



**The Dame Sybil Thorndike Healthcare Centre
The Thorndike Surgery
Longley Road, Rochester, Kent ME1 2TH**

A guide to our Services

Surgery Opens	Times	Additional Info
Monday	8:30am – 18.30	<u>We deal with emergencies from 8:00 on the telephone.</u>
Tuesday	8:30am - 18.30	
Wednesday	8:30am - 18.30	We offer extended hours which can be pre-booked. Monday - Friday available from 07:10. We have some later appointments during the week. ***We offer online booking for advance appointments + on the day appointments available from 7am ***
Thursday	8:30am – 18.30	
Friday	8:30am – 18.30	
	Telephone lines open at 8.15am for 'on the day' appointment booking	

Telephone Main Surgery

01634 817217

Fax

01634 810814

Evenings and weekends

111

Call NHS 111 Service

Please note reception closes between 12:30 – 13:30 every day except on Thursday where it is closed between 12:00 – 14:00 for staff training. The branch surgery opens daily except Friday afternoon for appointments and closes lunchtimes.

www.thorndike.nhs.uk



The Dame Sybil Thorndike Healthcare Centre serves part of Rochester as well as its surrounding areas. The Thorndike Surgery team includes 7 GPs, 4 experienced nurses, 4 Health Care Assistants, 3 secretaries, practice manager and reception/administrative staff.

We offer full general practice services and run specialist clinics for asthmatics, diabetics, family planning (including coils & implants) joint injections and we offer minor surgery including vasectomies.

We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

We are involved in training medical students and doctors in training and it is possible that you might be offered an appointment to see one of them at the surgery. The registrars are fully qualified doctors who want to become general practitioners. As a training practice if we need to use your medical records for external assessments we ask for your consent.

This leaflet is for both existing patients and those considering registering with us. It tells you how our practice operates and how to access the services we offer. If you have moved into our practice area and would like to register with us please complete the registration form which is available from reception or online through the practice website www.thorndike.nhs.uk. Please enter as much information as you can include medications, allergies and past medical history. Once complete please sign the form and hand it into reception. We are a group practice and you may see any of the doctors at the surgery. If we can arrange for you to have continuity of care with a preferred GP we will endeavour to do our best but this may not always be possible.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour.

If they persist, we may exercise our right to take action to have them removed immediately if necessary from our list of patients.

Please note that all telephone calls are recorded.

Allocated GP.

If you are over 75 or have a care plan you have already been allocated a Doctor for your care, however if the Doctor you have initially been allocated has since left the surgery, then your Allocated Doctor will become Dr Peter Gilbert. For everyone else at the surgery your allocated Doctor will be Dr Peter Gilbert

Appointments

Individual Doctors' appointment times are variable. However we offer appointments from 8:30 am until 6.30pm every weekday. Appointments between 8:00 and 8:30am and after 6:30pm are pre-book able. These appointments are for those patients who are working and struggle to attend during normal surgery hours. If you don't need an urgent appointment you have the option to book up to 4 weeks in advance if this is more convenient for you. Our appointments are 10 minutes long for one problem if you have more than one problem then this will require a double appointment. You are able to register to book your own appointment online to see a GP. See receptionist for further information. This will aid you to book in advance or if you require the same day appointment then these become available from 7am. The online appointments are available for a SINGLE appointment and not for any treatment or condition that requires a double. These must be booked through reception. If you are unsure ask reception. Currently this facility is not available for any other health care professional.

If your condition is non-urgent, you may be added to our minor illness on the day appointment. Alternatively you can book an appointment if you want to see a particular GP of your choice this may mean you may have to wait longer. Nurses based in our practice treat patients for a wide range of common conditions. If the appointments have all gone then the duty doctor will see urgent medical conditions, this may require the duty doctor to telephone you first. You can expect to see a nurse quite quickly and these appointments are pre-bookable in advance. Tell us if you want someone to accompany you during a consultation or an examination or if you wish to discuss something privately. Remember that the results of tests can only be given to the patient (and ONLY after 15:00) unless we have written authority from you that you are happy for the results to be given to a named third party.

