



NEW DOVER ROAD SURGERY

10 NEW DOVER ROAD
CANTERBURY
CT1 3AP

**Dr Gill Robinson
Dr Cecily Fahey
Dr Sioned Jones
Dr Ray Mulvihill
Dr Alice Danczak
Dr Vanlal Duhawma**

TELEPHONE
01227 462197 or 462311

FAX
01227 786041

EMAIL
CCCCG.newdoverroadsurgery@nhs.net



PRACTICE WEBSITE

For more detailed information about our Practice please visit our website.
www.newdoverroadsurgery.co.uk

GENERAL PRACTITIONERS

Dr Gill Robinson (f) MBBS DCH AKC
(Qualified London 1990)

Dr Cecily Fahey (f) BM DRCOG MRCGP DA
(Qualified Southampton 1987)

Dr Sioned Jones (f) BBS MRCGP DRCOG PG Dip DE
(Kings College London 1999)

Dr Ray Mulvihill (m) MBBS MRCGP DRCOG
(Guy's, King's, St Thomas London 2002)

Dr Alice Danczak (f) MBBS, MRCPCH, MRCGP, DGM, DRCOG

Dr Vanlal Duhawma (m) RCGP RCPCH

ADMINISTRATION

The Practice Manager is able to help you with non-medical aspects of the practice and is available to discuss and act upon your comments, suggestions or complaints.

The Reception and Administration Team can assist you with booking appointments, repeat prescriptions and liaising between doctors and nurses. Details are treated in the strictest confidence.

NURSES, HCA and HEALTH VISITORS

We have three Practice Nurses, 2 Healthcare Assistants and a Phlebotomist. This experienced team is available daily for a variety of services. These include dressings, ear syringing, electrocardiographs (ECG's), blood pressure checks, travel vaccinations, dietary advice, stitch removal, cervical smears, chronic disease management, phlebotomy and NHS Health Checks. Health Visitors can be contacted on 0300 7900156

ACCESS TO PATIENT INFORMATION

The Practice is registered under both the Data Protection and Freedom of Information Acts and compliant under GDPR regulations. Any data supplied to external bodies will be anonymised unless we have your

prior written consent to supply information about you to a third party. You have a right to see information we hold about you. Any request should be made in writing. There may be a charge for this.

SURGERY TIMES

Monday to Friday 8.00am – 6.30pm*

GP CLINICS:

Monday to Thursday 8.30 am – 11.30am
 2.30pm – 6.00pm*

Friday 8.30 am – 11.30am
 2.00pm – 6.00pm

*Evening surgeries are held on Wednesday and Thursday 6.00pm – 8.15pm. Please phone the surgery to pre-book an appointment.

Saturday - Sunday and Bank Holidays - Closed.

Saturday morning appointments available in advance at Bridge Health Centre

PRACTICE NURSES CLINICS

Monday to Friday 8.15am – 4.30pm
Booked appointments only.

How to register as a new patient: Visit our reception and ask for a registration form. We will require photo ID.

Important: Please cancel your appointment if you cannot keep it so that it can be given to someone else.

WEEKENDS, URGENT CARE OR EMERGENCIES

New Dover Road Surgery - Telephone 01227 462197 or 462311.
Please use your NHS responsibly. If the problem can wait until our Practice is open then please consider waiting until we are open again. Your local Pharmacy is also able to help with minor ailments.

NHS 111 - Telephone 111. When less urgent than 999. Call this number for urgent but not life-threatening emergencies.

999 - Telephone 999 for life-threatening emergencies.

SURGERY CONSULTATIONS:

Consultations are by appointment only. To make an appointment, contact the surgery on weekdays between 8.00am and 6.00pm. You may also book a telephone consultation with a GP. Some appointments are always reserved for urgent consultations. Patients booked into the urgent appointments will be seen by the duty doctor

Please note - Telephone calls may be recorded for the protection of you, the surgery and for internal training purposes.

Disabled Access - There is wheelchair access. You will be able to see your GP in a ground floor consulting room. There is a disabled person's toilet in the surgery.

