

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.