



**Stade Street,  
Hythe,  
Kent CT21 6BD  
Telephone 01303 235300  
Fax: 01303 261711  
[www.hythe-gp.co.uk](http://www.hythe-gp.co.uk)**

PARTNERS

**Dr Clare Evans BA, BM, MRCGP, DCH  
Reg Southampton August 1985**

**Dr Farida Latif MRCGP, MBBS  
Reg Rawalpindi 1996**

**Dr Aravinth Balachandran, MBBS  
Reg London 2002**

DOCTORS

**Dr Rob Immelman MB, ChB  
Reg Cape Town December 1990**

**Dr Kate Peirce MBBS, BSc Hons  
Reg London June 1994**

**Dr William Moffat MRCGP, MBBS  
Reg London 1980**

**Dr Emma Harvey, MRCGP, DRCOG, MBChB, BSc Hons  
Reg Warwick 2007**





**W**elcome to the surgery - We aim to provide high quality accessible primary medical care and to treat all patients in a polite, fair and equitable manner. We also aim to follow up to date guidelines for best clinical practice while providing an open, safe and pleasant environment for staff and patients alike. We support the continued professional development of our Primary Healthcare Team. All our patients are registered to a GP and we encourage patients to see the same Doctor (where appropriate) to ensure continuity of care. This means that the Doctor will oversee your health management, results, prescriptions and investigations. Sometimes your own GP may not be available (through annual leave or sickness) and then you will be offered an alternative GP. We also have three Nurse Practitioners who are able to deal with a wide range of minor illness and more acute problems. The admin and reception staff will signpost you to the most appropriate clinician.

**R**egistration - Patients who wish to register with the practice will need to complete a GMS1 Form together with a new patient questionnaire. These are available from the reception desk. We have both male and female GPs and Oakland's Health Centre respect the right of the patient who expresses a preference - however we may not be able to accommodate your request at all times.

**Updates** - Please remember to inform the surgery if you or anyone in your household, move or change their landline or mobile phone number. It is important for the surgery to have up to date information at all times.

**S**urgery Hours - The surgery is open to patients Monday-Friday 8.15am - 6.00pm or by telephone from 8.30am -6.30pm. We also have late surgeries on Tuesday and Wednesday evenings (these are for pre-bookable appointments only). Please note that sometimes these evenings will be changed to another day if they coincide with a moveable Bank Holiday i.e. Christmas, Boxing or New Year's Day. If you need medical assistance after 6.30pm to 8.00am (Monday to Friday or at any time over a weekend) please call **NHS 111 direct**.

**A**ppointments - When you contact the surgery you will be able to book an appointment with a Doctor or Practice Nurse in advance, these are

routine appointments. We have a mix of appointments available - routine face to face, telephone consultations, book on the day and some appointments that are released every day for a few days in advance. To make an appointment you can either phone the surgery on 01303 235300, book an appointment online through our website [www.hythe-gp.co.uk](http://www.hythe-gp.co.uk) (see paragraph about patient access) or come into reception at the surgery. On contacting the surgery you will be offered an appointment with your Doctor if appropriate. The partners have instructed the admin and reception team to ask the patient the reason for their appointment. This is so the staff can direct you to the most appropriate clinician. Your healthcare is of the utmost importance and our experienced Nurse Practitioners are able to see a lot of common ailments, such as coughs, colds, back or stomach ache, sore throats and chest infections, they can also prescribe. This allows the Doctors to focus on the more chronic areas of illness. Chaperones are offered for any intimate examinations at the surgery.

**T** **Training** - We are keen to encourage professional development within the surgery and a number of our GPs are clinical supervisors who oversee qualified doctors who wish to specialise in general practice. We also extend our primary care experience to Medical Students. Sometimes you will find that one of these trainees may be sitting in or taking a consultation. Patients will always be asked if they are comfortable with this and can decline anyone observing if they choose to.

**V** **Visit Requests** - These are for patients who are too ill to come to the surgery) and should be made between 8.30am and 11am. The Doctor or Advanced Nurse Practitioner (who assists with visits) may telephone for more information and may request that you attend the surgery if that is more appropriate. Lack of transport is not a reason to request a home visit. Emergency visits will be dealt with at any time.

