing the relevant sections. The admin/clinical teams will then process this. The process can take up to two weeks, we ask for as much information as possible to fulfil the requirements and for as much notice as possible. Please be patient with the team!

If patients require their information to be provided by any certain means of communication, for example in Braille or big writing etc, please inform the admin staff and they will ensure these needs are met.

Freedom of Information Act:

The Brewer Street Medical Practice has produced a publication scheme under the Act which provides on request standard information about the use of NHS funding by the practice.

For further information, please visit our website: <http://www.brewerstreetsurgery.nhs.uk> or speak to the Reception Team who will be more than happy to assist you.

Finally, if you are registering at the practice, we are pleased to welcome you to our surgery! ☺