

## 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 - 6.30pm

Tuesday 7.00am\* - 6.30pm

Wednesday 7.00am\* - 6.30pm

Thursday 8.00am - 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

Rainham Medical Centre

Green Zone

103 -107 High Street

Rainham Kent

ME8 8AA

Tel No: 01634 337607

Fax No: 01634 337581

*A non-limited partnership*

[www.woodlandsfamilypractice.nhs.uk](http://www.woodlandsfamilypractice.nhs.uk)

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WWW.SANDYHARTLEYCREATIONS.CO.UK

MEMBER OF THE VIRTUAL PATIENT GROUP  
WOODLANDS FAMILY PRACTICE

# Welcome to the Surgery

Rainham Medical Centre is located at Rainham Healthy Living Centre, which opened in 2006. 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 Gillingham Medical Centre: Woodlands Road, Gillingham ME7 2BU - Tel No: 01634 854431

**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](http://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. Ruchi Rishi** MRCGP

*Female - GMC Reg. 2006*

### Nurses:

**Nurse Manager:** Mrs. Debra Richardson RGN

Mrs. Asha David RGN

Mrs. Shirley Lowman RGN

Mrs. Teresa Benniman RGN

Miss Ashleigh Church RGN

Mrs. Clare Nourse RGN

**Practice Manager:** Mrs. Jo Nightingale