PRACTICE LEAFLET

The Doctors

Partners:

Dr. Michael Norman  MA MB BChir DRCOG DOccMed  GMC No: 2733399
Dr. Timothy Noble  BA(Hons) Fine Art MB BS MRCGP DRCOG  GMC No: 3184745
Dr. Philippa Katona  MB BS MRCGP DRCOG  GMC No: 2423551

Associate GPs:

Dr. Katy Hine  MB BS MRCGP FRACGP DCH DRCOG DFP  GMC No: 4307787
Dr. Emma Munn  BM MRCGP  GMC No: 7042567
Dr. Sophie Flanagan  BSc MBChB (Hons) MRCP MRCGP DRCOG  GMC No: 6025173

The Practice

Located on the University of Kent Campus, the University Medical Centre has a skilled team of clinicians delivering healthcare to students, staff and local residents. The team consists of three Partner GP’s (Doctors) and three Associate GPs (listed above), along with a Nurse Practitioner (able to prescribe & refer to hospital), three Prescribing Practice Nurses, three Practice Nurses, Health Care Assistant, two Psychiatric Liaison Nurses, Health Visitor, Midwife, Specialist Sexual Health Nurse and a team of Psychological Therapists. Our clinical team is supported by our Reception, Secretarial and Administration staff.

To be eligible for registration with the University Medical Centre patients are required to be Students living within a six mile radius and Non Students living within a three mile radius of the surgery. A map can be found in this leaflet and on our website. The Medical Centre is accessible to wheelchairs.
**Our Mission Statement:**
To provide high quality medical care to those who are registered with the Medical Centre and to others who seek our help.

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**Our Vision:**
To work in partnership with our patients and staff to provide the best quality primary care services possible to our patients within local and national governance, guidance and regulations.

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**Opening Hours**

**General Practice (GP services)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Operating Hours</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reception</td>
<td>Monday to Friday 08.00 to 18.30</td>
<td>Tel 01227 469333 for appointment booking and queries</td>
</tr>
<tr>
<td>GP Clinics</td>
<td>Monday to Friday 09.00 to 12.00 14.00 to 17.00</td>
<td>Tel 01227 469333 for a GP appointment</td>
</tr>
<tr>
<td>GP Evening Appointments</td>
<td>Tuesday &amp; Thursday 18.30 to 21.00</td>
<td>Evening appointments available during University Term Time &amp; Easter Vacation</td>
</tr>
<tr>
<td>Nurse Clinics</td>
<td>Monday to Friday 09.00 to 12.00 14.00 to 17.00</td>
<td>Tel 01227 469333 for a Nurse appointment</td>
</tr>
<tr>
<td>Nurse Evening Appointments</td>
<td>Tuesday &amp; Thursday 18.30 to 21.00</td>
<td>Evening appointments available during University Term Time &amp; Easter Vacation</td>
</tr>
</tbody>
</table>

**Psychological Therapies (IAPT services)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Operating Hours</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>IAPT Office</td>
<td>Monday to Friday 08.00 to 17.30</td>
<td>Tel 01227 469338 for this service</td>
</tr>
<tr>
<td>IAPT Appointments</td>
<td>Monday to Friday 09.00 to 17.00</td>
<td>Use the IAPT Office number to self-refer or make an appointment</td>
</tr>
<tr>
<td>IAPT Evening Appointments</td>
<td>Tuesday &amp; Thursday 18.30 to 21.00</td>
<td>Evening appointments available during University Term Time &amp; Easter Vacation</td>
</tr>
</tbody>
</table>

**Sexual Health Clinic (Mercury & Express Clinic)**

<table>
<thead>
<tr>
<th>Service</th>
<th>Operating Hours</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mercury Clinic – Symptomatic Screening Term Time Only &amp; Easter Vacation</td>
<td>Tuesdays 12.30 to 19.00</td>
<td>Tel 0300 7900245 (direct booking via Gate Clinic, Canterbury)</td>
</tr>
</tbody>
</table>
**Express Clinic – Asymptomatic Screening**

| Monday to Friday | 09.00 to 12.00 | 14.00 to 17.00 | Tel 01227 469333 for an Express Clinic appointment |

**How to see a Healthcare Professional**

If you wish to see a Doctor please telephone the Medical Centre on 01227 469333 on the day you wish to be seen. Please note that all telephone calls are recorded and monitored for training purposes. We also have a limited number of appointments available to book in advance during term time. Nurse’s appointments can also be booked in advance during term time. It is very important that you let us know if you are unable to keep your appointment.