**R** **Repeat Prescription Requests** - We operate electronic prescribing at the surgery. If patient nominates a particular chemist we can send your signed medication request directly to your chemist for issue which is auditable and saves time. Prescriptions can be ordered online remotely via EMIS Access on our website [www.hythe-gp.co.uk](http://www.hythe-gp.co.uk) This

method is the best way to order repeat medication as you can track the medication request online and then collect it a few days later from your nominated chemist. Alternatively you may send in a written request or prescription counterfoil, or come into the surgery and complete a form. We do not accept prescription requests over the phone (this is to protect patients as well as staff) neither do we accept fax requests. To order prescriptions online patients will initially need to register their interest at the surgery. You will then be provided with a letter with a unique identification code and a password with instructions on how to set up.

Please remember we do not accept urgent prescription requests, patients are responsible for ordering their medication prior to a repeat finishing. Prescription turnaround is a **working 48 hour service and 72 working hours** if the prescription is received Friday afternoon, a weekend or over any Bank Holidays. Please indicate if you would like your prescription to be collected by one of the Hythe chemists. Prescriptions can only be collected from the surgery by the patient unless we have received prior consent giving the name of a nominated collector.

**Patient Access** - Alongside ordering your prescriptions online you can also make appointments remotely and access some of your medical records. Initially you will be able to see your medications and allergies, but moving forward this will include illnesses, immunisations and test results. To access both online appointments and online medical records, you will need to come into the surgery and apply. To register for these services you will need you to bring in two forms of identification - one with a photo (such as a passport or driving licence) and the other a utility bill (gas/electric or a bank statement) which confirms your address. Permission will be granted once the information has been checked. A patient access letter will be printed at reception and will provide each individual patient a unique password and identification code. **PLEASE NOTE** - These usernames and passwords are private and should not be shared with others. In some circumstances the GP may not think it is in your best interest for you to look at your records online. If this is the case the GP will be able to explain the reasons for their decision.

**T**est Results - Please contact the surgery after 10.30am. The Receptionist/Telephonist is only able to give out results to the patient, unless we have received prior written consent from the patient that a named person can contact the surgery on their behalf. Please remember it is difficult to maintain patient confidentiality at reception, so if you ask for your results at the front desk the receptionist will check that you are happy for the results to be shared in that environment, before the information is released.

**C**haperones - All patients are entitled to have a chaperone present or for any consultation, examination or procedure where they consider one is required. The chaperone maybe a family member or friend, but on occasions a formal chaperone may be preferred. Patients are advised to ask for a chaperone if required at the time of booking an appointment, if possible so that arrangements can be made and the appointment is not delayed in anyway. The Healthcare Professional may also request a chaperone to be present for certain consultations.

**D**isabled Access and Parking - Oakland's Health Centre is a purpose built building with easy access for disabled patients. There is a level entrance at the rear of the surgery and a lift to access services on the first floor if required. We also have an induction loop for patients whose hearing is impaired. Parking is available at the rear of the surgery for two disabled badge holders at a time. The barrier is controlled by the receptionist who will ask if patients hold a disabled badge before raising the barrier. You are expected to show this badge to reception on arrival. Please do not park in the parking bays within the car park - these are for GP and Clinical staff only. Also please be aware that parking on the double yellow lines in front of the surgery causes problems to other road users and pedestrians trying to cross at the crossing point by the main entrance. This area is regularly patrolled by traffic wardens so beware!

**O**ur Nursing Team has a wide range of skills. Our experienced Nurse Practitioners can deal with many minor illnesses such as cystitis, chest infections, coughs, cold, back problems or rashes, prescription issues as appropriate and offer advice. They can all prescribe and have access to

a GP if necessary. They also oversee our chronic illness patients and perform asthma and diabetic checks.

The practice nurses provide general nursing care to include well person checks (offering lifestyle advice), HRT checks, cervical smear tests, contraceptive advice and services, (pill checks and contraceptive injections, for example) wound care, baby immunisations as well as routine and holiday vaccinations. It should be noted that some holiday vaccinations require payment by the patient - please discuss this with our nurses. We are registered to give Yellow Fever immunisations.

