

## CONTACTING US

St Peters Surgery  
6 Oaklands Avenue

St Peters

Broadstairs

Kent CT10 2SQ

Tel: 01843 608860 (5 lines)

Website: [www.broadstairsstpeters.co.uk](http://www.broadstairsstpeters.co.uk)

Opening hours: Monday to Friday

8.00 - 18.30

Extended hours service

Monday 8.00 & 18.30 – 20.15 hours

Closed Saturday and Sunday

Evenings and Weekends

When our practice is closed please telephone St Peters Surgery on 01843 608860 and listen to the recorded message

For the Out of Hours service patients please dial 111 who will direct you to the correct service out of hours service. Integrated Care 24 Ltd (IC24) will continue to provide the Out of hours GP service but can only be accessed via the NHS 111 number

- NHS 111 – is a free service which is available 24 hours a day, 365 days a year and is available for people who need medical help fast, but is not a 999 emergency, for those people that do not know who to call for medical help or do not have a GP, need health information or reassurance about what to do next

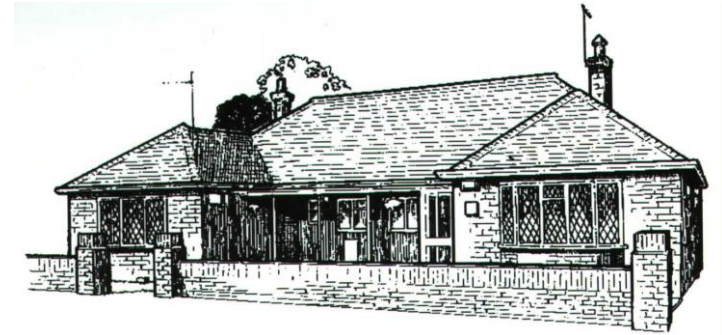
Other NHS services

- Your local pharmacist will be able to give you free health advice and you don't need to make an appointment. Many pharmacies operate extended hours on a rota basis.

This leaflet can also be made available in different format on request in large print or on audio cassette tape or disk

Leaflet reviewed and revised on 10/08/2018

## THE ST PETERS SURGERY



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### *GUIDE TO OUR SERVICE*

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Extended hours Monday

18.30 -20.15 hours

Telephone appointments from 8.00am

## **NHS England**

NHS England is an independent body, at arm's length to the government. Their main role is to improve health outcomes for people in England. It will: provide national leadership for improving outcomes and driving up the quality of care, oversee the operation of clinical commissioning groups, allocate resources to clinical commissioning groups, commission primary care and specialist services. To contact NHS England you can telephone them on 0300 311 22 33 or email [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

## **Thanet CCG**

St Peters Surgery is an active member of Thanet CCG the CCG commission most services, including, planned hospital care, rehabilitative care, urgent and emergency care (including out-of-hours), most community health services, mental health and learning disability services. The CCG can commission any service provider that meets NHS standards and costs. These can be NHS hospitals, social enterprises, charities, or private sector providers. However, the CCG must be assured of the quality of services commissioned, taking into account both [National Institute for Health and Care Excellence \(NICE\)](#) guidelines and the [Care Quality Commission's \(CQC\)](#) data about service providers. Both NHS England and the CCG have a duty to involve their patients, carers and the public in decisions about the services they commission. To find out more about Thanet CCG visit the website at [www.thanetccg.nhs.uk](http://www.thanetccg.nhs.uk)

## **NHS 111**

NHS 111 is not a 999 service but is a free service from both land lines and mobiles for those who need medical help fast. For out of hours GP services patients need to call 111. If you think you need a&e but not sure call 111; who will ask you some questions so that they can assess your symptoms and direct you straightaway to the local service that can help best.

## **Accident and Emergency**

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones go to the nearest accident and emergency department or call 999.

## **Welcome**

Please take time to read through this booklet, which will tell you all about the practice, our practice team and the services we currently offer. It is designed to help you make the best use of the services, so please keep it in a safe place.

St Peters surgery serves the area of St Peters as well as its surrounding towns. Our team includes two full time GPs, four practice nurses, one health care assistant as well as a practice manager, administration staff and reception staff.