You are welcome to consult with any of the Doctors or Nursing staff but we would advise that you see the same clinician for any one problem.

**Chaperones** - if it is necessary for you to be examined by a Doctor, or Nurse, and you would like to have a chaperone then please feel free to bring a relative or friend. Alternatively please ask the receptionist, if possible at the time of booking the appointment, who can arrange a chaperone to be available.

If you are too ill to come to the Medical Centre and require a home visit, please telephone before 11.00 where possible. We ask that you do not request a home visit if you are well enough to visit the Medical Centre. If you are in any doubt, then please ask to speak to a Doctor or Nurse.

**Triage System**

To ensure that you are seen by the most appropriate healthcare professional we operate a Triage System. This means that when you telephone for an appointment you will be asked to give very brief details as to why you need an appointment and a contact telephone number. All information given by you to any of the Medical Centre staff will be dealt with in total confidence. Your call will then be logged and a Doctor will call you back to assess your problem and make an appointment for you if appropriate.

This system has several advantages:

- Telephone calls are answered quickly
- Your problem may be dealt with by phone
- If you require an appointment we will ensure you are seen by the most appropriate healthcare professional
- You will always speak to a Doctor or Nurse Practitioner regarding your problem

**Online Booking**

We are able to offer online booking of appointments and repeat prescription requests electronically. Patients will need to visit the Practice with a form of I.D (passport, utility bill, student card or diving license). A sign-up form will then need to be completed at which point a secure username and password will be issued to you. Please speak to a receptionist if you would like more information regarding this service. Once on-line access is authorised you will also have
access to your coded medical records which can indicate your immunisation records, allergies, coded diagnosis etc.

**What to do if the Medical Centre is closed**

If you require medical attention between 18.30 to 08.00 out of hours care is provided by NHS 111 (please dial 111 on your telephone to access this service).

<table>
<thead>
<tr>
<th>Out of Hours Advice or Care</th>
<th>Monday to Friday</th>
<th>18.30 to 8.00</th>
<th>Weekend</th>
<th>00.00 to 23.59</th>
<th>Dial 111</th>
<th>Dial 111</th>
</tr>
</thead>
</table>

Care is given by a range of Healthcare Professionals including Doctors & Nurses. You may be given telephone advice, (please note that all conversations are recorded), be asked to attend the nearest base, or visited at home as appropriate.

*Alternatively in term time, if you are a student of the UoK, you can contact University Nursing Services in room EG3 in Keynes College on 01227 823503 or Internal extension 3503*

**In a life threatening emergency please dial 999.**

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**NURSING TEAM/CLINICS**

Our skilled team of practice nurses can help you with:

- Minor Illnesses
- Immunisations
- Contraceptive services
- Health Education
- Dressings
- Removal of Stitches/Staples
- Travel Immunisations & Advice
- Emergency Contraception
- Chronic Disease Management
- Ear Syringing
- General Health Problems
- Pregnancy Testing
- Cervical Smears
- Blood Tests
- Wound Management
- NHS Health Checks

Our Practice Nursing Team are supported by a fully skilled Health Care Assistant who is also able to deal with some of the above problems. For full list see website at [www.umckent.co.uk](http://www.umckent.co.uk)

**Travel Advice**

Please contact Reception for a Travel Form or fill in the On-Line Form on our website www.umckent.co.uk. Once this is completed you can then book an appointment with the Practice Nurse. If you are travelling to exotic places it is important to think about this at least two months ahead.
Note: We are able to accept cash, cheques or payment via Pingit for any travel vaccinations requiring payment. Payment must be made in full at the time of your first travel appointment. For current prices please see our website.

