

Aylesham Medical Practice and Wingham Surgery

Welcome To Our Practice

Our practice philosophy is to put the patients first and aim to provide the best possible care with resources available to us. To respond to the personal needs of our patients through the provision of good quality patient care and comprehensive health promotion. To maintain a highly motivated and committed practice team capable of dealing with the majority of patient problems in an efficient and friendly manner.



Aylesham Medical Practice

Queens Road
Aylesham
Canterbury
Kent
CT3 3BB

Tel: 01304 840415
Fax: 01304 842797

Wingham Surgery

2 North Court Road
Wingham
Canterbury
Kent
CT3 1BN

Tel: 01227 720205
Fax: 01227 720699

Surgery Hours

Aylesham is open Monday to Friday 0800 to 1800. A receptionist is available throughout the day to make appointments, take enquiries and handle prescription requests. Telephone lines are open 8.00am-6.30pm.

Wingham Surgery is open Tuesday, and Friday 0800 to 1800 and Thursday 0800 to 1400 closed Mondays and Wednesdays. Services are available on a Monday and Wednesday at Aylesham Medical Practice. A receptionist is available throughout the day to make appointments, take enquiries and handle prescription requests. Telephone lines are open 8.00am-6.30pm.

Disabled Access

Aylesham Medical Practice is a new purpose built health centre, Wingham Surgery is a one storey building and they are both ideally suited for disabled patients they are easily accessed by wheelchair users and disabled toilet facilities are available.

Meet the Staff

Doctors

Dr Joanna Collyer MB BS DRCOG DFFP MRCP 2001 UK - Location [Aylesham Medical Practice and Wingham Surgery](#)

Dr Thangura Zadeng MBBS MD(paediatrics) MRCPCH Part II written DRCOG MRCPG - Location [Aylesham Medical Practice and Wingham Surgery](#)

Ruth Abbott Advanced Nurse Practitioner - Location [Aylesham Medical Practice](#)

Christine Robinson Nurse Practitioner - Location [Aylesham Medical Practice](#)

Surgeries are held by Dr Joanna Collyer, Dr Thangura Zadeng, Ruth Abbott and Christine Robinson. Occasionally locum doctors work at both surgeries to cover leave.

Practice Pharmacist

Amanda Rawlings Pharmacist – Location [Aylesham Medical Practice](#)

Practice Nurses

Margo Farley - Location [Aylesham Medical Practice and Wingham Surgery](#)

Sophie Donaldson - Location [Aylesham Medical Practice and Wingham Surgery](#)

Bonita Stroud - Location [Aylesham Medical Practice and Wingham Surgery](#)

Health Care Assistant

Gillian Hudson – Location [Aylesham Medical Practice](#)

Management Mrs Michelle Bosson Our Practice Manager who is based at Aylesham Medical Practice looks after the day to day management of both Practices. She will be pleased to discuss any non medical problems, deal with enquiries and receive suggestions for improving the services offered by the Practice.

Mrs Lynn Trunley-Smith Our Project Manager who is based at Aylesham Medical Practice and oversees the Quality and Outcomes Framework will deal with any concerns in the Practice Managers absence.

Secretaries We have one secretary who is based at Aylesham surgery who will help you with queries regarding hospital appointments and referrals.

Receptionists Our receptionists are always happy to help with any queries you may have. They have a difficult job dealing with telephone calls and enquiries so please be understanding. When telephoning for an appointment, advice or a home visit the receptionist may ask you for a few details. They have been trained to make these enquiries on our behalf to help us prioritise and offer you an appointment with the most appropriate person.

Prescribing Clerks We have trained staff that are responsible for the computerised repeat prescriptions. They check that prescriptions have the doctor's authorisation, are issued at the right time and may issue reminders about routine medication reviews. Please deliver your repeat prescriptions request to the surgery and allow 2 working days before the prescription is collected. You may put in a request for a repeat prescription up to 10 days before it is due.

Clinics

GP/Nurse Practitioner clinics We aim to offer appointments within 48 hours. You may be seen by a GP or Nurse Practitioner depending on who is on duty that day; if the Nurse Practitioner is unable to help they will ensure you are seen by the GP. There is a selection of afternoon appointments that are reserved for patients to book in advance the rest are released on the day. We keep emergency appointment slots open each day if you feel it is urgent.