The practice provides management of care to all our patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable. General management of patients who are terminally ill. The practice also provides management of care to those patients who suffer from a chronic disease in consultation with the patient. This will also include the care and management of stroke or transient ischaemic attack, cancer care, hypothyroidism, mental health and epilepsy. The practice is actively involved in the NHS programme to encourage smoking cessation.

## **The Doctors**

Dr Susan Goldberg MB BS DRCHOG DCH MRCP  
GMC number 2966980

Dr Goldberg joined the practice in 1992 as well as offering full general practice care, she has a special interest in Cardiology.

Dr Imran Ali MB BS DFFP MRCP  
GMC number 5172394

Dr Ali joined the practice in 2019 as well as offering full general practice care he has a special interest in Minor Surgery

## **Zero Tolerance**

This practice adopts a ZERO TOLERANCE approach to violence and aggression. Aggressive and violent behaviour is considered to be personal, threatening or abusive language ( cursing or swearing) gestures ( including sexual), physical contact, derogatory sexual or racial remarks, shouting at any persons or applying force to any practice property or the property of any persons within the practice. This includes people banging on desks or counters or shouting loudly in an intimidating manner. This approach applies to any patients, visitors and any persons working within the practice demonstrating any of the above behaviour towards patients and visitors or staff.

## **Complaints Procedure**

If you wish to complain about any aspect of the service you have received please ask for the Practice Manager. If the Practice Manager is unavailable our Office Manager will be happy to help. The practice fully complies with NHS complaints procedure and your comments are always welcome. Anyone wishing to make a complaint has the choice to make the complaint to either the practice or the PCT. If you remain dissatisfied with the practice response to your complaint you should contact the Health Service Ombudsman. You can contact the Health Service Ombudsman by telephone (0345 015 4033), in writing (The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP) or by email ([phso.enquires@ombudsman.org.uk](mailto:phso.enquires@ombudsman.org.uk)) or fax (0300 061 4000).

In the majority of cases concerns can be resolved quite easily. However if you feel we have not dealt with the issues you have raised as you would wish you can also write to NHS England at PO Box 16738, Redditch, B97 9PT for the attention of the complaints manager or you can contact them for assistance by telephone 0300 311 22 33. You will need to provide as much information as possible to allow NHS England to investigate your complaint.

## **The Practice Team**

### **Practice Manager**

Helen Downer joined the practice in August 2017, she brings over 20 years of different NHS experience with her. She has previously been a Practice Manager in another Thanet Practice and has a postgrad diploma in managing in health and social care

### **Reception Staff**

We have a team of receptionist who are here to help you. When telephoning for medical attention the receptionist may ask you for a few details. All reception staff are fully trained and ask for these details in order that we can help you in the most appropriate way. Our receptionists are very busy at certain times of the day and we ask that you be patient.

### **Secretary and Administration Staff**

The practice employs an Office Manager, a Medical Secretary and administration staff who support the Doctors and Practice Manager and are happy to help with enquires.

### **Practice Nurses**

The practice employs three qualified Nurses and two HCA's

<b><u>Michelle Gossett</u></b>	RGN, BSc Hon's Specialist Practice Nurse, RN. Diploma Diabetes Care, Michelle specialises in Diabetes with an interest in Insulin management in adults
<b><u>Sharon Newton-Rye</u></b>	RGN, Health Visitor, Sharon has a particular interest in Child Health, Women's health & Contraception
<b><u>Barbara Paixao</u></b>	RGN special interest in COPD
<b><u>Chloe Martin</u></b>	HCA
<b><u>Christine Judge</u></b>	HCA

Our Nurses/HCA provide a wide range of services which include: blood tests, ECG's, blood pressure checks, spirometry, ear syringing, wound and leg ulcer care and dressings, suture removal, vaccinations and immunisations, travel advice, contraceptive advice, health promotion clinics including, COPD asthma and diabetes

All nurses/HCA attend regular courses and up dates on treatment room procedures. The practice is an equal opportunities surgery.