A GP or nurse may request a telephone consultation with you to discuss your care. You can also request a telephone consultation if you feel that you do not need to see the doctor in person. The receptionist will need some information as to the nature of your problem this is to help the GP calling you on the telephone. You will be called near the appointment time on the telephone number you have provided so it is important to keep us updated of your home, work and mobile numbers.

Sometime the GP's or nursing team at the Thorndike are running late this is because they cannot do a consultation with some problems within 10 minutes this is because the patient's problems may be far more complicated. Please be assured that the GP or nurse does treat everyone the same and it may be your turn one day to need that extra time.

How you can help us:

- Be on time for your appointment
- Give us as much information as you can, to help us give you the appropriate appointment or clinician
- Tell us if you need to cancel (you can leave a message on the answer phone option 1)
- Call for a home visit or urgent appointment before 10am
- Ring for test results after 15:00

Telephone Options ~ For anything other urgent on the day appointments please phone after 10:30 this will help in the smooth running of the surgery.

- Press 1 ~ To amend or make an appointment
- Press 2 ~ To Cancel an appointment
- Press 3 ~ For prescription enquires
- Press 4 ~ For Test Results (After 15:00)
- Press 5~ For Medical Secretaries
- Press 6- For registration enquires

Home visits

Our doctors can typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask patients to come to the practice if at all possible. However, we will visit you at home if your condition means you cannot attend the surgery. Please **ring before 10am** to arrange a visit and let us know if your condition is urgent.

Patients with particular needs

Our surgery is accessible to patients using a wheelchair. We also have parking spaces, which are reserved for patients who are holders of a blue disabled badge. Please do not park here if you do not have a blue badge. 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 also have a 'loop' facility for patients with hearing difficulties.

Other local NHS services

You can be seen at a walk in clinic in Gillingham. The hospital currently has a minor injury service. 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. A pharmacist can help you with various minor problems, please ask the pharmacist first if you unsure.

Services

Repeat Prescriptions

Most but not all regular repeat prescriptions are computerised. If you take medication on a long-term basis you can request a prescription by completing the tear off request form from your last prescription and placing it in the repeat medication request box. It helps the surgery if you can give us one week as some GPs do not work every day and if your script needs to go to them it gives more time for the process to run smoothly. If your medication is not on the repeat list then your request for this medication should be in writing as we do not take requests for medication on the phone. Please note that requests for non-authorised medication will take longer to process as it requires a review of your medical record by your usual doctor. You can also request your repeat medication by registering for online access this is our preferred system, please follow the links. Please use our online system if you are registered called EMIS access or through our website www.thorndike.nhs.uk or we can post if you supply a stamped addressed envelope or through your usual pharmacy as most offer a collection and delivery service.

Please note that you cannot collect your repeat prescriptions from reception on Saturdays. If you would like the prescription put through to a chemist and you give us notice on the Friday we will do our best for you.

Clinics

We run a range of clinics for both the main and branch surgery. For an appointment or further details please call us on 01634 817217

Antenatal

Most antenatal care is carried out by the midwives. If you are pregnant you will need to inform the midwives on 01634 717755 and they will contact you to arrange an appointment. You will be seen throughout your pregnancy either at the practice or at the local hospital.

Asthma

As treatments are always advancing and we can help you to understand how to minimise the effects of asthma on your life. You can book for your annual asthma review at reception

Diabetes

Led by Dr Tanday and our nursing team, this clinic offers advice and general health checks to patients with diabetes.

Family planning

We offer pre-conception counselling as well as offering a full range of family planning services including insertion of coils and implants. We run a separate Nexplanon clinic for insertions and removals - ask at reception for further information.

Immunisation

Childhood immunisations are done by our practice nurses.

Minor surgery

If you require a **minor operation** your doctor will make arrangements for you to be given an appointment in our minor surgery session. We also offer **vasectomies** here at the surgery now.

