

# City Way Medical Practice



## Main Surgery

65-67 City Way, Rochester, Kent ME1 2AY

## Telephone

(01634) 843351 • (01634) 843320

## Fax

(01634) 830421

## Website

[www.citywaymedicalpractice.co.uk](http://www.citywaymedicalpractice.co.uk)

# Welcome To City Way Medical Practice

## SURGERY HOURS

<b>Door</b>	8.00am	
<b>Phone</b>	8.00am	
<b>Monday</b>	7.00am - 12 noon	2.00 - 6.00pm
<b>Tuesday</b>	7.00am - 12 noon	2.00 - 8.00pm
<b>Wednesday</b>	7.00am - 12 noon	2.00 - 6.00pm
<b>Thursday</b>	7.00am - 12 noon	2.00 - 8.00pm
<b>Friday</b>	7.00am - 12 noon	2.00 - 6.00pm
<b>Saturday</b>	Closed	

**Surgeries are strictly by appointment - telephone (01634) 843351/843320**

The practice appointment system is designed to allow people to book appointments both up to four weeks in advance and on the day. We will try our best to offer an appointment which is suitable for you, but during busy times, this may not be possible. If the receptionist is unable to offer a suitable appointment, you will be given the opportunity to speak to the triage nurse on the telephone so that they can assess the situation and offer an appropriate appointment if necessary.

We have extended our opening times. We now open from 7.00am Monday to Friday and have a late night surgery on Tuesdays and Thursdays (by appointment only). We have a limited number of GP appointments available at lunchtime and our reception is open for prescriptions, queries and results. We would prefer patients to telephone, for anything other than an appointment, after 2.00pm.

## EMERGENCIES

If you want your doctor in an emergency, dial the normal surgery number (01634) 843351 **during surgery hours** for an urgent appointment. Visits must be requested by 11.30am.

**Outside surgery hours** telephone Medway Doctors On Call (01634) 891855.

NHS Direct is a 24-hour nurse-led helpline on 0845 4647 or visit their website at [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



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## Deri Hughes Psychotherapist in Kent

Depressed, anxious, don't understand why you feel or behave the way you do? I am a Psychoanalytic Psychotherapist and for 15 years I have been helping people from across Kent, Medway and London with problems that affect mental and emotional well-being. For example, issues ranging from anxiety and the effects of abuse to depression, stress and trauma. I work in the NHS as a Principal Psychotherapist and Supervisor as well as having an established private practice in Rochester, Kent. I treat a broad range of mental health conditions.

You can refer yourself to me by contacting me to arrange a consultation or you can be referred by your GP. Telephone 01634 828 528.

## Next Step Fostering Services Limited Could you be a Foster Parent?

Next Step has been established for over 20 years and is Ofsted rated as an Outstanding independent fostering agency. We help to look after some of the most vulnerable children/young people in our society and have offices both in Kent and London.

Fostering is looking after someone else's children in your own home at a time when his or her own family is unable to do so. This can be due to many reasons; illness, relationship problems, family breakdown, or perhaps even a situation where the child's welfare is threatened.

Foster carers provide a safe, secure and stable environment for these children and young people, working with them, their family, Next Step and the authorities in a multi-layered partnership. Support is available 24/7.

Foster carers are regarded as professionals and there is a weekly payment made for each child fostered. So if you think you may be interested or require further information then, in the first instance, please visit the website [www.nextstepfostering.org](http://www.nextstepfostering.org)



**DERI HUGHES**  
MSc MA Dip RSA UKCP reg  
Professional Member of Nafsiyat

### Psychoanalytic Psychotherapist

Suite 9, Cheldgate House  
45 High Street,  
Rochester ME1 1LP

**Tel:** 01634 828 528

**Mobile:** 07788 412 701

**Email:** [dhh@btconnect.com](mailto:dhh@btconnect.com)

[www.kentpsychotherapist.com](http://www.kentpsychotherapist.com)

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## A purr-fect place to stay

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We are licensed for 30 cats and are currently extending to accept a further 10. The large pens are insulated with heated pads for your cat to snuggle on. We have 4ft x 4ft cabins, with a cat flap out to a ledge and ladder descending to the 13ft run. There is plenty of room for your cat to sit, take a siesta or to stretch his legs. From their cabin they can look out onto the garden and watch the birds, squirrels or hedgehog. Although baskets, blankets and toys are provided, you may bring anything you wish from home such as a pet bed, cushion, etc (with your homely scent), to make the transition period easier for your cat. Talking, stroking and cuddles are given to your cat to help settle your cat as quickly as possible, ensuring a stress free stay.