# PRACTICE CHARTER

We aim to provide the best possible service to our patients and hope that we achieve this aim. The care of your health is a partnership between yourself and the Primary Care Health Team. The success of that partnership depends on an understanding of each others needs.

## Our responsibility to you

- You will be greeted courteously
- You will have a right to confidentiality
- You have the right to see your medical records subject to the limitations of the law
- You will be seen the same day if it is a medical emergency
- You will be seen by the doctor of your choice wherever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment on arrival at the practice
- You will be referred to a consultant when your GP feels it necessary, and given a choice of date, place and time
- You will be given the result of any test or investigation on request
- Your repeat prescription will be ready for collection within 48 hours of your request
- Your suggestions and comments about the service we offer will be considered sympathetically and any complaint dealt with quickly and in accordance with the practice protocol

## Your responsibility to us

- Please treat all surgery staff with respect
- Do not ask for information about anyone other than yourself
- Tell us of any change of name or address so that our records are accurate
- Only request an emergency appointment or home visit if appropriate
- Please cancel your appointment if you are unable to attend
- Please be punctual, but be prepared to wait if your consultation is delayed by an unexpected emergency
- Use the tear off slip to request a repeat prescription and attend the review when asked
- Please let us know when you feel that we have not met our responsibility to you but please give praise when it is due.

## Attached staff

### Community nurses

The Community Nurses provide nursing care and advice to patients in their own homes. They liaise with hospitals and other specialised services such as Macmillan & Hospice Care, Home Care & Social Services. They can arrange extra support for patients who require long term care.

### Health Visitor

The Health Visitors can give advice on many aspects of your family health; they are trained nurses who have extra qualifications in the promotion of good health. They have particular skills in the field of child health, assessment and development, feeding sleep and behaviour problems. They also help nursing mothers and run health promotion groups such as Antenatal & Post Natal classes.

Our Health Visitors can be contacted on 01843 255300

### Midwife

The Midwife has an antenatal clinic which is held off site, by appointment only. If you have any queries during your pregnancy you can either contact the surgery or ring the Maternity Unit at QEOM hospital on 01843 225544.

### Counsellor

The practice provides an in house counselling service for people who experience psychological/emotional difficulties. The practice counsellor is fully trained and works according to the stringent Code of Ethics and Practice set out by the national body which seeks to oversee and improve standards of the British Association for Counselling. Counsellors help people understand, cope or overcome many sorts of difficulties these may include, coping with stressful events such as bereavement, separation, illness, injury disability, difficulties such as nerves anxiety, depression and anger, difficulties in personal relationships such as shyness, lack of confidence, low self esteem.

## Keeping Your Records Confidential

Your doctors their staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information. In some instances you may be receiving care from other people as well as the NHS. We may need to share some information about you with them so that we can work together for your benefit. Anyone who receives confidential information about you from us is also under a legal duty of confidence. Unless there are exceptional circumstances, for example, when the health or safety of others is at risk, we will not disclose information about you to third parties without your permission. *We will only give your relatives, friends and carers information if you want us to.*

In certain circumstances we are required by law to report information to the appropriate authorities. For example

- Notification of new births
- Where we encounter infectious diseases which may endanger the safety of others (e.g. meningitis or measles, but not HIV/AIDS)
- Where a formal court order has been issued

This information is only provided after formal authority has been given by a qualified health professional.

**“Our guiding principal is that we are holding your records in strict confidence”.**

## SERVICES PROVIDED BY THE PRACTICE

Essential Services -The practice provides management of care to all our patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable. We manage and support all patients who are terminally ill. The practice also provides management of care to those patients who suffer from a chronic disease, in consultation with the patient. This will also include the care and management of stroke or TIA, cancer care, hypothyroidism, mental health and epilepsy.

Patients aged 13-75 years - who have not been seen by the/a healthcare professional/GP in the last 3 years will be offered a consultation.

