

## Useful Telephone Numbers

<b>NHS 111 Service</b> When it's less urgent than 999			<b>111</b>
Age Concern	01892 522591	Parenthood counselling service	01892 540881
Alcoholics Anonymous	0800 9177 650	Carers First	01732 357555
British Diabetic Association	01892 529769	Sexual Health Clinic	01622 225713
Citizens Advice	01892 533880	Patient Transport	08000 960211
Emergency Dental Service	01892 517771	Rape Crisis	0207 8371600
Home Finding for the Elderly.	01892 530330	Red Cross	0800 0280 831
Hospice at Home	01892 820500	Relate	01892 529927
LIFE (pregnancy counselling)	01892 525214	Social Services Out of hours	01892 515045 08451 450 121
Planned Care Booking Service for patient queries about referrals to Maidstone and TW Hospitals	01622 729000	Social Security benefits & allowances	0800 8882200
Help finding NHS dentist	0800 0 850 850	Tunbridge Wells Borough Council	01892 526121
For advice on accommodation options & adaptations contact the housing department at your local authority.			
The Red Cross loan wheelchairs free for up to 8 weeks. They also have a reasonably priced transport and escort service for important or urgent journeys.			

## Useful Websites

(A note of warning: more than 170 potentially misleading UK sites offering bogus cures are being checked by The Medicines Control Agency, the Office of Fair Trading and The Trading Standards Authority.)

<a href="http://www.nhs.uk">www.nhs.uk</a>	NHS Choices – Your guide to the science behind health
<a href="http://www.patient.co.uk">www.patient.co.uk</a>	Specific information about diseases/ patient leaflets/ details of self-help groups.
<a href="http://labtestsonline.org.uk/understanding">http://labtestsonline.org.uk/understanding</a>	The latest information on clinical lab tests
<a href="http://www.getselfhelp.co.uk/">www.getselfhelp.co.uk/</a>	Information and support for all mental health conditions.

November 2016

**Lonsdale Medical Centre**  
1 Clanricarde Gardens, Tunbridge Wells  
Kent TN1 1PE  
Tel 01892 530329 Fax 01892 536583

[www.lonsdalemedicalcentre-kent.nhs.uk](http://www.lonsdalemedicalcentre-kent.nhs.uk)

**Dr Bruno Capone**

MRCGP DFFP Dip Pall Med

**Dr Chris Corney**

MB BChir

**Dr Julia Wakeham**

MBBS BSc DCH DRCOG MRCGP

**Dr Leela Thangavelu**

MRCGP DFSRH MSc DOccMed

**Dr Elle Ghafouri-Shiraz**

MB ChB MRCGP

**Dr Tony Buckland**

MBBS DRCOG FP CERT

The partners of Lonsdale Medical Centre aim to offer you the highest standard of clinical care with a personal touch. We are committed to providing a preventive healthcare approach in line with current healthcare policy.

### ***Practice Boundary***

Patients are welcome from the area shown on our boundary map in reception and on our website.

### ***Parking***

This is a private estate and parking is permitted for a limited period (1 hour). Please note that parking at the side and rear of the building is reserved for the doctors and staff. Please do not block these cars in; if you do so, you risk preventing the doctors from attending urgent visits.

There is a limited supply of parking within our own car park including one space for disabled parking. A certain number of parking spaces are designated for staff parking only.

### ***Disability Access***

Disabled patients are welcomed. The practice has a stair lift to the first floor.

## **Dr Bruno Capone**

Qualified University of Amsterdam 1997. Special interests: oncology & palliative care, primary & secondary prevention of coronary heart disease, family medicine & family planning.

## **Dr Chris Corney**

Qualified University of Cambridge 2000. Special interests: women's & children's health, palliative care & allergies.

## **Dr Elle Ghafouri-Shiraz**

Qualified University of Birmingham 2008. Special interests: Men's health, urology, dermatology.

## **Dr Leela Thangavelu**

Qualified Bangalore University (India) 2000. Special interests: family planning & diabetes mellitus.

## **Dr Julia Wakeham**

Qualified in 2002 at University College Hospital London. Special interests: women's health and mental health.