Our health care assistants provide blood tests, ECGs, 24 hour ambulatory care, basic injections and NHS health checks.

**C**hild Health Checks - We have links in the Children's Centre in Hythe who are able to help young mums with advice, baby massage and provide a valuable network for new mums. Please note that the first routine 8 week checks for new babies are performed by the doctors at the surgery and childhood immunisations are given at the surgery by the practice nurses. You will be contacted by the Oakland's team shortly after the birth of your child. Thereafter any further development checks will be arranged by the Health Visitor directly.

**M**inor Surgery & Cryotherapy - Some procedures may be performed (after discussion) by Dr Rob Immelman at Oakland's. The minor surgeries are normally carried out on Wednesday afternoons but if you require cryotherapy your details will be added to a list and you will be contacted for the next scheduled clinic.

**A**ntenatal Care - This is provided by our midwife Ann Alexander. Ann is based at the Hythe Children' Centre. Please contact the surgery initially to book an appointment for your antenatal care with a GP and you will be referred onto the midwife. Postnatal care is provided by all the doctors.

**O**ther Services - As a large practice we have a number of other services that use our practice as a base. These clinics can be monthly or weekly depending on the providers of the services and include:

**Dermatology** – Patients who have been referred by their GP can be seen locally for an outpatient appointment. This is an NHS Service.

**Ultrasound** – Patients requiring further investigations who have been referred by their GP can access this service locally providing a timely appointment.

**Vanishing Veins** – Private service to reduce the appearance of broken veins. For more information and prices please go to [www.vanishingveins.com](http://www.vanishingveins.com) or telephone 01403 255265 for more information.

**Contraceptive Services** - These are offered by all the doctors. We also run a Young Persons Clinic.

**Stop Smoking Services** - These are available locally, after discussion with your doctor or by telephoning 0300 123 1220 for the East Kent Stop Smoking Service.

**Physiotherapy** - There is a private service available at the surgery. If you wish to be seen privately, please contact Philippa Forsdike on 01303 264129 directly. For NHS patients, referrals are made to hospital and community physiotherapy department in Ashford and Folkestone if your doctor feels this is appropriate.

**Patient Responsibilities** -

- If you are unable to attend for your appointment, please let us know so that your appointment can be offered to another patient.
- If you are more than 10 minutes late for your appointment you may be asked to re-book, please inform us of any delays so alternative arrangements may be made.
- A home visit should only be requested for those who are unable to come to the surgery because of serious illness or infirmity.
- An urgent appointment is for an urgent medical problem. Please speak to our reception staff if you require a sick note or repeat prescription.
- We would ask you to be patient if the Doctor is running late. This is often due to unforeseeable emergencies.

- Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time they deserve.
- Please act in a responsible and courteous manner whilst on practice premises for the safety and comfort of others.
- Please treat all surgery staff, fellow patients, carers and visitors politely and with respect. The practice supports the NHS zero Tolerance policy, violence or verbal harassment will not be tolerated or accepted.
- If you are violent or abusive, you will be warned and asked to stop this behaviour. If you persist we may exercise our right to take action to have you removed, immediately if necessary from our list of patients and you may be asked to register at another surgery. In some cases where necessary the practice will involve the police.
- Whilst we strive to meet the standards in our mission statement, we need your help in following the advice given by the clinicians on taking your medication properly.

**Patient Information** - All staff in the practice are bound contractually to maintain patient confidentiality and any proven breach of this will be treated extremely seriously. We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to patients family members. Medical information relating to you will not be divulged to a family member or anyone else without your written consent.

We are a computerised practice and we can assure patients of complete confidentiality. Your rights are protected under the Data Protection Act 1998. It is important that the NHS keep accurate and up to date records about your health and treatment so that those treating you can give the best possible advice and care. For the effective functioning of a multi-disciplinary team it is sometimes necessary to share medical information about you between members of the practice clinical team.

**Summary Care Records** - On registering at the surgery patients are automatically given an electronic Summary Care Record. This is an NHS initiative which improves the way your health information is stored and

managed. Your Summary Care Record holds only limited information and can be used by healthcare professions i.e. hospital appointments, A&E departments anywhere in England. You will be asked for your permission before your summary care record is accessed.