HOME VISITS:

If you need a home visit please contact the surgery before 10.00 a.m. We ask you to request a home visit only if it is absolutely necessary as the facilities for consultation and examination are much better in the surgery.

TEST RESULTS:

For results of tests etc please phone between 10.00am – 6.00pm.

VIOLENT OR ABUSIVE PATIENTS

We consider aggressive behavior to be any personal, abusive or aggressive comments, swearing, aggressive gestures or physical contact.

We will request removal from our list of any patient who displays this type of behavior towards any member of staff or any other patient, or who causes damage to property. All instances of physical abuse by a patient or their relatives will be reported to the police.

PATIENT PARTICIPATION GROUP:

We have an active Patient Participation Group. Its members conduct surveys and make recommendations on your behalf. Results are published on our website. Let us know if you would like to be a part of this Group or our wider patient survey group.

REPEAT PRESCRIPTIONS:

Your doctor may give you a repeat prescription if you require regular medication. To order, please tick the required items on the tear off slip attached to your prescription and post or bring to the surgery. You may also order your repeat prescriptions online – please see our website for further details. Please **allow TWO WORKING DAYS for collection of your prescription or THREE WORKING DAYS if you wish to collect from a Pharmacy.** If you would like your prescription to be posted to you, please include a stamped addressed envelope. If you require your prescription to be collected from us by a local pharmacy, please indicate this clearly. **We do not accept telephone requests for repeat prescriptions**

TRAINING OF GENERAL PRACTITIONERS:

We are a training practice. This means that we have GP Registrars attached to our practice. GP Registrars are fully qualified and experienced doctors who are undertaking supervised, specialist training to become a GP. They have spent several years working in hospitals and have a wide range of experience before they join us.

We also accommodate medical students learning about different aspects of General Practice during their final year of study, and trainee nurses.

SPECIALISED CLINICS:

Minor Surgery - This is carried out in the practice by Dr Mulvihill. If you have a skin lesion or lump that concerns you please see your GP first for an assessment.

Anti-coagulation monitoring - by appointment with the nurse.

Child Immunisations - These are carried out by our Practice Nurse.

Well Person Checks and NHS Health Checks - advice on healthy lifestyles. Health Checks are by written invitation.

Family Planning - A full range of family planning services including coil fitting and contraceptive implants are available. .

Asthma, COPD and Diabetic reviews

Physiotherapy – in house, by referral from a doctor

Community Nursing Service - For the elderly or sick patients who are housebound, nursing care is available in the home from our District Nursing team.

CHANGE OF ADDRESS:

If you change your address, please notify us as soon as possible using the form held at reception or on the website

CHILD IMMUNISATIONS

- 2 months DTaP/IPV/Hib/PCV/Rotarix
- 3 months DTaP/IPV/HibMenC/Rotarix
- 4 months DTaP/IPV/Hib/PCV
- 12 – 13 months Hib/MenC/MMR/PCV
- 3 years 4 months DTaP/IPV/MMR

Please see our website for more information

VACCINATIONS

- Influenza recommended for over 65's and those at risk. Please see surgery posters advising dates of clinics and book an appointment.
- Foreign travel vaccinations - ask receptionist for a Travel Clinic Form and allow at least one week for processing before vaccinations are given. You must allow sufficient time before you travel as not all vaccines can be given at the same time.

PARKING

Patients may use the limited parking on the Surgery forecourt only. Regrettably, there is no parking for patients at the rear of the building. Please do not park or turn your vehicle around there. Alternatively, parking is available in Ersham Road, St Augustines Road and Oaten Hill.

COMPLAINTS:

Please see separate leaflet on how to submit a complaint

COMPLIMENTS AND SUGGESTIONS:

We welcome these in writing or through the NHS Choices website

Other useful telephone numbers:

Kent and Canterbury Hospital..... 766877
Social Services..... 03000 416161
Patient Experience Team..... 01227 783145
East Kent Stop Smoking Service... 0300 123 1220

Over 94% of Patients Rated Our Surgery as
'Good' or 'Very Good'

Source: NHS Choices

"Patient Access" a new online service
please look at our website or ask for more details

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