Patients aged 75 years and over -Patients who have not attended the surgery in the last 12 months and are aged 75yrs and over and requests a consultation, in addition to the requested consultation the practitioner will without prejudice provide such a consultation in the course of which shall make inquiries and undertake such examinations as appear to it to be appropriate. Patients who are aged 75yrs and over who have not been seen during the last year will be invited to attend the surgery for a well person check.

Contraception - Full contraceptive services are available which include emergency contraception, giving advice about emergency contraception and where appropriate the supplying or prescribing of emergency contraception and the fitting of coils.

Foreign Travel -As well as the practice nurse providing comprehensive advice about overseas travel the nurse is able to offer a wide range of vaccinations. A charge is made for non-NHS injections. Alternatively use Traveller Health line (MASTA) 09068 224100

Special/Private Medical Examinations -Theses are available for vehicle licence, insurance, sporting activities, adoption, fostering etc. A longer appointment should be made for these and there is normally a charge, as this does not form part of the doctors contracted NHS work.



### Access for the Disabled

A path leading to the main entrance of the surgery provides access for the disabled and toilet facilities are available. All doctors and nurses clinics are on the ground floor and are accessible for wheelchairs that of normal width.

### Patients with particular needs

For patients with hearing problems, we do not have an induction loop system. However the reception staff are always here to help and support.

We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.

We have a descriptive aid for those patients who find it difficult communicating, this provides us with an aid for communicate which helps us provide support.

### Call board System

The practice utilises a call board system where patient's names are shown when the doctor or nurse is ready for the patient. Reception staff are available to assist those patients with hearing or sight difficulties

### Chaperone Policy

The surgery is committed to providing a safe, comfortable environment. Therefore we provide a chaperone for patients who require a chaperone whilst being examined by the doctor.

### Home Visits

If you are either incapacitated or too ill to come to the surgery you may request a home visit. Please telephone the surgery before 10.30 am so that the doctors can plan their rounds for the day. Be prepared to give the receptionist some indication of the nature and urgency of the problem. This will help us to organise our day in order to give you a better service. Please remember that a more completed and effective consultation can be done in the surgery with the benefit of our modern equipment and help of our nursing staff. The doctor can see several patients in the surgery in the time it takes to make one home visit. Home visits are at the discretion of the doctor and not because you may have problems with transport.

### Repeat Prescriptions

To provide a safe and speedy service, all prescriptions are computerised. If you are taking regular medication a printout of all your drugs will be attached to your prescription. When you require a repeat prescription please submit the printout to the surgery, by hand or by post or to one of our chemist services, indicating the items you require. Please allow 48 hours before collection. If you would like us to post the prescription back to you please enclose a stamped addressed envelope. For Safety Reasons requests cannot be accepted By Telephone as this may lead to mistakes. Some drugs have similar names and an error may easily occur. Any other items you wish to request that are not on your printout must be discussed with a doctor or nurse in the first instance (this can be via a receptionist, not necessarily during a surgery consultation). It is sometimes not appropriate to have certain medications on repeat. You can order your repeat prescriptions via the internet and to order your prescription this way email: To do this you will need to register for the Vision online Service Please speak to a member of reception who will help arrange this for more information please visit our website at: [www.broadstairsstpeters.co.uk](http://www.broadstairsstpeters.co.uk) Please be advised that prescriptions requested 7 days prior to the repeat medication being due may not be processed until the due date unless you inform us that there are exceptional circumstances.

Test Results - Patients may telephone the surgery to request results of tests. However we ask that you please telephone after 3 pm when the telephone is not so busy.

### Other local NHS services

As well as our practice, there are many other local NHS services you can contact for health advice, information or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

We suggest you keep the following:

- Paracetamol and aspirin (children under 16 and people with asthma should not take aspirin)
- Mild laxatives
- Anti-diarrhoeal medicines
- Rehydration mixture
- Indigestion remedy (for example, antacids)
- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example, calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

### *Remember*

- Keep the medicine chest in a secure, locked place out of reach of small children.
- Always read the instructions and use the suggested dose
- Watch expiry dates – don't keep or use medicines past their sell-by date
- Take all unwanted and out-of-date medicines back to the pharmacy

### *Your local pharmacist*

Your local pharmacist will be able to give you free health advice at any time – you don't need an appointment. Many pharmacies operate extended hours on a rota basis.