(Patients can choose to opt out of having a Summary Care Record, please see the new patient questionnaire for more details)

**A**ccessible Information Standard - The aim of this standard is to ensure that disabled people have access to information they can understand and the communication support they may need. We will ask patients and carers if they have any information or communication needs and find out how to meet those needs. We will record these needs in a set way, highlight this requirement on their medical records, share this information with other NHS and adult social care providers (if we have consent to do so) and ensure that people get the information in an accessible way and provide communication support.

More details of this standard are included in the new patient questionnaire.

**S**uggestions - about the practice should be posted into the suggestion box which is ready and waiting, with pen and paper handy, in the entrance lobby in the Stade Street entrance. We would prefer any suggestions to be signed, so that we can follow them up if necessary.

**C**omplaints Procedure - If you have a complaint about the service you have received from any of the staff working at this practice please let us know, we operate a practice complaints procedure as part of the NHS system for dealing with complaints, which meets national criteria.

We hope that most problems can be sorted out easily and quickly, preferably at the time they arise and with the person concerned. You can telephone the surgery and ask to speak to the Practice Manager or the Assistant Practice Manager. They may not be able to take your call immediately but they will phone you back to discuss your concerns.

Alternatively you can write into the surgery. The letter needs to be addressed to Sarah Roseaman, Practice Manager. There are also complaint forms in reception that can be completed and passed on.

It is important that any issue is investigated thoroughly and quickly after the event so that we can establish what has happened more easily.

The practice will keep you informed from the outset of the processes involved and your rights as a patient. Please remember that we keep strictly within the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A signed note or authority from the patients themselves will be required. Unless they are incapable (due to illness) of providing this authority.

Once the information is to hand you will be contacted. We may offer you a meeting, a telephone call or a letter in response to your complaint (or all three). If you are not happy with our response you have the opportunity to take your concerns to the NHS Ombudsman.

**H**appy Comments - We also welcome positive comments about our practice. We are not perfect but the whole team is passionate and committed to providing the best possible care to our patients. It is lovely for the team to hear feedback.

**F**riends of Oakland's Health Centre - Sadly our patient participation group which has been running for the last ten years is currently adjourned.

The committee officers who have been remarkable in their dedication to the practice decided to step down so that other patients who are interested may wish to form a new group to become more closely involved with the surgery.

It is important for the surgery to be able to connect to a patient group as this communication between the two is central within primary care.

If you would like to be become involved - either to set up a group or be part of a group, please contact Sarah Roseaman, Practice Manager for more information.

## **Mission Statement**

Our aim is -

- To provide high quality accessible primary medical care, valuing the principle of continuity.
- To follow up to date guidelines for best clinical practice.
- To ensure and support continued professional development of the Primary Health Care Team and to contribute to education and training of Healthcare Professionals.
- To provide an open, safe and pleasant environment for staff and pleasant environment for staff and patients alike.
- To treat all patients in a polite, fair and equitable manner.
- To respect the individuality of patients.

## UNDERSTANDING OUR TELEPHONE SYSTEM

01303 235300

When you dial our number you will be welcomed to Oakland's Health Centre and informed that in the interest of all parties, all incoming and outgoing calls may be recorded.

In a medical emergency please hang up and dial 999

In order to deal with your call effectively, you will be offered the following options-

- 1 To make an appointment
- 2 To request a home visit
- 3 For test results (after 10.30am)
- 4 General enquiries (after 10.30am)
- 5 To cancel appointment
- 8 For repeat prescribing queries (after 10.30am)
- 9 Information messages - i.e. Next flu clinic

You can interrupt the message at any time by pressing the option you require. You will also be told where you are in the queuing system.

If there are more than 15 people waiting to be put through to the surgery, you will be informed that there is a high volume of calls and asked to phone back later.

