

Doctors:

Dr A P Hall, Dr P Staker, Dr L E E Eyo, Dr T L Crook, Dr H Audsley, Dr L Aiyutharai



THE CHESTNUTS SURGERY

70 East Street
Sittingbourne, Kent ME10 4RU

Telephone: 423197

Emergency and Home Visits
470794 and 478788 Appointments Only

Welcome To The Chestnuts Surgery

This booklet has been provided to help you to make the most of the services we offer at this surgery. Keep it safe and you will find it a very useful guide to our practice. A few moments spent familiarising yourself with the contents will help us to provide the best service we can. The partners practise as a non-limited partnership.

At times the practice may be working to full capacity, at such times, our patient list will be closed. However, we still accept new patients through the natural process of new babies and welcome family members living with existing patients, as The Chestnuts Surgery prefers to maintain the health care throughout a household.

With this in mind, if you wish to join the practice please submit your request in writing, stating your full name and date of birth, along with the name of the existing patient you live with. We will send you the necessary form to complete and invite you to attend the surgery for a new patient medical.

As of 1 April 2011 you are not longer registered with an individual GP but the practice; however you have the right to see any doctor you wish.

Please note: you are not registered with the surgery until you have had a new patient medical – if you do not attend after 30 days we will inform the Health Authority whereupon your details will be returned to them and you will remain registered at your previously used practice.

PRACTICE HISTORY

The Chestnuts is one of the few remaining Huguenot houses in Sittingbourne and there has been a medical practice on the premises since 1811. The house was extended in 1981 to accommodate five new consulting rooms and modernisation of the existing facilities.

THE DOCTORS

Dr Adrian Hall	MBBS DRCOG DCH	(London 1982)
Dr Paul Staker	MBBS MRCGP DRCOG Dip Sports Medicine MSOM Medical Advisor to the English Volleyball Association Honorary Medical Consultant to the Lawn Tennis Association	(London 1987)
Dr Lawrence Eyo	BSc (Hons) MBBS MRCOG DFFP	(Ibadan 1990)
Dr Tina Crook	MBBS MRCGP DRLOG DFFP	(London 1994)
Dr Hilary Audsley	MRCGP DFFP DRCOG DCH	(London 1994)
Dr Lasanthan Aiyutharai	MRCGP MBBS BSC (Hons)	(London 2004)

SURGERY OPENING HOURS

Monday to Friday 7.00am - 6.00pm (Closed lunchtime between 12.30 to 1.30pm)

DOCTORS' CONSULTING HOURS

We have routine appointments available from 8.00am - 12 noon and 2.00 - 4.30pm Monday to Friday. In addition to this, emergency appointments are available the same day, and cannot be booked in advance.

We now have a new early morning surgery from 7.00 - 8.00am, Monday to Friday. However, during these times, we do not take any 'walk in' queries or prescription requests and collections. To ensure staff safety you will be required to use the phone entry system on the front door until 8.00am. We are closed bank holidays and weekends.

APPOINTMENTS - 470794 OR 478788

We are open 9.00am - 5.45pm, Monday to Friday. This line is closed in the evening and at weekends.

We operate an appointment system offering 10-minute appointments per patient. However, if you feel that your problem is complex and time-consuming then please tell the receptionist and we will allow more time.

Appointments can be made up to two weeks in advance or in the case of a genuine emergency, the same day.

If you feel that your problem can be managed by a telephone consultation, the receptionist may arrange for the doctor to call you back.

EMERGENCIES - 423197

If you require urgent medical attention call 423197. If the surgery is closed, an answering machine will give further advice. Call 423197 for urgent medical advice. If the problem is chest pain, collapse, severe shortness of breath or bleeding it may be more appropriate to call 999.

NHS DIRECT

NHS Direct - 0845 4647. This is a nurse-led 24-hour helpline and an excellent source for medical advice. You can also visit their website at www.nhsdirect.nhs.uk

EASTERN AND COASTAL PRIMARY CARE TRUST

All the practices in Swale come under the Eastern and Coastal Primary Care Trust (PCT) whose contact details are: The Eastern and Coastal Primary Care Trust, Protea House, New Bridge, Marine Parade, Dover, Kent CT17 9HQ
Phone: 01304 227227

HOME VISITS - 423197

We are happy to make home visits to those who are too ill to attend the surgery or who are housebound. Please help us whenever possible by requesting home visits before 10.30am. To enable us to see the most urgent cases first, please give as much information as possible to the receptionist.