Practice Nurse Clinics are held daily. Our Practice Nurses are available for advice on chronic disease management, health promotion, contraception and minor injury. Please ask one of the Receptionists if you require an appointment with the Practice Nurse. Appointments with a Practice Nurse may be booked on the day or in advance with the receptionist, subject to availability.

Our Health Care Assistant works under the supervision of our qualified nurses. She assists with taking blood tests, ECGs, blood pressure readings, urine testing, dressings, Influenza, B12 Vaccinations and other duties. Please ask one of the Receptionists if you require an appointment with the Health Care Assistant.

Childhood Immunisations and Child Health Surveillance A Child Health clinic is run on a Tuesday afternoon in Aylesham by Dr Zadeng where the eight week baby check and first immunisations are done. All other childhood immunisations in Aylesham are performed by our Nurse Practitioner Christine Robinson on a Tuesday, Thursday and Friday lunchtime. For an appointment in Wingham please request an appointment with Dr Collyer or Dr Zadeng for an eight week baby check and also for the first immunisations. All other childhood immunisations in the Wingham Surgery are performed by our GP or the Nurse Practitioner Christine Robinson who is based at Aylesham Medical Practice. Please ensure that you bring the red immunisation record book with you or evidence of prior immunisations given at your last surgery.

Diabetes Clinics are run by our Practice Nurse on a Monday and Thursday afternoon or Tuesday morning in Aylesham and a special clinic is booked when needed on a Wednesday afternoon in Wingham. These include insulin initiation if necessary. The Paula Carr Trust Retinal Screening Service visits the Surgeries several times a year to screen our diabetic patients for the early signs of diabetic retinopathy.

Minor Injury We facilitate a walk in minor injury service for injuries that have occurred within the last 48 hours. You may telephone the surgery for advice regarding the injury if you are unsure whether you should attend the surgery or accident and emergency.

Minor Surgery is carried out at Aylesham Medical Practice by Dr Collyer when required.

Adult Immunisation Clinics including influenza, tetanus and polio boosters can be arranged by booking an appointment with the Practice Nurse. Please speak to your midwife and make an appointment with the practice nurse to discuss the whooping cough and influenza vaccination that is now recommended for pregnant women.

Smoking Cessation If you would like to stop smoking please contact the NHS Stop Smoking Service on 0800 4444 or ask the receptionist to fill in a referral form.

Cervical Smears are available as part of the well woman check in the nurse clinics. We advise all women to have a cervical smear every three years between the ages of 25 and 50 years and then five yearly up to the age of 64.

Contraceptive Services are available with either the Practice Nurse or the Doctors. If a woman requires an IUCD (coil) to be fitted or an SDI (implant), this can be arranged with our Practice Bonita Stroud or Dr Joanna Collyer at Aylesham Medical Practice. Emergency contraception can be obtained by making an appointment with the nurse/doctor.

Warfarin Clinics We undertake INR testing and dose adjustment for those taking Warfarin tablets on a Tuesday, Thursday and Friday at Aylesham Medical Practice and a Tuesday morning in Wingham Surgery. Please book an appointment at the reception.

Respiratory Clinics We also run respiratory clinics for those with Asthma or COPD (bronchitis or emphysema) where we undertake Spirometry (lung function testing).

Services

Maternity Care is provided by our Community Midwife. Antenatal clinics are held at the Aylesham Health Centre. Once it is confirmed you are pregnant, you will be given the information to register online with the midwife. If you do not have access to this facility you may leave your name and contact number with reception. The Midwife will then contact you within the next week to arrange a 'booking in' appointment.

Counsellor A counsellor can be seen once you have been referred by a doctor, you will be given a choice of counsellors that you will be able to select from.

Physiotherapy To see a physiotherapist at Aylesham Medical Practice you can now self refer by completing a form at the surgery reception. This will be past on to the physiotherapist who will contact you with an appointment time. The Doctor can refer you from Wingham Surgery for an appointment.

