

YOUR RIGHTS

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 8.00am - 7.45pm*

Tuesday 8.00am - 6.30pm

Wednesday 8.00am - 6.30pm

Thursday 7.00am* - 6.30pm

Friday 8.00am - 6.30pm

Morning Surgery: 8.30am - 11.30am

Afternoon Surgery: 3.30pm - 6.30pm

* *extended surgery hours*

Out of Hours: For non-emergencies that cannot wait until the surgery opens, call **NHS 111 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!

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



The Practice Area

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

DESIGNED BY
WWW.SANDYHARTLEYCREATIONS.CO.UK

MEMBER OF THE VIRTUAL PATIENT GROUP
WOODLANDS FAMILY PRACTICE

Welcome to the Surgery |

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 Health-care: 547-553 Canterbury Street, Gillingham ME7 5LF - Tel No: 01634 575232

Repeat Prescriptions: Please allow 48 hours for your prescription to be ready. 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 LRCP MRCGP
Male - GMC Reg. 1981
Dr. Shariq 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. Yewande Ajakaiye MBBS MRCGP DRCOG
Female - GMC Reg. 2004 DFFP DPHC

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

Practice Manager: Mrs. Jo Nightingale