Contraception

All the Doctors and Nurses are trained in contraception and the Practice Nurse can provide most methods of contraception. Where contraception fails we believe that women should have the opportunity to choose the outcome of their pregnancy.

There is a Sit & Wait Pill Check Clinic held during term time only between 12-1pm at the Medical Centre. Please Note: this clinic is only for patients who have received the contraceptive pill previously from the Medical Centre and are not experiencing any problems.

<table>
<thead>
<tr>
<th>Sit &amp; Wait Pill Clinic</th>
<th>Monday to Friday term time only</th>
<th>12.00 to 13.00</th>
<th>No appointment necessary – please check in with reception on arrival</th>
</tr>
</thead>
</table>

Long Acting Reversibly Contraceptive (LARC) methods are available i.e. Implants – please let reception know that you would like to discuss these methods.

Special Services Available

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cervical Smears</td>
<td>Appointment with Doctor or Practice Nurse</td>
</tr>
<tr>
<td>Child Development Assessment</td>
<td>Appointment with Doctor</td>
</tr>
<tr>
<td>Hearing Tests for Children</td>
<td>Appointment with Health Visitor</td>
</tr>
<tr>
<td>Immunisations</td>
<td>Appointment with Practice Nurse</td>
</tr>
<tr>
<td>NHS Health Checks</td>
<td>Appointment with Health Care Assistant or Practice Nurse</td>
</tr>
<tr>
<td>Minor Surgery</td>
<td>Appointment with Doctor</td>
</tr>
<tr>
<td>Maternity Care</td>
<td>Appointment with your Doctor</td>
</tr>
<tr>
<td>Sexual Health Services – Mercury Clinic (full STI Clinic if having symptoms)</td>
<td>Appointment at Mercury Clinic held at UMC to be booked via Gate Clinic (Sexual Health Centre in Canterbury) – Tel No: 0300 7900245</td>
</tr>
<tr>
<td>Sexual Health Services – Express Clinic (screening clinic – if no symptoms)</td>
<td>Service based at University Medical Centre – Telephone Reception on 01227 46933</td>
</tr>
</tbody>
</table>

Commissioned Services

University Medical Centre is also commissioned to provide the following specialty services:

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physiotherapy</td>
<td>Services provided by Canterbury Physiotherapy based on University of Kent Campus at the Innovation Centre. See your Doctor for referral</td>
</tr>
<tr>
<td>Mild to Moderate Eating Disorder Service</td>
<td>Service based at University Medical Centre See your Doctor for referral</td>
</tr>
<tr>
<td>Psychiatric Liaison Service (Student Only)</td>
<td>Service based at University Medical Centre See your Doctor for referral</td>
</tr>
<tr>
<td>Gynaecology</td>
<td>Service based at University Medical Centre provided by the East Kent Hospital University Foundation Trust See your Doctor for referral</td>
</tr>
</tbody>
</table>
Psychological Therapies
(CBT & Counselling)
Service based at University Medical Centre
Self-refer directly to the service 01227 469338 or see GP for options

Enhanced Services

The University Medical Centre is able to deliver the following Enhanced Services to our patients. Please note – *these services are only available to access by referral from your GP or Nurse Practitioner.*

<table>
<thead>
<tr>
<th>Enhanced Service</th>
<th>Access Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phlebotomy</td>
<td>Clinics held by Health Care Assistants (HCA)</td>
</tr>
<tr>
<td>ECGs</td>
<td>Appointment with HCA or Practice Nurse</td>
</tr>
<tr>
<td>24 Hour BP Check</td>
<td>Appointment with HCA or Practice Nurse</td>
</tr>
<tr>
<td>Implants for Contraceptive Purposes</td>
<td>Appointment with Specialist Nurse</td>
</tr>
<tr>
<td>NHS Health Checks</td>
<td>Appointment with HCA or Practice Nurse</td>
</tr>
<tr>
<td>Oral Glucose Tolerance Testing</td>
<td>Appointment with HCA or Practice Nurse</td>
</tr>
<tr>
<td>Professional Standards for Urgent Care</td>
<td>Delivered by the whole team</td>
</tr>
<tr>
<td>Treatment of Leg Ulcers</td>
<td>Appointment with Practice Nurse</td>
</tr>
<tr>
<td>Additional Nursing Services</td>
<td>Appointment with Practice Nurse</td>
</tr>
<tr>
<td>Women’s Health (Non-contraceptive SDI/Coil)</td>
<td>Appointment with Consultant for fitting/removal</td>
</tr>
</tbody>
</table>

