

Welcome to Wigmore Medical Centre. We are committed to giving our patients high standards of care in a friendly and supportive environment. We aim to achieve this by working together with our patients.

DOCTORS

Wigmore Medical Centre is a non limited partnership.

- Dr S Patel MBBS (Male)
- Dr N Patel MBBS (Female)
- Dr R Patel MRCGP (Female)

PRACTICE MANAGER

- Mr Martin Street

PRACTICE AREA & REGISTRATION

Patients who live in our practice area may register with our practice. If you would like to see a particular doctor then please inform a receptionist and we will do our best to accommodate you wherever possible.

PRACTICE OPENING HOURS

Our practice is open:

Monday - Friday 8.00am - 6.00pm

Our receptionists start taking phone calls from 8.30am

We are closed from 1pm on Wednesday afternoons although our telephone line is open from 2pm.

Please note that the practice is closed at weekends and bank holidays.

HOW TO SEE A DOCTOR

To maintain continuity of care it is sometimes best to consult the same doctor but it may be necessary to see other doctors from time to time.

If more than one member of your family wishes to be seen, please make a separate appointment for each of them. Children under 16 should be accompanied by an adult.

We offer a flexible appointment system. About half of our appointments can be booked up to two weeks in advance and the rest are available on the day from 8.30am.

HOW TO SEE A NURSE OR HEALTHCARE ASSISTANT

Appointments with the Practice Nurse or Health Care Assistant can be made by telephoning 01634 231752, preferably after 9.30am

TELEPHONING THE SURGERY

The 01634 231752 number is available 24 hours a day and provides emergency contact details when the surgery is closed. The clinical members of our team are available to take telephone calls at set times during the week. If you need to speak to one of them, please ask at the reception when they are next available.

HOME VISITS

If possible try to get to the surgery as we are able to offer more comprehensive care here. If you do need a visit please try to make the request by 10am. A doctor will discuss the problem with you before deciding if a home visit is necessary. Please note, that a lack of transport is not an accepted reason for a home visit.

OUT OF HOURS EMERGENCIES

MedOCC are responsible for your care from 6.00pm to 8.00am weekdays and throughout the day and night at weekends and bank holidays. If you require assistance please ring MedOCC on 01634 891855.

REPEAT PRESCRIPTIONS

We ask that you give us 48 hours notice to prepare your prescription (2 working days). Home delivery services are available from a number of local pharmacies, and you should liaise with them directly to see if you are eligible for this service.

Please note that we are unable to accept repeat prescription requests by telephone or fax.

SERVICES AVAILABLE

As well as providing general medical services the practice offers family planning, maternity services, cervical smears, child health surveillance and travel immunisations.

HEALTH CHECKS

We offer and encourage patients to have health checks as follows:

New patients - As soon as you register with us.

Patients over the age of 75 - once a year, unless you are being seen regularly.

All patients - every three years unless you have been seen for another reason.

USE OF COMPUTERS AND PERSONAL HEALTH INFORMATION

We are registered under the Data Protection Act and have robust systems in place to protect your confidentiality. Personal health information is used to monitor the practices screening activities.

Occasionally anonymised health information is sent to the PCT to monitor quality standards and for post-payment verification purposes.

ACCESS

Wheelchair access is available throughout the building.

A car park is available for our patients to use.

THE PRACTICE TEAM

The **Practice Manager** is available to discuss any queries about the running of the practice and general services within it.

The **Receptionists** are here to help you make an appointment, take requests for visits, pass messages to the doctors and nurses and answer general but not medical queries. Administrative staff are here to provide secretarial services.

The **Practice Nurse** carries out a wide range of nursing procedures at the practice. They are also specially trained in conducting a wide variety of well-person screening (including cervical smears), giving health promotional advice, monitoring some long term medical conditions and providing some contraceptive advice. They are supported by our Health Care Assistant who is trained to undertake blood pressure monitoring and general health checks.

The **Health Visitors** work on our behalf and are not based at the practice. They are general nurses with further training in health care for all ages, but especially families with young children. They can be contacted at their clinic during office hours Monday to Friday on 01634 337600.

The District Nurses work with your doctor and perform nursing procedures in your home for the elderly and temporarily or permanently housebound.

HELP US TO HELP YOU

You will be treated as an individual and will be given courtesy and respect at all times irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems. In return we ask you to appreciate that we are all trying to satisfy the needs of all of our patients and would appreciate your co-operation.

Medical staff will advise you of the treatment they think appropriate, which you may discuss if you wish. No care or treatment will be given without your informed consent.

You have the right to see your health records written after the 1st November 1991, subject to any limitations in the law. Please ask the Practice Manager, if required.