OUT OF HOURS

The surgery is closed from 6.30pm to 7.00am Monday to Friday. All urgent problems out of hours are handled by South East Health Ltd (SEH).

SOUTH EAST HEALTH LTD

SEH is an organisation contracted by the Eastern and Coastal PCT to provide out-of-hours services to our patients.

REPEAT PRESCRIPTIONS

Requests for repeat prescriptions can be made in writing on your repeat prescription computer slip provided. To avoid any mistakes and congestion of the telephone lines, we do not normally accept requests by telephone. Please allow 48 hours before you collect your prescription. If you wish us to post the prescription to you, please provide us with a stamped, self-addressed envelope. Many of the local pharmacies will collect your prescription from us and dispense it ready for collection from their premises. Please enquire at your local pharmacy if you require this service.

CHANGE OF PERSONAL DETAILS

It is extremely important to let us know immediately if your personal details change, ie name, address etc, otherwise confusion can arise over medical records and correspondence can go astray.

RIGHTS AND RESPONSIBILITIES OF THE PATIENT

With these rights come responsibilities and for patients we would respectfully request that you:

- Treat practice staff and doctors with the same consideration and courtesy that you would like yourself. Remember that they are trying to help you.
- Attend appointments on time and check in at reception. Patients who are more than 20 minutes late for their appointment may not be seen.
- If you are unable to make your appointment or no longer need it, please give the practice adequate notice that you wish to cancel. Appointments are heavily in demand and missed appointments waste time and delay more urgent patients receiving the treatment they need.
- An appointment is for one person only. Where another family member needs to be seen or discussed, another appointment should be made.
- Patients should make every effort to present at the surgery to ensure the best use of nursing and medical time. Home visits should be medically justifiable and not requested for social convenience.
- Please request urgent appointments, if possible, before 10.30am.
- Please inform us when you move home, change your name or telephone number, so that we can keep our records correct and up to date.
- Read the practice leaflets and other information that we give you. They are there to help you use our services. If you do not understand their content please tell us.
- Let us have your views. Your ideas and suggestions, whether complimentary or critical, are important in helping us to provide a first class, safe, friendly service in pleasant surroundings.
- You have the right to see your own medical records held on computer or within non-computerised (eg handwritten) records. These rights are set out in the Data Protection Act 1998.

For the latest information click to: www.thechestnutsurgery.co.uk

THE PRACTICE TEAM

Practice Manager	Tracy Bridge		
Practice Nurses	Jocelyn Watson RGN	Amanda Kemp RGN	
Healthcare Assistant	Karen Marks		
Reception Manager	Jill Cripps		
Reception Staff	Lynette Dunk	Sharon Wellman	Linda Milgate
	Alison Foster	Karen Marks	Sandra Warham
Practice Administrators	Lyn Walker	Corrine Kent	
Secretaries	Deborah Rousell	Dee Cartmell	

PRACTICE NURSES AND HEALTHCARE ASSISTANT

The nursing team hold their own surgeries offering 10-minute appointments. They are widely experienced and can offer advice on family planning, immunisations and travel vaccinations. They do the majority of cervical smears, blood pressure and heart checks, diabetes care and asthma monitoring. Our healthcare assistant also runs our Phlebotomy Clinics.

DR PAUL STAKER

We are proud to continue our support for Dr Staker's Orthopaedic Clinics at the Medway Maritime Hospital and Iwade Surgery. We appreciate this has reduced his availability at The Chestnuts, but from the positive feedback from those of you who have benefited from this service, we feel that Dr Staker's skills are an asset to the local community.

STAFF ATTACHED TO THE PRACTICE

Counsellors	Mrs Anki Williams	Mrs Fiona O'Brien
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SPECIALIST CLINICS

A range of clinics is held in the surgery as follows:

Asthma Clinic	Diabetic Clinic
Well Person Clinic/Heart Disease Risk Check	Wart Removal Clinic

An appointment can be made for any of these clinics. Please ask at reception for details.