As you are probably aware the NHS is changing and GP’s and Patients are being encouraged to work together to redesign services and pathways to allow more cost effective care, closer to home. This brief note is to ensure you are clear that this has produced a potential conflict of interest where clinical staff sometimes needs to take on the role of both referrer and provider. As a result they have a commercial interest in the provision of such services.

Patients should be aware that all consultation and referral discussions are around choice of providers. Any financial interest there may be in an organisation providing healthcare will *not* influence the way our GPs prescribe, treat or refer.

The practice keeps a register, recording a declaration of any financial interests in provider organisations and services. This register is available for inspection by the general public. Please contact the management team either in person at the surgery or by emailing: mcentre@nhs.net

**Clinical Commissioning Group**

The University Medical Centre is a member of the Canterbury & Coastal Clinical Commissioning Group (CCCG) – please visit their website at http://www.canterburycoastalccg.nhs.uk/ for further information.

**Access to Medical Records**

Under the Data Protection Act 1998, patients have a right to view their medical records. Patients are asked to make a request in writing. There may be a charge for this

**Confidentiality**

You can be absolutely sure that anything you discuss with any member of the Practice Team (Doctor, Nurse, Receptionist etc.) will stay confidential and nothing will be said to anyone (parents, family or Tutors) without your permission. Information regarding your health is shared with other NHS organisations such as hospitals, in order to ensure proper care. The NHS Caldicott Guardian Scheme is specifically designed to ensure medical information is secure and that organisations maintain high levels of confidentiality. Clinical data may sometimes be anonymously shared with other NHS organisations- no information which may identify patients is included.
Please note we do not have access to data from the University of Kent.

**Zero Tolerance**

Violence in the surgery will not be tolerated and the police will be called if necessary.

**Practice Area with Map**

Non students must live within the inner circle to register (3 mile radius).

Students can live within the outer circle to register (6 mile radius).

All registrations can be made online at our website www.umckent.co.uk

**Freedom of Information**

The Freedom of Information Act 2000, recognises that members of the public have the right to know how public services are organized and run, how much they cost, and how decisions are made. This Practice fully complies with this Act, and if you require further information please see our website www.umckent.co.uk

**Chaperones**

Please request a chaperone, if you require one, at the time of booking your appointment or discuss at your consultation.

**Training**

We are an accredited Training Practice, hosting qualified doctors who are undertaking General Practice training. We believe that involvement in the education and training of future GPs will be beneficial for the practice as a whole. Their presence will enhance and improve the service we can offer to our patients.

**Translation Service**

A translation service is available at three days’ notice, or sooner in an emergency. Please ask at reception or during a consultation.

**Investigations**

The results of blood and urine tests are usually available after 4.00 pm at least five days after the specimen was taken. Many tests do take longer.

**Prescription Charges**

If you are under 19 years old and in full time education prescriptions are free. Over the age of 19 years many patients (depending on their income) will be able to claim financial assistance for
prescriptions by submitting a form HC1 to the NHS (available from reception). Contraception is free. We do not acknowledge receipt of requests.

**Requesting Repeat Prescriptions**

If you are taking long term medication and the Doctor has agreed you may renew your prescription at the University Medical Centre either by:

1. Marking the items you require on the right hand side of your last prescription.
2. Putting your request in writing if you do not have your last prescription.
3. Electronic Prescription request (see below)

The practice is able to offer electronic prescription requests – there are two options for this service:

(1) To request a prescription electronically a patient will need to sign up to on-line “Patient Access”. Patients will need to visit the Practice with a form of I.D. (passport, utility bill, student card or driving license) and you will be issued with a secure user-name & password. When possible ask that patients visit in the afternoon (or evening opening) to request this.

(2) Repeat Prescriptions can be electronically sent direct to the Pharmacy of your choice. Please complete the relevant form in reception to nominate a pharmacy or complete the form online via our website www.umckent.co.uk.