People involved in your care will give you their names and will ensure that you know how to contact them. It is very important that you notify us of any changes of name and address. Please note that if you move out of your practice area, it will be necessary for you to register with another GP locally.

It is our job to give you treatment and advice. In the interest of your health it is important for you to understand all the information. Please ask us if you are unsure of anything.

We aim to see patients within 20 minutes of their appointment time, however this is not always possible. If this is not possible, an explanation will be given. If for any reason you have been waiting for over 30 minutes please speak to a receptionist.

If a doctor agrees that a routine referral is necessary, this will be completed and sent within one week. Urgent referrals will be made more promptly.

KEEP IT OR CANCEL IT

If you have made an appointment to see any member of the healthcare team and you no longer require it then please let us know at your earliest opportunity on 01634 231752. This allows us to offer the appointment to another patient.

ZERO TOLERANCE

All staff at the surgery have the right to carry out their work without threat or violence. The surgery has a policy of removing from our list any patient who is physically or verbally abusive, or threatening towards any member of our staff or other patients. We promise to treat all of our patients with respect - in return, we feel our staff are entitled to the same respect.

LET US KNOW

If you have arranged to meet somebody here, please inform the Receptionist as, in the interest of confidentiality, we are otherwise unable to tell anyone whether or not you are in the building.

FEEDBACK AND COMPLAINTS

We welcome feedback as a positive way of improving services. We like to hear positive statements and suggestions as well as criticisms. The practice undertakes a comprehensive annual survey and involves patients in discussing the results.

The Practice Manager is responsible for our in house Practice Complaints Procedure. An information leaflet is available, however he would prefer that you discuss your complaint at the earliest opportunity by telephone or in writing.

PATIENTS TELEPHONE NUMBERS

Please make sure that we have your current telephone numbers to allow us to contact you when necessary. Please remember to let us know if you change them.

NHS MEDWAY

We are contracted to provide services for you by:
NHS Medway Clinical Commissioning Group
50 Pembroke Court
Chatham Maritime
Chatham
Kent, ME4 4EL
01634 335020

HEALTHWATCH MEDWAY

If you need advice, have concerns or do not know where to turn for health-related help in Medway, then Healthwatch Medway may be able to assist you.

Healthwatch Medway is a service offering support, advice and guidance about medical and health issues for people living in Medway.

Whether you are a patient, relative or carer they are there to help.

They can be contacted on:

01634 566 777
<http://www.healthwatchmedway.co.uk/>

BRANCH SURGERY

In addition to our main site, we have a branch surgery that is situated at 144 Hempstead Road. Patients can be seen at either surgery and wherever possible we will try and accommodate you at your preferred site.

Of course, if you require a prompt appointment we may offer you an appointment with the doctor at either site.

Our branch surgery is open at 9am and closes at 12 noon Monday through to Friday. It reopens at 2pm Monday, Tuesday, Thursday and Fridays. This surgery is closed on Wednesday afternoon.

EXTENDED HOURS

We have extended surgeries, with appointments available from 7am each Thursday morning and until 8pm each Monday evening. These appointments are targeted towards patients who have difficulty in attending throughout the normal day. For further details please speak to a receptionist.

USEFUL TELEPHONE NUMBERS

Please find a list of telephone numbers that may be useful to you:

Our Branches

- Wigmore Medical Centre: 01634 231752
- Hempstead Medical Centre : 01634 235531

Local Chemists:

Phoenix Pharmacy: 01634 232079

Lloyds Pharmacy:

- Rainham Shopping Centre : 01634 375047
- Station Road: 01634 232020

Boots Chemist: 01634 388175

Fenns Pharmacy: 01634 235880

Hempstead Pharmacy: 01634 376674

Local Hospitals

Medway Hospital: 01634 830000

Sittingbourne Memorial Hospital: 01795 418300

Maidstone Hospital: 01622 729000

Spire Alexandra Hospital: 01634 687166

Other Numbers:

Samaritans: 0845 7909090

Mental Health Matters: 0800 1070160

Medway Council: 01634 306000

Age Concern: 0208 8765 7200

Wisdom Hospice: 01634 830456

Registration Office of Births, Deaths
01634 338899

Citizens Advice Bureau: 0870 1264095

Carers UK: 0207 4908818



WIGMORE MEDICAL CENTRE

114 Woodside
Wigmore
Gillingham
ME8 0PW
01634 231752

and our branch surgery

HEMPSTEAD MEDICAL CENTRE

144 Hempstead Road
Hempstead
ME7 3QE
01634 235531

www.wigmoremedicalcentre.co.uk

NHS 111
www.nhs.uk
Telephone: 111

Please retain this leaflet for
future reference