Home Visits are made at the discretion of the Doctor and are usually reserved for the terminally ill, very sick or housebound patients. We would generally expect patients to come to the Surgery whenever possible. The Surgery offers a more appropriate place for a consultation as facilities are available for thorough examination. Wherever possible requests for visits should be made prior to 11.00 a.m. Visits requested after this time will only be made in exceptional circumstances. When a home visit is required our receptionist are trained to ask for information so the doctor can determine its urgency. Please appreciate it is not always possible to interrupt a doctor for non urgent matters during surgery consultation times. The visits are shared between the doctors on duty and also the duty Paramedic Practitioner therefore it is not possible to request a specific doctor to attend.

Emergencies and Out-Of-Hours Services If you have an emergency during normal surgery hours telephone the normal surgery number and you will be put through to speak to a doctor if available, or the receptionist will take a message and the doctor will be contacted as soon as possible. In a life threatening emergency e.g. suspected heart attack or stroke you should dial 999. **Out-Of-Hours**, please telephone 111 to access medical assistance/advice.

Repeat Prescriptions If you have a medicine regularly your doctor will issue you with a computer request slip. Please hand in your computer slip or send in by post clearly indicating the items required. You must give at least **two working days** notice before collection. You may order your medication up to 10 days before it is due. **You may also sign up to our on-line services which will allow you to order your repeat medication on-line.** Please ask at reception you may need to provide photographic ID at the time of registering. Prescriptions will not be handed to anybody under the age of 14 years. We have arranged a prescription ordering and collection service with Boots in Ash, Canterbury Whitefriars and Aylesham. Please speak to the pharmacist for further information. Prescription requests cannot be made via the telephone to avoid error with complex or similar sounding drug names.

Test Results Please try to call after 9.30am to enquire about your test results as our reception staff will have more time to deal with your request. Note the practice has a strict policy regarding confidentiality and data protection and we will only release test results to whom they relate unless that person has given prior permission for the release of this data or they are not capable of understanding the results. Please ask at the time of the test how long it will be before the results are returned to the practice. You will be notified following your result if the Doctor needs to see you. If you are at all concerned please contact the surgery to see if your results are back.

Patient Group Meetings The surgery has a patient forum which always welcomes new members. The forum meets approximately four times a year on a pre arranged date. The forum aims to give our patients the opportunity to have their say about the services the surgery provides and to keep members up to date with new developments etc. The minutes of the forum meetings are always available in the reception waiting area. If you are interested in joining, please contact Lynn on 01304 840415 for further details.

Choice If your doctor feels you need to be seen in a hospital you will be offered a choice of where you can be seen. This will be the various local hospitals and further afield and also includes the NHS funded private sector services. Access to choice may be made when you discuss the referral with your doctor or via choose and book, telephone or computer systems.

Data Confidentiality The surgery is registered with The Data Protection Registry; as such all patient information is obtained and processed within the law. It is bound by confidentiality and conforms to the provisions of the Data Protection Act. Everyone working within the NHS has a legal duty to keep information about you confidential. Information held on your records may be shared with other Health Care Professionals on a “need to know” basis. Regarding your current continuing care we would always seek your written consent before releasing information to third parties. We believe that most of our younger patients are competent enough to make an informed choice on their own and we would usually encourage them to discuss matters with their parents. In very rare circumstances if the young person is considered to be at risk, it may be necessary to disclose information to a third party. If you would like to speak to a receptionist privately please ask at reception.

Access To Medical Records All patients are entitled to have access to their medical records. If you wish to see your notes please make an appointment with the Practice Manager, Mrs Michelle Bosson, on 01304 840415.

Patients Rights and Responsibilities We endeavour to offer high standards of medical care. Patients should expect a courteous and prompt response to needs with urgent problems and offered a contact with a doctor within 24 hours if requested. Patients may see whichever doctor they wish subject to availability, but we prefer you to stay with one GP with a particular problem. Patients can expect confidentiality and be involved with the choice of treatment. It is the patient's responsibility to keep appointments and to arrive on time. If for whatever reason it is not possible to keep an appointment, patients should telephone to inform us. We actively monitor patients who fail to attend their appointments or who arrive late. For those patients who persistently **Do Not Attend** appointments we may exercise our right to remove you from our register following a written warning.

Zero Tolerance We shall not tolerate violent or abusive behaviour to any member of our team. We also do not expect dishonesty from patients. We reserve the right to remove patients from our list or we may suggest patients re-register with another practice if the relationship seems to be breaking down.