MATERNITY SERVICES

As of December 2008, sadly, the midwife is no longer based at the surgery, but at the new Children's Centre in Sittingbourne. However, you need to contact the central office at Medway Maritime Hospital in the first instance, their number is: 01634 830000.

CHILDREN'S IMMUNISATION AND CHILD HEALTH CHECKS

REMEMBER: THE HEALTH VISITORS ARE NOW BASED AT THE MEMORIAL HOSPITAL. THEY CAN BE CONTACTED ON 424303.

You will receive an appointment in the post when your child is due for immunisation. If you are unable to attend please let us know so that the appointment can be re-scheduled.

FAMILY PLANNING

A comprehensive service is available from your own doctor or the practice nurse. Please make an appointment in the usual way.

For the latest information click to: www.thechestnutsurgery.co.uk

MINOR SURGERY

All the doctors are able to carry out simple surgical procedures in the surgery. Dr Staker specialises in joint injections and Dr Hall is happy to remove any small lumps and bumps. Please make an appointment with your doctor in the usual way for an initial assessment.

NEWLY REGISTERED PATIENTS

All newly registered patients are asked to see the doctor or practice nurse for a medical check when joining the practice. You will be given a health questionnaire to complete which helps us to care for you whilst awaiting receipt of your medical records. This is also your chance to get to know your surgery, your doctor and nurse. You are invited to an appointment within the first six months of joining the surgery.

PATIENT CONFIDENTIALITY

We take patient confidentiality extremely seriously at The Chestnuts Surgery. All personal information is treated in the strictest confidence. Only members of staff have access to patient information and we have a strict confidentiality policy, which is available at reception.

FLU VACCINATIONS

An influenza vaccination is particularly recommended for patients over the age of 65 years or patients with heart, lung or kidney disease, diabetes and residents of nursing and rest homes. Please contact the reception staff in October for details of the vaccination dates and to make an appointment.

NON-NHS SERVICES

Private medical examinations, completion of insurance claim forms and private certificates do not fall within the scope of the NHS. There is, therefore, a charge for these services. This includes certain types of travel vaccinations. A list of charges is available from reception.

ACCESS FOR THE DISABLED

We have access and toilets for our disabled patients and assistance is always available upon request.

SITTINGBOURNE MEMORIAL BLOOD TESTS

The Memorial Hospital offers a walk-in service for all blood tests. No appointment is necessary and it is open between 8.00am and 1.30pm Monday to Friday. If the blood test requires you to fast (sugar and cholesterol tests) you should not eat from midnight.

TELEPHONING THE SURGERY FOR YOUR RESULTS

Most x-rays and blood tests take at least 7-10 days to be reported. It is the responsibility of the patient to find out the results of the investigation. Call the appointments line - preferably in the afternoon - and the receptionist will inform you of the result and if any action is needed.

COMPLAINTS AND SUGGESTIONS

We try to do our best but sometimes this falls short of the ideal. If you have a genuine complaint, please do not harbour it and become resentful. Speak to your doctor or our Practice Manager, Tracy Bridge, who will endeavour to sort out the problem. The practice is accredited to deal with its own complaints. Any member of staff will be able to advise you on how to make a formal complaint.

Tracy would also welcome any suggestions you may have on ways we might improve our service to you.

For the latest information click to: www.thechestnutsurgery.co.uk

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Smile with Style!

Going to the dentists may be something that fills you with dread whether it's to have a check-up, a filling or an extraction, but dentistry has changed so much for the better and the aim now is for healthy mouths that stay healthy by having regular check-ups. Teeth are for life and can last a lifetime if they are looked after properly.

You may be surprised to learn that, according to the Adult Dental Health Survey (UK) of 1998, about three-quarters of the population have some form of gum disease and more teeth are lost through gum disease than decay. So regular visits to the dentist are vital, not only to monitor tooth decay, but also to help prevent gum disease.