**Surgery Hours -Monday to Friday**

### Telephone Access

8.00am -8.30am - Emergencies only

8.30am - 6.30pm - Normal service

**Surgery Opening Hours - 8.15am - 6.00pm**

**Extended Hours (Pre booked appointments only)**

Tuesday\* and Wednesday\* 6.30pm - 8.30pm

\*evenings may vary according to bank holidays

**IF YOU NEED MEDICAL ASSISTANCE FROM 6.30PM-8.00AM (Monday to Friday or anytime over a weekend/bank holiday) PLEASE RING NHS 111**

## GENERAL INFORMATION

<b>CONDITION QUERY</b>	<b>WHO TO SEE FOR ADVICE</b>
<b>ASTHMA or COPD MONITORING</b>	Asthma Nurses by appointment.
<b>BLOOD PRESSURE MONITORING</b>	Healthcare Assistants by appointment.
<b>BLOOD TEST</b>	Healthcare Assistants by Appointment - mornings only.
<b>CERTIFICATES e.g. Ongoing sick certificates etc.</b>	Ask the Receptionist/Telephonist for self-certification forms for the first 7 days of absence.
<b>CERVICAL SMEARS</b>	Practice Nurses - by appointment (for women between 25 and 64 years of age).
<b>CHILDHOOD IMMUNISATIONS</b>	Practice Nurses by appointment.
<b>COLDS/FLU</b>	Speak to your local pharmacist who will be able to advise you.
<b>DENTAL PROBLEMS</b>	Please make an appointment with your dentist, or contact your Health Authority if you are having problems finding a Dentist tel. 01622 655000.
<b>DIABETIC MONITORING</b>	Diabetic Nurses by appointment.
<b>DRESSINGS</b>	Practice Nurses by appointment.

<p><b>EAR IRRIGATION</b></p>	<p>Health Care Assistants by appointment.</p> <p><b>If you have never had your ears irrigated, you should see your Doctor first.</b></p>
<p><b>GENERAL ADVICE</b></p>	<p>If you need general advice an appointment may not always be necessary. Please ring to speak to our, Nurse Practitioners, or GP.</p> <p>If you have a question for your doctor which requires an answer please <b><u>do not</u></b> write in. Make a routine appointment for either a telephone call or a face to face consultation.</p> <p>It will take your doctor longer to respond by post.</p>
<p><b>HOME VISIT REQUESTS</b></p>	<p>Please inform the Receptionist/Telephonist who will pass your request onto a Doctor.</p>
<p><b>HOSPITAL TRANSPORT REQUESTS</b></p>	<p>For transport requests, please ring 0843 2241 888</p>
<p><b>HEALTH FORMS</b></p> <p><b>INSURANCE CERTIFICATES</b></p> <p><b>MEDICAL FORMS (Anything needing a Doctors signature)</b></p>	<p>If you require a health form, insurance certificate or medical form completing by your doctor please leave them with the Receptionist.</p> <p>There will be a charge for these services as they are not covered by the NHS.</p> <p>Fees are displayed in the Waiting Room of the surgery.</p> <p><b>Please allow 14 working days for collection</b></p>

<b>PILL/HRT CHECKS</b>	Practice Nurses by appointment.
<b>PRESCRIPTION REQUESTS</b>	<p><b><u>Please Note</u></b> Repeat prescription requests <b>must be in writing, or online. See previous information about registering for this service.</b></p> <p>We <b>DO NOT</b> take medication requests over the phone.</p> <p>We <b>DO NOT</b> accept urgent prescription requests. This is a <b>48 hour working service.</b></p> <p>The pharmacies in Hythe can collect scripts from the surgery if you have indicated this on your repeat request slip.</p>
<b>STOP SMOKING</b>	Stop smoking advice is available locally, after discussion with your doctor or by telephoning 0300 123 1220 for the East Kent Stop Smoking Service.
<b>TEST RESULTS</b>	<p>The Receptionist/Telephonist is able to give results only to the patient, unless we have received written consent from the patient that a named person can contact the surgery on their behalf.</p> <p><b>Please contact the surgery after 10.30am.</b></p>
<b>TRAVEL VACCINATIONS</b>	<p>There may be a charge for this service as not all vaccines are covered by the NHS. Please ask the Receptionist/Telephonist for details.</p> <p>Some fees are displayed in the surgery waiting room others may be on application.</p> <p>Please allow 6 weeks before your holiday.</p>



## **HYTHE CHEMISTS OPENING TIMES**

For dispensing prescriptions, advice and over the counter medication and treatments.