Advertising Feature

## THE DOCTORS

Dr Shahabuddin Syed	MB BS registered Hyderabad 1971	(male)
Dr Tim Colbert	MB BS AFOM DRCOG MRCP registered London 1981	(male)
Dr Glen Martin	MB BS registered London 1984	(male)
Dr Azim Osman	MB BCh registered Cairo 1974 London 1977	(male)
Dr Duraisingham Bhagirathan	MB BS registered Leningrad 1985	(male)

The practice operates as a non-limited partnership.

## PRACTICE NURSES

Sarah Patterson (Lead Nurse)	RGN
Sharon Stigle	RGN RSCN Dip. Prof. Practice. NRTC Asthma, Minor Illness
Diane Dalton	RGN Telephone Triage, Type 2 Diabetes
Joan Rance	RN Dip. Family Planning
Nicki Potter	Health Care Assistant
Michaela Haswell	Health Care Assistant

The nurses are available for injections, immunisations, ear irrigation, blood pressure checks, cervical smears, dietary advice, health checks and other health promotion duties.

## HOW TO SEE YOUR DOCTOR OR NURSE

You can make an appointment to see your doctor by telephoning our receptionist on (01634) 843351/843320. You may choose to see any of the doctors in the practice, though it is normally better to see one doctor consistently.

We have a dedicated cancellation line for patients wishing to cancel a pre-booked appointment.

It is very important that patients keep their appointments and arrive at or before the time allocated. There is a great deal of pressure on appointments at the surgery so it is extremely important not to waste a slot by not attending. This appointment could have been given to another patient.

## HOME VISITS

Home visits are for patients who are too ill or infirm to come to the surgery. They are very time consuming so, if you can, always come to the surgery, where your doctor has access to our full range of medical facilities.

If you feel that you do need a home visit, please ring the surgery before 11.30am, to give us time to organise our day's schedule.

## REPEAT PRESCRIPTIONS

You can request repeat prescriptions with a repeat prescription slip which will be provided to all patients on regular treatment. To avoid mistakes, we do not accept requests for repeat prescriptions by telephone except for very urgent prescription requests. We also do not accept repeat prescriptions by fax.

*Please allow two working days when requesting your prescriptions and pick up your prescription after 5.30pm.*

*(Please allow an extra day if being picked up by a chemist.)*

## LANGUAGES

We also speak Hindi and Urdu at our practice.

For other languages an interpreter is available upon request.

## TRAINING

Medical students also sometimes join the practice. They may sit in on surgery consultations but if you would prefer to see the doctor alone, the receptionist will be happy to arrange this.

## DISABLED PATIENTS

Our City Way premises are easily accessible to wheelchairs and have a WC for the disabled.

## MATERNITY CARE

You will be seen two or three times in the hospital antenatal clinic. Please bring a small sample of urine to each antenatal and postnatal clinic. Your first antenatal appointment will be with the doctor. After that, until your baby is born, you will be seen by either the midwife or the doctor. You will also have an opportunity to meet the health visitor to discuss any problems regarding your pregnancy.

## OUT-REACH CLINICS (HOSPITAL CONSULTANTS)

The practice has arranged for various hospital consultants to undertake out-reach clinics within the practice surgeries for a variety of specialist care. These are clinics that would normally require patients to attend outpatient appointments at hospital. The clinics speed up waiting and treatment times for our patients who need referring for consultant care and are far more convenient for patients to attend.

## OTHER SERVICES

### **Anti-smoking Clinic**

A nurse will advise you regarding this service.

### **Asthma Clinic**

This is run by one of our nurse specialists.

### **Contraceptive Services**

These are provided by our nurses during surgery hours and in a family planning clinic every Thursday evening 5.00 - 6.15pm.

### **Counselling Service**

A doctor or nurse will advise you regarding this service.