Travel Clinic

The surgery is an **approved Yellow Fever Centre** and offers a comprehensive range of travel advice and vaccinations. If you are travelling and want advice from our nurse advisors, please complete a Travel Risk Assessment Form which can be downloaded from our website and is also available from reception. It is best to complete the travel risk assessment form as soon as you know that you will be travelling so that your vaccination schedule can be agreed with you well in advance of your date of departure. This form must be returned at least one week before your appointment with the nurse. All fees are payable in advance of vaccinations.

Smoking cessation

If you wish to give up smoking you can make an appointment with either of our Health Care Assistants who are fully trained. They are fully supportive and have a great success rate of patients that quit.

Specialist and hospital care

If a GP or another member of our health care team considers you need hospital treatment or specialist care they will discuss your options choices with you. They may be able to book your appointment electronically while you wait. If you would prefer to have some time to think before deciding where and when to have your treatment, you will be offered the option of booking the appointment at a later date.

Patient Information

Being referred to a Consultant/Specialist

If you are to be referred to a Specialist Consultant the doctor may give you the Choose & Book paperwork before you leave the consulting room. If you wish to select a specific hospital you will need to inform the doctor during your consultation. If however the paperwork cannot be raised at the time of your visit it will be done by the Secretary within the next 3-5 days. This will then be left in reception for you to collect. In order to book your appointments please follow the steps below:

1. If you do not leave the consultation with your paperwork please call in to the surgery in 3-5 days to collect your paperwork.
2. Ring the telephone number on the front page to book appointment.

Please note that unless you ring to make your appointment you will be removed from the Choose & Book waiting list.

BLOOD TESTS (We offer a walk in service and pre-booked appointments, the pre-booked appointment can be booked online) We offer a wide range of appointment times if you would like to see the service developed further please let the practice manager have your thoughts)

ROCHESTER

PROVIDER	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
The Rochester Healthy Living Centre, The Delce Rochester NO APPOINTMENT walk-in	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket
Thorndike Main Surgery BOOKED Appointment although we will fit in walk-in patients if we can	07:10 – 09.30	07:10 – 09.30	07:10 – 09.30	07:10 – 09.30	07:10 – 09.30

Fees & Administrative Charges Non NHS Items

Adoption & Fostering	
Form C, D, YP, or AME (full medical)	£ 97.91
Form AH	£ 73.86
Form AH2	£ 24.36
Army (Pre-employment questionnaire)	£ 36.50
Attendance/Disability Living Allowance Report DS 1500 Form	£ 33.50
Bus Fare Permit Forms	£ 15.00
Childminding	
Ofsted health declaration form	£ 87.50
Coroner's Reports	£ 67.50
Extract from records	£ 33.00
Court of Protection Form	£124.00
Criminal Injuries Compensation Report	£ 39.00

DNA Testing	
Blood Tests	£ 36.00
Swabs	£ 45.00
DVLA Health Questionnaires	£ 39.00
Employment & Support Allowance	
	£ 33.50
Private Medical Eg. Taxi, HGV etc	£ 80.00
Fitness to Attend. University form	£ 24.00
Holiday cancellation Insurance	£ 15.50
Housing	£ 24.36
Life Insurance (PMAR) Additional questionnaire	£100.00 £ 26.00
Medical record copies (up to)	£ 50.00
Power of Attorney Forms	£ 79.00
Private medical certificate	£ 16.50
Private medical report Range from	£ 30 to £85.00
To Whom It May Concern Letters Eg. Fit to Travel, Join Gym, Exams, Carry medication etc (There is no exceptions in paying charges)	£20:00

Travel

Non- Registered patients will also need to pay an appointment charge of £20:00 for each appointment.

For registered and non-registered patients all fees are paid in advance. Sometimes due to the vaccine being increased in cost the charges may vary to the list below, but you will be informed.