### **BOOTS**

97, High Street, Hythe

Tel: 01303 267220

Mon - Fri 9.00am to 6.30pm

Saturday 9.00am to 5.30pm

### **EAKINS**

110 High Street, Hythe

Tel: 01303 267876

Mon - Fri 9.00am to 6.30pm

Saturday - 9.00am to 5.00pm

### **PAYDENS**

Oakland's Stade Street, Hythe

Tel: 01303 261647

Mon - Fri 9.00 to 1.00 - 2.00 to 6.00pm

Saturday 9.00am to 1.00pm

**FOR ACCESS TO OUT OF HOURS CHEMISTS PLEASE CHECK WITH YOUR DOCTORS SURGERY OR IN YOUR LOCAL NEWSPAPER.**

## Out of Hours Services

### GPs and District Nurses

If medical assistance is required outside surgery hours, please telephone

NHS on 111

(Calls to this number are free from landlines and mobiles)

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### Dentists

Dentaline is the NHS emergency dental service.

Dentaline can treat patients who:-

- are bleeding heavily (haemorrhaging) from the mouth
- have an injury to their teeth or mouth
- have severe facial swelling
- are in pain that started suddenly and cannot be eased by pain killers

Urgent out-of-hours dental care there will be a charge

Normal opening hours: 7.00pm to 10.30pm every day plus weekends and Bank Holiday mornings 9.30am to 11.00am

For emergency advice or help phone the Dentaline:  
01634 890300.

## MINOR INJURY UNIT

Royal Victoria Hospital, Radnor Park Avenue, Folkestone CT19 5BN 01303 854494

### Opening Times

8.00am - 8.00pm EVERYDAY

No appointment is necessary and there is no need to pre-register

### Minor Injury Units can treat

- Minor cuts
- Minor bites and stings (not rat or snake bites)
- Minor burns and scalds
- Infections
- Foreign bodies in wounds, ears and noses
- Muscular sprains and strains to shoulders, arms and legs
- Fractures to shoulders, arms and lower legs
- Dislocation of fingers, thumbs and toes
- Minor eye conditions, including conjunctivitis and foreign bodies
- Minor nose bleeds (not on Warfarin)
- Minor head injuries with no loss of consciousness or alcohol/drug related
- Emergency contraception

### Minor Injury Units cannot treat

- Chest pain
- Abdominal pain
- Children under 12 months old
- Hip and spinal injuries
- Fractures with obvious displacement
- Chronic diseases
- People seeking a second opinion
- Social problems
- Drug or alcohol problems
- Mental health
- Pregnancy related issues
- Indigestion
- Minor ear, nose and throat problems
- Minor chest infections
- Urinary tract infections
- Skin infections
- No repeat prescription service

## **ACCIDENT AND EMERGENCY DEPARTMENT**

**William Harvey Hospital** - Kennington Road, Ashford TN24 OLZ

### **Opening Hours**

Full A&E services are provided 24 hours a day, 365 days a year.

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## **X-RAY DEPARTMENTS**

**Royal Victoria Hospital** - Radnor Park Avenue, Folkestone CT19 5BN

### **Opening Times**

Monday to Friday 9.00am to 5.00pm - No appointment necessary  
12.45 pm - 1.30pm - Closed for lunch

**Bank Holidays - Closed**

**William Harvey Hospital** - Kennington Road, Ashford TN24 OLZ

### **Opening Times**

Monday to Friday 8.00am - 8.00pm - No appointment necessary  
Weekends & Bank Holidays 8.00am - 4.00pm - No Appointment necessary

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## **PATHOLOGY DEPARTMENTS**

**Please note FOR FASTING BLOOD TESTS - Nothing to eat or drink except water from midnight the night before your blood test**

**Royal Victoria Hospital** - Radnor Park Avenue, Folkestone CT19 5BN - 01303 854484

**Phone lines are open** - 10.30am - 12.00 noon or 4.00pm - 5.00pm

### **Opening Times - Ticket Service**

Monday to Friday 8.30am to 4.00pm - No appointment necessary  
Saturday 9.00am to 12noon - No appointment necessary