### **Cryotherapy**

Removal of warts and other lesions is undertaken on Friday mornings.

### **Diabetic Clinic**

This is run by two nurse specialists.

### **Occasional Minor Operations**

Minor operations and vasectomy clinics for NHS and non-NHS patients.

### **Paediatric Clinic**

Every Friday 9.30 - 10.30am a clinic is held at City Way. Patients are booked in with the doctor.

### **Phlebotomy Clinic**

This clinic is for our patients only. They are run by our health care assistants, by appointment only, Monday to Friday mornings.

### **Physiotherapy Sessions**

Arranged by referral from your GP.

### **Anti-coagulation Monitoring Clinic (warfarin)**

### **Influenza and Pneumonia Immunisations**

### **Seafarers' Medicals**

## TEST RESULTS

Please telephone the surgery between 2.30 - 3.30pm, when the receptionists will have more time to deal with your enquiry. Results are usually given over the phone but you may be asked to make a further appointment or to speak to the doctor or nurse in person.

## MEDICAL STUDENTS

You may be asked if a student can sit in on a consultation as part of their studies. Please inform the receptionist of your decision.

## MEDICAL CERTIFICATES

A doctor's certificate is not needed for less than seven days off work. This period is covered by a self certificate which is available from your employer. You will need to see the doctor if your absence is a week or more or if you need a private certificate.

## NON-NHS EXAMINATIONS

Medical examinations and certification for special purposes eg pre-employment, and elderly drivers. Please ask the receptionist when making an appointment. A fee will be payable either by the patient or, sometimes in the case of an insurance company, by the company concerned. The receptionist will confirm the fee. Dr Colbert carries out Seafarer medicals.

## NEWLY REGISTERED PATIENTS

Please ask at reception for a form to register at the practice.

All newly registered patients are invited to have a consultation with the health care assistant within a month of registering. Please bring a small specimen of urine with you on this occasion. Medical treatment is available from the date of registration.

New babies are not automatically registered with the practice even though the parent(s) may be. Therefore, it is important that your new baby is registered as soon as possible after discharge from hospital. Please contact the receptionists regarding this.

## PATIENTS AGED 75 AND OVER

If you are aged 75 or over, you will be offered a yearly health check. This will normally be carried out by the practice nurse in the surgery.

## PRACTICE MANAGER

Mrs Helen Hutchings is the practice manager and she looks after the day-to-day problems of the practice co-ordinating the work of other staff. She will try to sort out any problems that you may encounter when using our facilities.

If you have any complaints please contact Mrs Hutchings in the first instance. The practice runs an internal complaints system which is audited by the West Kent Health Authority.

## RECEPTIONISTS

They are your first point of contact with our practice. Their aim is to give you good service and we ask for your co-operation particularly on the following points: When you arrive for an appointment please tell the receptionist. The doctor will then know that you are waiting.

Please try and be as brief as possible on the telephone; the biggest problem patients have is being unable to speak to the receptionist because the phone always seems busy.

Please give the receptionist as much information as possible. This helps to arrange consultations to everyone's advantage.

Please remember to inform us of changes in circumstances ie change of address or telephone number.

If you cannot keep an appointment please let the receptionist know as soon as possible, so that she can offer it to another patient.

## CONFIDENTIALITY

Your medical records are held in strictest confidence. Information is only passed on with your consent. The practice computer is registered under the Data Protection Act and strict confidentiality is maintained. All staff are bound by strict rules of confidentiality.

## ZERO TOLERANCE

Physical or verbal violence will not be tolerated in the surgery. Any patient found to be rude or abusive may find they will be asked to register elsewhere.

## PRIMARY CARE TRUST (PCT)

The PCT address is  
NHS Medway  
50 Pembroke Court  
Chatham Maritime  
Chatham  
Kent  
ME4 4EL  
Tel no: 01634 335020

## PRACTICE PREMISES

The practice has a ramp in the car park for disabled patients to access reception. There is a disabled toilet and washing facilities in the waiting room and wheelchair access in the lobby.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

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## USEFUL PHONE NUMBERS

Appointments.....(01634) 843351  
.....(01634) 843320  
Results.....(01634) 843320  
Fax .....(01634) 830421

## OUR PRACTICE AREA