## **Dr Tony Buckland**

Qualified St Thomas' Hospital 1976. Special interests: dermatology, minor skin surgery including basal cell carcinoma (bcc) removal and joint injections.

## **Julie McGowan (Advanced Nurse Practitioner)**

Julie is able to prescribe and refer

## **Philippa Logan, Brigid Lenanton (Practice Nurses)**

## **Jenny Webster, Joanna Webb (Healthcare Assts)**

The nursing team is trained in all aspects of general practice nursing and can do cervical smears, blood pressure checks, dressings, ear syringing, travel advice and some vaccinations, and child immunisations. They can give advice on diabetes, heart disease, asthma and COPD, family planning and lifestyle.

## **Other Medical Staff attached to the Practice**

**District Nurses.** The District nurses team provides nursing services in the home. They can be contacted through reception or Tel: 01892 557279.

**Midwife:** Sally Sadler & Laura La Roche share your antenatal and postnatal care. Tel: 01892 633488.

**Health Visitor:** Catherine Short Tel: 0300 790 0243.

**Phlebotomists:** Attend the practice on Tuesdays and Thursday mornings to take blood.

## **Lonsdale Patients Group**

Details of the Patient Participation Group can be found on our website [www.lonsdalemedicalcentre-kent.nhs.uk](http://www.lonsdalemedicalcentre-kent.nhs.uk) or at the surgery (see the notice board). If you would like more details ask to speak to Ann Lee, Patient Services Manager.

## **Safety and Security**

Please note that you are responsible for your own belongings while on the premises as well as your own & your children's safety. Please inform us if you notice any potentially dangerous situations.

We would also appreciate it if children are kept from playing or interfering with surgery furnishings & equipment – i.e. stair lift, weighing scales, blinds, cupboard doors etc.

## **Violent patients – Zero tolerance**

The NHS operates a Zero Tolerance Policy with regard to violence & abuse. The practice has the right to remove violent patients from their list with immediate effect in order to safeguard practice staff, patients & other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list & record in the patient's medical records the fact of the removal & circumstances leading to it. The NHS Regional Team is then responsible for providing further medical care for such patients.

## **Clinical Commissioning Group**

The Clinical Commissioning Group is responsible for planning the healthcare needs of the community and buying services in the area.

For more information regarding your local Clinical Commissioning Group (West Kent CCG) please email [westkent.ccg@nhs.net](mailto:westkent.ccg@nhs.net) Wharf House Medway Wharf Road Tonbridge Kent TN9 1RE. West Kent NHS helpline: 0800 0 850 850

## **Named GP**

All patients (including children) have been allocated a named GP. If patients wish to know who their named GP is please contact the surgery. If patients have a preference, reasonable efforts will be made to accede to this but ultimately it is at the discretion of the GP partners.

## NHS 111 Service

When the surgery is closed and you need medical help fast but it's not a 999 emergency call 111.

When to use it:

- \* you need medical help fast but it's not an emergency
- \* you think you need to go to A&E/need another urgent service
- \* don't know who to call/don't have a GP
- \* need health information/reassurance about what to do next.

## Repeat Prescriptions

Please allow 2-3 working days for your prescription to be processed.

Patients may request a repeat prescription by

- \* leaving a written request form at reception in the box provided
- \* by post (please remember to enclose a SAE for return post)
- \* by fax: 01892 536583
- \* by email: [lonsdale.medical@nhs.net](mailto:lonsdale.medical@nhs.net)
- \* via surgery website [www.lonsdalemedicalcentre-kent.nhs.uk](http://www.lonsdalemedicalcentre-kent.nhs.uk)
- \* Prescription Ordering Service (provided by West Kent CCG)  
01732 372 262

In order to avoid errors and delays please always use the right hand side of your last printed prescription to tick off the items you need.

***We regret that telephone requests at the surgery cannot be accepted.***

Imperial, Boots, Lloyd's at Sainsbury's, Hobbs, Carrs, Day Lewis & Pharmacy Plus collect prescriptions from the surgery. If you would like your prescription to go directly to one of these pharmacies, please indicate this on your repeat prescription slip or sign up to the electronic prescribing service. Reception will be able to help you with this.