**Bloods can be taken from 7 years and above**

**William Harvey Hospital** - Kennington Road, Ashford TN24 OLZ - 01233 633331

### **Opening Times - Ticket Service**

Monday to Friday 8.30am - 4.30pm

**For a GTT (Glucose Tolerance Tests)** - please phone 01233 616060 for an appointment - Lines open 11.00am - 4.00pm

**Bloods can be taken from 7 years and above**

### **Blood Tests for Children (under 7 years)**

**Emergency Bloods** - Please phone the Padua Ward at the William Harvey Hospital to make an appointment 01233 616284

**Routine Bloods** - Please phone either the Dolphin Ward at Kent and Canterbury on 01227 864052 or the Carousel Ward at Buckland Hospital, Dover on 01304 222557

## Useful Contacts

Royal Victoria Hospital	01303 850202
William Harvey Hospital	01233 633331
Kent & Canterbury Hospital	01227 766877
Queen Elizabeth The Queen Mother Hospital	01843 225544
NHS 24 hour Advice (Formerly NHS Direct)	111
Mental Health Helpline	0800 1070160
Childline	0800 1111
Alcoholics Anonymous	08457 697555
PALS (Patient advice and liaison service)	08000 856606

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All contractual patient services are overseen by:

NHS England (South East)  
Wharf House  
Medway Wharf Road  
Tonbridge  
Kent  
TN9 1RE

Telephone: 0300 311 2233 Email: [englandsoutheast@nhs.net](mailto:englandsoutheast@nhs.net)

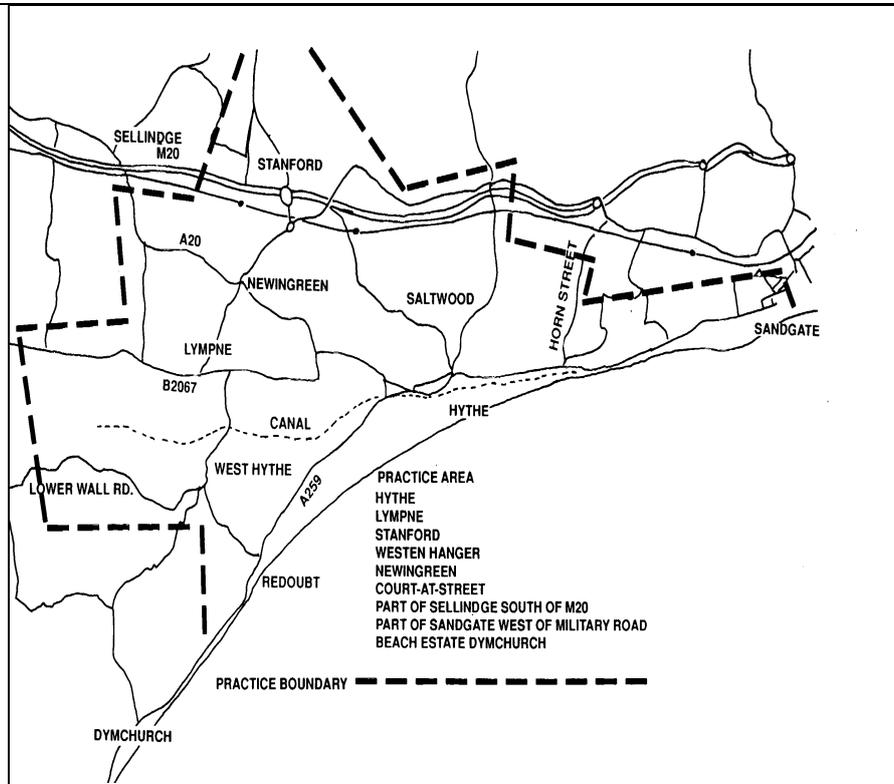
All localised patient services are overseen by:

South Kent Coast Clinical Commissioning Group  
Council Offices  
White Cliffs Business Park  
Whitfield (Dover)  
Kent  
CT16 3PJ

Telephone: 03000 424700 Email: [southkentcoast.ccg@nhs.net](mailto:southkentcoast.ccg@nhs.net)



## SURGERY CATCHMENT AREA



Please inform the surgery promptly of any change of address or contact numbers