However, dentistry is no longer just a case of filling and extracting teeth, as it was for many years. Nowadays, many people turn to cosmetic dentistry, or 'aesthetic dentistry', as a way of improving their appearance, much as they would try a new hairstyle or perhaps even cosmetic surgery. The treatments can be used to straighten, lighten, reshape and repair teeth. Cosmetic treatments include veneers, crowns, bridges and tooth-coloured fillings.

Speak to your dentist who will be delighted to advise you on what is available, and the costs involved, to give you a smile to be proud of.



Frances Chandler Footcare

Foot Health Practitioner MRFP, IFA, IIHHT, IHBC

Ease painful feet!

Treatment for:

- ingrown and thickened toenails
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- fungal nails
- cracked heels
- dry skin

Toenail cutting
Diabetic foot treatment

Home visits by appointment
Tel: 01795 426512/07957 571790
Email: frances.chandler@hotmail.co.uk

Foot Health Practitioner

Feet bear the brunt of our busy and hectic lifestyles – so good care of our feet is vital to ensure pain-free, lifetime usage.

Foot Health Practitioners specialise in assessing, diagnosing and treating abnormalities and diseases of the lower limb. They are involved with the total care of the feet. Proper care and attention of the feet is as important at an early age to ensure proper growth as it is in later life to keep feet functioning well.

Foot Health Practitioners are trained to prevent, correct or alleviate anything and everything that can go wrong with your feet and provide professional advice on proper foot care to patients of all ages and from all walks of life. They work closely with other medical practitioners in providing health care. Take care to choose a qualified practitioner and you are assured of receiving the highest standard of treatment from a fully trained and registered professional.

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Computers in the home have now become nearly as common as TVs and washing machines. Working well, the improvements they can make in day-to-day living are astonishing. It's possible to buy almost anything online, which is of enormous benefit not only to busy working people, but very many disabled people are now able to 'shop' for themselves without leaving their own living room. We can communicate easily with friends and relatives all over the world. So, can you imagine how your stress levels would rise if your computer didn't start one morning? Suddenly you wish you'd had someone look at that error message.

Think of it like your health – make time now to prevent damage in the future. Take a few minutes each week to back up your documents to a CD, and think about getting a technician in every six months to run a health check. Treat your computer to a thorough health check, and give yourself the protection of knowing you will not lose your vital information through a hardware or software problem.

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CONFIDENTIALITY

All staff are bound by strict rules of confidentiality. We are a computerised practice and are registered under the Data Protection Act. All consultations are now entirely recorded on the computer system.

FREEDOM OF INFORMATION

The practice complies with the guidelines currently set under the Freedom of Information Act.

CHAPERONE

A chaperone is always available on request.

WHAT TO DO WHEN SOMEBODY DIES

If the death occurs at home you must contact the surgery immediately, as a doctor needs to confirm that death has taken place. Unfortunately, at this traumatic and upsetting time, there are several important things that need to be done (eg obtaining a death certificate, registering the death). If the death occurs in hospital, it would be helpful if you could let us know, as sometimes hospital correspondence takes a few days to reach us.

OTHER INFORMATION

You can express a preference about which doctor you wish to see. We will make reasonable efforts to ensure that the request is met, but this may not always be possible. Should you wish to express a preference of doctor, please state who you would like to see when booking your appointment.

The surgery has made numerous improvements to the premises to accommodate the needs of our patients who use a wheelchair.

Missing appointments wastes valuable time and resources, which could be used for other patients. On average we are experiencing 80 appointments per month wasted, this equates to 20 hours of doctor and nurse time being lost. We ask that if you no longer require an appointment that you contact our reception team to cancel, thank you.

If you are paying for any private services at the surgery, please remember we only take cash or cheques. Any cheques returned unpaid by the bank will incur an additional charge of £10.

We ask that children are supervised by a reasonable adult at all times. For their safety and that of others, please do not allow your child to run about while on the practice premises, or climb on the furniture, thank you.

PATIENT ADVICE AND LIAISON SERVICE (PALS)

The Eastern and Coastal Primary Care Trust also run the Patient Advice and Liaison Service (PALS). They can offer information and advice on health-related issues and on the spot help with problems and concerns relating to care and treatment. Their number is: 0800 085 6606 and you can visit the website at: www.eckpals.nhs.uk

THE FAMILY MEDICINE CHEST

Here is a list of useful medicines and dressings with a description of their uses. All are quite cheap and worth stocking at home in readiness for minor illnesses. Keep them in a box or cupboard with a lock - or store them well out of the reach of children.