Suggestions And Complaints Suggestions from patients to improve our service are welcomed and will be passed on to the Practice Manager. Complaints are taken very seriously by our Practice and we have established with the appropriate guidance the Practice-based complaints procedure in order to respond quickly, sympathetically and fully to any complaint made. If you wish to make a complaint, please contact the Practice Manager, Michelle Bosson, on 01304 840415 or in writing at Aylesham Medical Practice, Queens Road, Aylesham Canterbury Kent CT3 3BB. If you are seriously unhappy with us or the service we provide you have the right at any time to leave our list and register with another Practice.

National Programme For Information Technology Your medical records are held on a stand alone computer system which can only be accessed by members of the surgery team. Your name and address details are held centrally on the Connecting for Health computer system or “National Spine”. The government is rolling out a National programme to have everyone's important clinical information available via the National Spine and our practice is taking part by uploading patient records to the spine unless you inform us that you do not wish to have your records uploaded. This means that should you need to be seen in an emergency away from the practice, but in England, your up to date medical history will be available at the time. At the moment it is everyone's right to opt out of this “summary care record” should they wish to do so. Opting out does not remove your right to have electronic transfer of prescriptions or any other aspect of your care. For further information please see www.healthspace.nhs.uk or ask at reception.

Freedom of Information – Publication Scheme The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the ‘classes’ of information the practice intends to routinely make available.

Infection Control The practice takes the risk of cross infection very seriously. If you feel that you may have an infectious condition please let the staff know so that they can make arrangements to limit the risk of spreading. Most cross infections including Flu and Respiratory infections are dramatically reduced by simple hand washing with soap and water.

Contact Details please ensure you provide us with up to date contact details to include your home, mobile telephone numbers and email address. Also the details of a carer/next of kin should you have one. We are now using a text message reminder service so that patients who have given us their mobile number receive a reminder of any appointments they have booked with the practice.

Consent patient consent is required on every occasion the doctor wishes to initiate an examination or treatment or any other intervention except in an emergency. Consent can be verbal, written or implied. The provision of sufficient accurate information is an essential part of seeking consent.

The clinician who recommends the patient should undergo an intervention should have the responsibility for providing the explanation to the patient and obtaining the patients consent. There is no legal requirement to obtain written consent but any discussion should be recorded in the patient's medical notes.

Examples of requirement of written consent are:

- Childhood vaccines
- Minor surgery procedure
- Flu vaccination
- Sending the patients' medical information to an outside agency

Patients must be given the opportunity to withdraw their consent at any time as long as they have the capacity to do so.

Any competent adult patient can refuse consent to treatment. Clinicians must respect a refusal of treatment if the patient is an adult who is competent, properly informed and is not being coerced. Where the patient is under 18 years old and is unable to consent either because of lack of capacity or because of illness, anyone with parental responsibility for that child can provide consent.

Care Data How information about you helps us to provide better care

Confidential information from your medical records can be used by the NHS to improve the services offered so we can provide the best possible care for everyone.

This information along with your postcode and NHS number but not your name, are sent to a secure system where it can be linked with other health information.

This allows those planning NHS services or carrying out medical research to use information from different parts of the NHS in a way which does not identify you.

You have a choice. If you are happy for your information to be used in this way you do not have to do anything.

If you have any concerns or wish to prevent this from happening, please speak to practice staff or ask at reception for a copy of the leaflet "How information about you helps us to provide better care".

Accessible Information Do you have any personal specific information or communication needs? If so, please make us aware so that we can ensure we communicate with you in an appropriate way.

NEW REGISTRATIONS

Patients who live within the catchment area for Aylesham Medical Practice and Wingham Surgery who wish to join the Practice will be accepted onto our list after providing evidence of address in the form of a utility bill or rent book. If you are uncertain whether you live within our catchment area please check the map of our Practice area or ask one of the receptionists who will be pleased to help you. When registering with the practice you may request to see any doctor of your choice. As part of the registration process you will be offered a health check which will include a discussion on your general health and an examination carried out by the Practice Nurse or Health Care Assistant. Please note that if you are on repeat medication you will need to make an appointment to see a doctor before your prescription is due.