## NEW PATIENT INFORMATION

To Register: New patients will be given a 'Patient Registration/Health Questionnaire' to complete and/or an appointment for a 'New Patient Health Check' with a nurse.

### **Opening Times:**

Monday 8.30am - 7.45pm\* Tuesday 8.30am - 6.30pm Wednesday 8.30am - 6.30pm Thursday 7.00am\* - 6.30pm Friday 8.30am - 6.30pm <u>Morning Surgery</u>: 8.30am - 11.30am <u>Afternoon Surgery</u>: 3.30pm - 6.30pm \* extended surgery hours

Out of Hours: For non-emergencies that cannot wait until the surgery opens, call NHS III service

Home Visits: Please call before 10am if you are too unwell or unable to attend an appointment at the surgery.

Appointments: For ongoing problems please book appointments with the same doctor.

Book an Appointment Online: Ask at reception for an application form, so that you can log in to choose and book your own appointment

If you cannot keep your appointment please call to cancel as soon as possible!

### YOUR RIGHTS

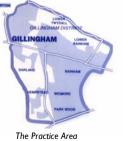
As a patient you have the right to:

- be registered with the Practice
- have a New Patient Health Check on joining us
- receive emergency care from us, including out of hours
- be referred to a specialist or for a second opinion
- view your medical records under the Data Protection Act 1998
- see the GP of your choice patients are registered with the Practice and not a particular GP

Patient Consent: Except in a medical emergency, any information we hold will remain confidential and will not be released to a third party without your prior consent.

Our Rights: We appreciate that being unwell can be upsetting and frustrating. However in the interest of the safety and well-being of our staff and patients, we never tolerate abusive or violent behaviour. Patients who do behave in this way will be immediately removed from our list.

Medway CCG 50 Pembroke Court Chatham Maritime Chatham ME4 4EL 01634 335020



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MEMBER OF THE VIRTUAL PATIENT GROUP WOODLANDS FAMILY PRACTICE

# Woodlands Family Practice

Gillingham Medical Centre Woodlands Road Gillingham Kent ME7 2BU Tel No: 01634 854431 Fax No: 01634 582344

A non-limited partnership

www.woodlandsfamilypractice.nhs.uk

Gillingham Medical Centre was purpose built in April 1997. We are a training practice and regularly have trainee GP's on work placements at the surgery, lasting between four and twelve months. This is in addition to our regular team of doctors.

There is a branch surgery at Rainham Healthy Living Centre: Green Zone, 103-107 High Street, Rainham ME8 8AA - Tel No: 01634 337607

You can make an appointment at either surgery.

Full disabled access is available at both surgeries.

The nearest Walk-in Centre is at DMC Healthcare: 547-553 Canterbury Street, Gillingham ME7 5LF - Tel No: 01634 575232

Repeat Prescriptions: <u>Please allow 48 hours for</u> <u>your prescription to be ready.</u> You can order online or by leaving a written request in one of the boxes at the surgery. Local pharmacies offer a collection service. *Telephone requests are not accepted.* 

**Do It Online:** You can request appointments and other services, order repeat prescriptions and update contact details from our website.

www.woodlandsfamilypractice.nhs.uk

This leaflet contains important information so keep it handy!

### **CLINICS AND SERVICES**

Asthma & COPD Clinic Blood Pressure & Heart Disease Clinic Diabetic Clinic Dietary Advice Ear Syringing Smoking Cessation Travel Advice and Vaccinations

Counselling - GP referral required

Well Man Clinic Well Woman Clinic

Family Planning Pre-Pregnancy Advice Ante-Natal Clinic Post-Natal Clinic HRT Clinic Smear Tests

Baby Clinic - 6-8 week check Child Health Surveillance Immunisations - from three months

Blood tests

Health Checks are offered if you have not been seen at the surgery for a while: 16-74 years olds - after three years Over 74 years - after one year

Contact Reception to make an appointment or for more information

## DOCTORS AND STAFF

Dr. Nand Prakesh Rishi MBBS MRCGP DCH Male - GMC Reg. 1969 Dr. Prem Bakshi Bsc MBBS DA Female - GMC Reg. 1969 Dr. Chottakorianda Ashok BSc MBBS MRGP DPD Male - GMC Reg. 1976 Dr. Farzin Yazamaidi MBBS Male - GMC Reg. 1984 Dr. Naveen Rishi MA MB B-CHIR MRCP MRCGP Male - GMC Reg. 2000 Dr. Madhu G Patel MBBS LRCPS MRCGP Male - GMC Reg. 1981 Dr. Sharig Lanker MBBS Male - GMC Reg. 2006 Dr. Kumar Kulathoor MBBS MRCGP Male - GMC Reg. 2007 Dr. Samira Masoud MBBS MRCGP DRCOG Female - GMC Reg. 2007 Dr. Vasuki Sukkarnan MRCGP Female - GMC Reg. 2007

#### **Nurses:**

Nurse Manager: Mrs. Debra Richardson RGN Mrs. Teresa Benniman RGN Mrs. Pauline Hare RGN Miss Ashleigh Church RGN Mrs. Clare Nourse RGN Mrs Shirley Lowman RGN Mrs Asha David RGN Healthcare Assistant: Mrs. Joy Adams

Practice Manager: Mrs. Jo Nightingale