Soluble Aspirin Tablets

For adults and children over 16. Good for headaches, colds, sore throats and painful bruises.

Paracetamol Mixture

For relief of pain or fever in young children.

Sedative Cough Linctus

For dry or painful coughs - but not coughs caused by common colds.

Menthol Crystals

Add to hot water to make steam inhalations for treating catarrh and dry or painful coughs.

Vapour Rub

Again, for steam inhalations. Also useful for children with stuffy noses or dry coughs. Rub on the chest and nose.

Antiseptic Solution

One teaspoon diluted in warm water for cleaning cuts and grazes.

Antiseptic Cream

For treating septic spots, sores in the nose and grazes.

Calamine Lotion

For dabbing (not rubbing) on insect bites and stings and sunburn.

Dressing Strips

For minor cuts.

3" Wide Crepe Bandage

To keep dressings in place. To support sprained or bruised joints.

Cotton Wool

For cleaning cuts and grazes.

Thermometer

For fevers.

Tweezers

For removing splinters.

Remember that your local chemist can give you advice about medicines.

For the latest information click to: www.thechestnutsurgery.co.uk

FEVER IN CHILDREN

All children at some time will develop fevers and this can be quite a worry to parents. The majority of fevers are caused by viral illnesses and get better with no particular treatment.

If your child is feverish:

1. Nurse them in a calm and quiet room.
2. Give regular and appropriate doses of paracetamol (eg Calpol).
3. Strip the child of all unnecessary clothing.
4. Sponging with tepid water and use of a cooling fan may help.

If the fever persists for more than 48 hours or if the child seems unduly unwell you should seek medical help.

MENINGITIS

A nightmare for any parent. Meningitis is an infection of the lining of the brain and can be caused by a number of different organisms. Most children make a full recovery with no ill effects. Rarely, the infection can be overwhelming and cause death within a few hours even with appropriate treatment.

A child with meningitis is extremely unwell and very toxic. If able to speak, he/she will often complain of a headache, vomiting and will not like bright lights. A faint purplish rash is a worrying sign.

Remember, meningitis is RARE, but if in doubt seek medical advice quickly.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

USEFUL ADDRESSES AND TELEPHONE NUMBERS

Kent Health Authorities' Support Agency

11 Station Road, Maidstone01622 655000

RELATE

Central House, Central Avenue, Sittingbourne477770

Social Services

Avenue of Remembrance, Sittingbourne473333

Citizens Advice Bureau0844 499 4124

Crossroads

(Provides relief for carers of the chronically sick and disabled)471415

CRUSE

(Bereavement counselling)01634 830000

For the latest information click to: www.thechestnutsurgery.co.uk

Samaritans	0845 790 9090
Blood Donor Transfusion Service	0845 771 1711
Kent Conciliation Service	429689
Victim Support, Swale	479794

Useful Websites

Asthma	www.lunguk.org
Diabetes	www.diabetes.org.uk
Heart	www.bhf.org.uk
Healthy Eating	www.eatwell.gov.uk
Disabilities	www.radar.org.uk
Carers	www.carers.gov.uk
Elderly	www.ageconcern.org.uk
Stop Smoking	www.nhs.uk/gosmokefree
Learning Disabilities	www.childdevelopmentinfo.com
Premature Births	www.bliss.org.uk
Benefits	www.directgov.uk
Sittingbourne Housing Associates	www.accessplace.com
Domestic Violence	www.refuge.org.uk

Hospitals

Medway Maritime Hospital, Gillingham	01634 830000
Kent and Canterbury	01227 766877
Sittingbourne Memorial Hospital	01795 418300

Local Chemists

Kemsley Pharmacy	431270
Co-op East Street	428214
Boots	472229
Lloyds - London Road	423519
Lloyds - Milton	472057
Memorial Pharmacy	435177
Superdrug Pharmacy	423417
Austinoma.....	437300



NOTES

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OUR PRACTICE AREA