Elderly or infirm patients may wish to take advantage of the home delivery service offered by many local chemists. For more information please ask the receptionist or your local pharmacist. Your pharmacist is qualified to give you advice on your medication and on treatments for minor ailments. He will liaise with your doctor about your medication if it is necessary.

## Receptionists and Administrative Staff

**Practice Manager: Kate Harlow**

**Assistant Practice Manager: Jane Jackson**

**Patient Services Manager: Ann Lee**

**Practice Secretary: Alison Ronayne**

## Reception Staff

Donna Watts	Joanna Webb	Pam Kehily	Irene Graham- Leigh	Mary Tuckwell	Irene Mccall	Colleen Alton	Yolanda Frost	Anne Jenkins
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The staff will help you with general enquiries, appointments & repeat prescriptions. They deal with incoming calls, requests for home visits & hospital referral letters.

## Practice opening hours

Reception: 8.00am to 6.15pm weekdays.

Phone lines: 8.00am to 1.15pm & 2.15pm to 6.00pm weekdays.

Appointments may be booked in advance. Only emergency appointments are available on the day. Routine appointments are available online via our website.

We are open outside normal hours between 6.30pm-7.15pm on Wednesdays and Thursdays. All appointments for these surgeries must be pre-booked. Access to the building is via the front door using the red out of hours button.

There are nurse clinics every day, Monday to Friday.

**Please inform the surgery if you are unable to keep your appointment.**

## Speaking to the doctor or nurse by phone

Doctors allocate time to speak to patients on the telephone, please note our number is withheld when we call you. If you would like to speak to the nurse the receptionist will either put you through to her or suggest the best time to ring if she is not available. The receptionists are usually able to give test results on the phone, but please try to call after 2.30pm when the surgery is quieter.

## Home Visits

Patients are generally seen at the surgery, but between the hours of 8.00am & 6.00pm patients may be seen at home if the doctor considers a home visit is necessary. Please call the surgery before midday if you believe a home visit to be necessary.

## **Complaints**

This practice follows the NHS complaints procedure when dealing with complaints. A copy of our practice complaints procedure is available at reception. You may also comment on the service directly to the patient services manager, who will follow up any concerns appropriately.

## **Non NHS Services**

Some services, such as the provision of medical certificates & other forms, examinations for fitness to drive, some travel vaccines etc, are not covered by the NHS. A list of fees for these services is posted in the waiting room.

## **Patients Rights and Responsibilities**

You have a right to expect a high standard of medical care from our practice, we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments & follow the medical advice given.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation & we would normally give the patient a specific reason for the removal.

## **Access to patient information**

Confidential patient data will be shared within the health care team at the practice & with other health care professionals to whom a patient is referred. Those individuals have a professional & contractual duty of confidentiality. Confidential & identifiable information relating to patients will not be disclosed to other individuals without their specific consent, unless it is a matter of life & death or there is a serious risk to the health and safety of patients or it is overwhelmingly in the public interest to do so. In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose. That individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which data is required.

## **How to register as a patient**

To register as a patient ask at reception for details. If you wish to choose to see a particular doctor for some or all medical conditions please let the receptionist know and she will note this in your medical records. We will always try to ensure that this is possible, but there may be occasions when it is not possible.

## **Services**

The following services are available during opening hours under the NHS contract:

- **Core services**
  - General management of medical conditions
  - Health promotion advice
  - Emergency care if appropriate
  - Referral for other services, if appropriate
  - Urgently required care for temporary residents
  
- **Additional services**
  - Cervical screening
  - Contraceptive services
  - Vaccinations and immunisations
  - Child Health Surveillance
  - Maternity Services
  - Minor surgery procedures, including wart & BCC removal
  
- **Enhanced Services**
  - Anti-coagulation service
  - Drug abuse service
  - Rheumatology monitoring
  
- **In addition**

Routine health checks are available to registered patients aged 16-74 who have not been seen for 3 years and to patients aged over 75 years who have not been seen in the previous 12 months. (If you are unable to attend the surgery for these checks because of your medical condition a home visit may be arranged.)

If you have any special needs please let reception know.