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4 BREWER STREET
MAIDSTONE

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PRACTICE INFORMATION LEAFLET

Website address is http://www.brewerstreetsurgery.nhs.uk

Your Named GP is

Dr Johnson / Dr Garrett / Dr Mitchell

We are a three-partner practice with one part-time salaried GPs, Dr Dianne Gilmore who works six sessions a week on Tuesdays, Wednesdays, Thursdays & Fridays. We are not a training Practice.

If a member of the public wishes to register as a patient at this practice please ask at the Reception desk (see Registration paragraph). We are pleased to offer access to disabled patients and will make individual arrangements where necessary. Although patients can express a preference for any doctor at the practice, patients are encouraged to remain with their usual doctor to aid continuity of care.

Our practice offers services via General Practitioners, Practice Nurses, Community Nurses, Health Care Assistant, Midwife, Physiotherapy, Social Prescriber, Podiatry services and Clinical Pharmacists.

Out of hours care - between 6.30 pm and 8.00 am, Monday to Friday and from 6.30 pm on a Friday until 8 am on Monday- -Please call **111** – NHS 111 is the service to call when it is not a 999 emergency but you need medical help fast. Pharmacies can provide advice on a number of minor ailments. The nearest pharmacist to you & their opening hours can be found on the NHS website https://www.nhs.uk/service-search/pharmacy/find-a-pharmacy

If you wish you may have a Health Check within six months of registering as a patient, please book an appointment with the Practice Nurse if you wish to do so. Appointments for 3 yearly checks and over 75 years checks are made at the request of the patients.

Smoking Cessation The Doctors support the Smoking Cessation Programme, please ask them for advice.

REPEAT PRESCRIPTIONS

Our preferred method for receiving repeat prescription requests is via our online service (download the app of your choice to support this). Alternative 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 48 hours' 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.

APPOINTMENT TIMES

The Reception Desk is open between 8.30 am & 6.00 pm – Monday to Friday.

We ask our patients who are unable to keep their appointments to cancel their appointments so that they can be offered to someone else.

Monday to Friday – Mornings – 08.00 am to 11.10 am & Afternoons 4.00 – 5.30 pm

Except Friday pm when it is 3.30 – 5 pm.

Same day Appointments 11.20 am onwards; five minute appointments made on day of emergency occurring, urgent matters only

We offer pre-bookable appointments from 7 am on Wednesdays, Saturday mornings on a rota basis and a later evening on Wednesdays & Fridays (rota basis) as part of our extended hours.

If you wish to speak to the Receptionist in confidence please let her know.

Practice Nurse Clinics – Monday to Friday am and pm clinics available by appointment.

Antenatal Clinics – Monday, Tuesday; by appointment with the Community Midwife.

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

Community Nurse Team (District Nursing) This service is provided for housebound patients only.

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. Most home visits are carried out by our Paramedic. The GP may also telephone patients that request a home visit.

REGISTRATION

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

ONLINE SERVICES

This will enable you to access our services online at your convenience; ordering medication & reviewing your medical history. You will need to register with the practice to access this service; if you are interested in this service please complete the online services form available at reception or you can download an app from the app store to access this service for example; NHS App, My GP App, Patient Services App.

MEDICAL EXAMINATIONS

The Doctors carry out Insurance/Pre-employment/HGVmedicals Monday mid-afternoon; Please ask the Receptionist to arrange an appointment. (This service is on hold at present).

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 will not tolerate any form of verbal or physical abuse.

COMMENTS/COMPLAINTS

If patients wish to make a comment or a complaint about the service they receive you may raise this with the individual doctor or nurse. Alternatively you may contact the Practice Manager in writing or by telephone. Please use the Friends & Family feedback online or by questionnaire at the practice.

ACCESS TO PATIENT INFORMATION

Patient information is accessible by staff working within our surgery, who are all 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.

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.