Please note - Repeat prescriptions are available **48 hours** after request. Please bear this in mind if you are due to travel or need extra medication. If you are unable to get to the Medical Centre you may send us your request via post with a self-addressed stamped envelope and we will return your prescription to you via post.

**PLEASE NOTE – WE DO NOT ACCEPT PRESCRIPTION REQUESTS OVER THE TELEPHONE.**

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**SMS Text Reminder System**

When registering with the University Medical Centre you opt in to our Text Reminder System. This system enables us to send you a reminder of your forthcoming appointment by texting the time, date and clinician you are seeing to your mobile – you are also able to text back to cancel your appointment. We can also send you urgent messages this way regarding information about your results, prescriptions or health promotion messages.

**Parents** – please note that when registering your child of under 16 years of age we advise that you provide your own mobile number. Once they become 16 years of age we advise that they update us with their number.

**Suggestions or Complaints**
We welcome any comments that you would like to make about the services we provide. We have a Practice Based Complaints Procedure and any complaints should be addressed to the Practice Manager. A feedback box is prominent in the waiting room for use also. We would encourage all patients who have a consultation to complete our Friends and Family Test in the Waiting Room, or via the texting facility.

**Patient Participation Group**

In order to be able to continuously improve and better the services we offer to our patients we have a Patient Reference Group. This group offers ideas and feedback on decision making and ideas within our Practice and helps us understand how our patients perceive our surgery and staff.

We have set up a Virtual Patient Representation group in order to make it easy for as many patients as possible to have their say. Our membership comprises of both Student and Non-Student representatives. In collaboration with the Chair Person (Student Welfare Officer) of our Patient Reference Group we undertake an annual patient survey about any proposed changes and current services. Contact with our Patient Reference Group is normally via email and we always try to gain as many responses as possible from all patients from our practice to ensure we get a fair representation of opinions on change. To view results of recent surveys please visit our website at www.umckent.co.uk.

Please ask Reception if you would like to become a member of our Patient Participation Group or via the contact form on our website.

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**University Nursing Services – University of Kent Canterbury Students Only – Keynes College Room EG3**

You will find The University Nursing Service (or UNS) in Keynes College in Room EG 3 The University Nursing Service facilities are available to all students and staff at the University of Kent at Canterbury.
UNS is open seven days a week during term-time from 07:00 until midnight and for emergencies after midnight and is staffed by Nurses.

The University Nursing Service is available for:

- Support
- Advice
- Treatment of minor illness
- Treatment of injuries
- Contraceptive advice (including supply of [emergency contraception](#))

The service provides a ‘drop-in’ facility, (i.e. no appointment is necessary) to discuss health problems with the nurse and receive treatment where appropriate. We also provide nursing care for up to two in-patients.
Inpatients: You may be offered a bed in the University Nursing Service rooms if the Doctor or Nurse feels it is appropriate. UNS is run with an informal atmosphere. If you need to stay in the University Nursing Service, you will have your own room, and there is a day room with television for use at any time. What to Bring: If you are staying in the University Nursing Service you will need to bring night clothes & toiletries for washing, towels are provided.

The University Nursing Service: telephone 01227 823503 or University internal extension 3503

Other Health Care Services

Dentists - There are no Dentists on Campus. You should try to register with a NHS dentist as soon as you arrive, rather than waiting until you need emergency treatment. In the event of an emergency, contact the Dental Helpline on 0808 238 9797.

Opticians – Local opticians are listed in the Yellow Pages or the Telephone Directory.

Pharmacies - There is a pharmacy on campus next to the Medical Centre – telephone 01227 763949. In addition there are shops in and around Canterbury where prescriptions can be dispensed.

Local Hospital – Kent & Canterbury Hospital: Minor Injury Unit only, Ethelbert Road, Canterbury. Telephone: 01227 766877

Access to hospital services is only available by referral from your Doctor, except in cases of accident or acute emergency. Accident & Emergency services are provided by the Queen Elizabeth Queen Mother Hospital in Margate and the William Harvey Hospital in Ashford.