Vaccines (Registered & Non-registered patients)	
Yellow Fever	£65:00
Rabies	£65:00
Meningitis ACWY	£65:00 per dose (3 doses)
Hepatitis B	£80.00
	£45.00 per dose (3 doses) + £45.00 for blood test
Vaccines (Non-registered patients)	
Diphtheria/Tetanus/Polio	£35.00
Typhoid	£30.00
Hepatitis A	£49.00
Typhoid & Hep A combined	£70.00

Our Team

The Partners (We are not a limited partnership)

Dr Jash Tanday MB BCH, MRCGP, DRCOG, DME

A former pupil of the Mathematical School, Rochester. He trained at the Welsh National School of Medicine in Cardiff qualifying in 1975 and vocationally trained for general practice locally joining the practice in 1980. His special interests include diabetes and care of the elderly. He runs the practice diabetic service.

Dr Tanday is also a GP trainer and is responsible, along with Dr Ojedokun, for the training of the GP Registrars working in the practice. He has held the posts of course organiser for the Medway GP Training Scheme and GP tutor for Medway organising education for all Medway General Practitioners. He is married with three children. Among his other interest he is an ex county hockey player and has run several marathons, raising money for charity.

Dr Gill Fargher MB BS, FFFP

Trained at St George's Hospital Medical School in London qualifying in 1983. She completed her vocational training for general practice locally and joined the practice in 1987. Her main clinical interests are gynaecology, palliative medicine and family planning for which she is an instructing doctor.

Dr Peter Gilbert MB BCH, MRCGP, DRCOG, DCH

Trained at the Welsh National School of Medicine in Cardiff. He qualified in 1982 and spent eight years in the Regular Army, serving in Germany, The Falkland Islands and Saudi Arabia as well as the UK. He joined the practice in 1990. He is married and has two grown up children. They all share a love of music both choral and instrumental. Dr Gilbert's special interests include Hypertension and Cardiovascular Medicine. He is also responsible for clinical governance in the practice.

Dr Morayo Ojedokun MB BS, MRCGP

Qualified from Ogun State University, Nigeria in 1997. As part of the Medway Vocational Training Scheme, she completed her General Practice Registrar training at the Thorndike Surgery in August 2004 after which she joined the practice as a partner. She has a special interest in family planning and holds a diploma certificate of the Faculty of Sexual and Reproductive Health. She is married with a daughter and is one of the Ministers at her local church. She enjoys music and reading.

Dr Amarjit Singh Dhindsa MBBCh

A former pupil of Chatham Grammar school for boys who trained at The Welsh National School of Medicine in Cardiff qualifying in 1984. Worked as a single handed GP in Rochester since 1991 and merged his practice with The Thorndike in 2011. He has a special interest in Paediatrics and Respiratory Medicine. He is married with two children and enjoys travelling.

Other Doctors:

Dr Antonia Moore MB ChB, MRCP, MSc MD

Dr Abiodun A Gbajumo MB BS, MRCOG, MRCP

Dr Bana Haddad MD, nMRCP, DRCOG, DFRS

Registrars in post (August 2017 August 2018)

Dr Reem Basheer

Nursing team

Elspeth Sylvester Jones-Practice Nurse

Elspeth trained at The Westminster Hospital in 1987, and has worked in HIV services, Respiratory, HDU, palliative care and as a district and practice nurse in Central and South London. She has diplomas in asthma and COPD nursing and is experienced in all areas of Primary Care

Lucy Mitchell-Practice Nurse

Lucy joined the practice in January 2017 following a 16 week management at the end of her nursing degree. She graduated from University of Greenwich with first class honours and continues to further her professional development including completing the introduction to Practice Nurse Diploma in June 2016. Lucy is passionate about all areas of primary care and has a well-established patient centred and holistic approach to Nursing

Bernadette Maguire- Practice Nurse

Bernadette trained at the Royal London Hospital, and has worked many years in the community, initially as a district nurse then specialising in end of life care. More recently she has focused on chronic disease management; the last 8 years she worked as a community cardiology specialist nurse.