### New Patients

New patients will be registered with the practice however you do have the right to be registered with a practitioner of your choice you should notify us of this when completing your registration form. When registering patients are asked to complete a new patient information card and an appointment will be made to see the practice nurse or HCA. The card will provide us with helpful information about your health and relevant history before your medical records become available to us. We will endeavour to give you an appointment with the doctor of your choice if he/she has an available slot.

### Temporary Residents

Patients temporarily in our area who need to see a doctor and are not being provided with essential services under any other arrangement in the locality will be provided with medical care. Temporary residents are those patients who are staying the area for more than 24 hours and less than 3 months.

### **Surgery Times**

	Monday	Tuesday	Wednesday	Thursday	Friday
Dr I Ali	9 - 12 4 - 6 18.30 – 19.45	9 - 12	9 – 11.30  2-4	9 – 11.30 4 - 6	9 – 11.30 4 - 6
Dr S Goldberg	9 – 12 4 – 5 5.30 – 20.15	9 – 11.30 4 - 6	9 – 12 4 - 6	9 – 11.30	9 – 11.20 4 - 6

### PLEASE HELP US TO HELP YOU

IF YOU CANNOT KEEP AN APPOINTMENT – Please let us know so that we can offer it to another patient.

IF YOU CHANGE YOUR NAME – Please let us know so that we can update your records.

IF YOU MOVE – Please let us know your new address. If it is outside our practice area we will need to transfer your records to your new doctor. You can change your address via our website.

IF YOU CHANGE YOUR TELEPHONE NUMBER – Please let us know so that we can update your records.

## Confidentiality (Teenagers) Policy

The principles of confidentiality apply equally to all patients regardless of age. Young people (including those under 16) are entitled to equal confidentiality as all other patients. This includes respecting their wishes to withhold information from parents or guardians. The GP involved will determine the competency of a young person seeking treatment and will determine the extent to which confidentiality guidelines apply in each case. Care is taken to ensure that this right of confidentiality is not inadvertently breached by following the procedural guidelines in force.

Any young person regardless of age can independently seek medical advice or treatment, if a health professional believes that they are capable of understanding the choices of treatment and their consequences. This includes contraceptive advice.

The policy of the Practice is to support young people in exercising their choice of medical treatment, and to deal with them in a sympathetic and confidential manner. Where a young person presents at the surgery without adult support they may be booked in to see a clinician in the normal way. Where there is some question of the urgency of an appointment the matter should be referred to a nurse in the first instance to triage the request.

### Copying Letters to Patients

It is practice policy to make copies of any referral letters sent to specialist available to the patient. If you would like a copy of a referral letter please speak to the doctor, there is a small charge for this service.

### Freedom of Information

The surgery conforms to the requirements of the Freedom of Information Act 2000. We have produced a publication scheme in accordance with the Act, a copy of which is available from Reception, by email; [helen.downer@nhs.net](mailto:helen.downer@nhs.net) or can be downloaded from the practice website: [www.broadstairsstpeters.co.uk](http://www.broadstairsstpeters.co.uk)

## Out Of Hours Service

When the surgery is closed the provision of Primary out of Hours Services is provided by Integrated Care 24 Ltd (IC24)

The service provides patients with

- Emergency care assessed through a local treatment centre
- Emergency care assessed through a home visiting service

Integrated Care 24 Ltd provides the Out of hours GP face to face appointments and home visits for patients referred by NHS 111

### What to do when the surgery is closed

If you have an urgent medical problem, which cannot wait until the surgery re-opens then you should dial 111 to access the out of hours service. This is a free service from both land line and mobile telephones

When you dial 111 you will be asked some questions so that your symptoms can be assessed; you will then be directed straight away to the local service that can help you best.

NHS 111 is for people who

- Need medical help fast, but is not a 999 emergency
- Don't know who to call for medical help
- Think they need to go to A&E or another NHS urgent care service
- Need health information or reassurance about what to do next