Health Care Assistants

Bridget Perfect and Tina Lacey

Are important members of the practice team who work under the supervision of a qualified nurse. They check blood pressures, test urine, they run specific clinics. The HCA will be assisting both main and branch surgeries with the running of specific clinics.

Phlebotomists

We run a very efficient phlebotomy service from the Delce. We currently have four phlebotomist, Fran, Karen, Tina and Nancy.

Practice Manager: Theresa Baker

Theresa is here daily at the surgery and her door is always open unless in a meeting. If you feel you need to talk to her please ask at reception.

Office Manager

Mrs Lorraine Monk

Mrs Monk will direct you in the right direction and link with the practice manager.

Reception & Administrative Staff at both Surgeries

Denise Powell (Reception Manager), our reception & administrative team are here to help you. Their jobs are very demanding so please be patient, as they have to deal with many different tasks during the day.

Secretaries

Our three very supportive medical secretaries are Mrs Ann Golesworthy, Mrs Linda Atkins, and Gemma Rayner they are able to help with referrals along with insurance claims or medical reports.

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.

NHS 111 Service Evenings & Weekends

NHS 111 is a new, free, NHS service to help patient's access URGENT local health services when they need them. If you require urgent care contact NHS 111 for medical help. They will triage and decide A&E, 999, any other NHS service or your GP practice.

Accident and emergency / 999

This service is for medical emergencies and Not for routine conditions that could be seen by another service provider. Do not abuse this service.

If you or a member of your family experience severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Medway NHS Walk in Centre

A Medway NHS centre operates a walk-in service for unregistered and registered patients.

Open 8am until 8pm 365 days a year.

Balmoral Gardens Healthy Living Centre

Gillingham

Kent ME7 4PN

Tel: 01634 334953

www.dmchealthcare.co.uk

Complaints

The surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of your care, please let us know. You can speak to Theresa Baker practice manager who will be happy to help for either main or branch surgery, and is able resolve the majority of cases quickly and easily.

Medway Healthwatch at Medway Council: 01634 306000 can often help resolve any problems before they become formal complaints. Alternatively, you can contact NHS Commissioning Board: 0300311 2233

nhscommissioningboard@hscic.gov.uk

For NHS 111 service feedback

www.secamb.nhs.uk/contact_us/patient_advice.aspx

Your Local Commissioning Group

The area served by The Dame Sybil Thorndike Healthcare Centre is in the district covered by Medway Commissioning Group who is responsible for ensuring you get all the services you need.

For details of all primary care services in the area, you need at the NHS Choices website www.nhs.uk

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please contact our practice manager.

Patient Participation Group

If you would like to support the surgery, help with developing new ideas and would like to be part of a patient group here at the surgery please leave your details at reception. It would be lovely to have a good cross selection of people from the younger persons to our more mature patients join the group. We are also interested in patients with various health conditions that would like to join the group to improve patient care, please ask during a consultation or at reception. The group meet the second Saturday of every month. The group do not bring their own personal issues to the group are a proactive group working with the surgery on behalf of other patients. Your details would be passed to the chair of the group and he will contact you personally.

District Nurses (Delce Road)	01634 334245
Health Visitors	01634 334276
Midwives	01634 717755
Dental Line (Monday – Friday 09:00 – 17.00)	01634 334200
Rochester Health Centre	01634 337500
Thorndike Chiropody	01634 880633
Wound Clinic	01634 382247
Fawkham Manor Hospital	01474 879900
Maidstone Hospital	01622 729000
Medway Hospital	01634 830000
Somerfield Hospital	01622 208000
Spire Alexandra Hospital	01634 687166
Wisdom Hospital	01634 830456
PCT - NHS Medway	01634 335020
Medway Police	01634 827055
Boots	01634 817317
Karsons	01634 405700
Paydens	01634 842089
Ryders	01634 842838
Age Concern	01634 401099
Citizen's Advice Bureau	08448 269709
Social Services	01634 334466

