

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

Welcome To City Way Medical Practice

SURGERY HOURS

Door	8.00am	
Phone	8.00am	
Monday	7.00am - 12 noon	2.00 - 6.00pm
Tuesday	7.00am - 12 noon	2.00 - 8.00pm
Wednesday	7.00am - 12 noon	2.00 - 6.00pm
Thursday	7.00am - 12 noon	2.00 - 8.00pm
Friday	7.00am - 12 noon	2.00 - 6.00pm
Saturday	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 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



**next step
fostering**

**Would you like to be
a foster carer?**

To care for local children of all ages
from babies to school leavers
from full time to a few days each month

Ring us for a chat
Tel: 01634 838666



**172A Palmerston Road
ME4 6NE**

Sonic Active Lifestyles are programs run by Sonia and Nicola who have been working in the health and fitness industry for the past 15 years, teaching a variety of exercise classes including Pilates, Fitness for Life (Cardiac Rehab), Tums & Bums, Chair aerobics, Aqua, 50+ Aerobics and coming soon Zumba Gold!

We specialize in working with the older adult, those who are new to exercise, or have an established Medical Condition i.e. Heart disease, Asthma, Diabetes, COPD etc, or anyone who wants to increase their fitness levels and improve physical and mental wellbeing.

Our classes aim to be fun, and physical activity is a great way to enjoy fitness and meet new friends. We encourage couples to participate together in our Fitness For Life Classes, these classes are very social, based around the Medway area and are held Thursday morning and Thursday evening.

For more information, please visit our website www.sonicpilates.com and find out how becoming more active has helped people just like you.

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



Making Exercise FUN!

Specialising in working with the older adult, those who are new to exercise, or have an established Medical Condition



Pilates
Fitness for life classes (Cardiac Rehab)
Tums & bums
Chair aerobics
Aqua aerobics
50+ aerobics
Zumba Gold

For further information contact Sonia or Nicola on 07958 653231 or 07553 486261
www.sonicpilates.com email: info@sonnicpilates.com

Advertising Feature

Advertising Feature

For the latest information click to: www.citywaymedicalpractice.co.uk

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

Angel Energy for mind, body & spirit
Sheena King BA (Hons) MA

We offer the complementary approach to healing and spiritual matters.

- Spiritual Counselling
- REIKI Healing
- Shamballa Healing
- Hands on Healing
- Meditation to relax mind/body
- Massage Therapy
- Crystal Therapy
- Bach Remedies
- Courses and workshops available

Hypnotherapy is also available with our qualified Hypnotherapist to help with weight management, smoking cessation, stress, OAS, panic attacks etc. New therapists will be working with us from time to time.

01634 829522 / 07812 855524
30 High Street, Rochester

What is Complementary Therapy?

A wide variety of therapies come under the umbrella term, primarily because they are offered to complement traditional medical treatments.

Sometimes they are also described as holistic reflecting the "whole person" approach. They are natural in the sense that therapists use only their hands or else materials occurring in nature. Most people feel the benefit from the time and personal care that they receive from the dedicated therapists.

The treatments tend to be gentle in their action and very safe to use, but also specific in their effects which are often rewarding. The science of these therapies is little understood because it involves the latest research into mind/body interaction and also quantum physics. While some therapies have been used for thousands of years, others are just being discovered.

Do they work? Getting good objective scientific evidence from large trials is very difficult. Most people try and find it out for themselves. Prince Charles amongst many, has long been an advocate of complementary therapies and the need for their wider availability. In several European Countries, many of the therapies are offered through the medical services. The proof of the pudding is in the eating, as they say. There are enough people well satisfied with the results to keep many practitioners employed.

Please give us a ring or drop in for a chat if you need any more information. Looking forward to seeing you at our Centre, Sheena.

Advertising Feature

THE DOCTORS

Dr Shahabuddin Syed	MB BS registered Hyderabad 1971	(male)
Dr Tim Colbert	MB BS AFOM DRCOG MRCGP 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.

Why your business needs a website

WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and who have been helping businesses grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

Generate more business with a Pay - Monthly website from OPG

We will design and launch a top quality bespoke business generating website for you, update it regularly at your request and provide on-going advice and support every working day.

from £20 per month

There is no up-front payment and no extras, with an option to choose a pay-as-you-go, stop-when-you-like service.

To find out more simply call 0800 612 1408 or email us at payasyougo@opg.co.uk

OPG - HELPING THE SMALL BUSINESS GROW FOR OVER 30 YEARS



To advertise your business to our patients on low cost, easy payment terms call 0800 0234 196.

Stay in touch with our website: www.citywaymedicalpractice.co.uk

Advertising Feature

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 (including long acting contraceptive implants)

These are provided by our GP's and nurses during surgery hours and in a family planning clinic.

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.

Minor Operations

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

Vasectomies

The practice runs a well established vasectomy clinic including counselling and operating for NHS and non NHS patients.

Child Health Surveillance Clinic

A clinic is held at City Way every Friday 9.30 – 10.30am. Patients are booked in with the doctor.

Phlebotomy Clinic

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

Physiotherapy Sessions

Arranged by referral from your GP.

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 BETWEEN 16-74

If you are aged between 16 and 74 and you have not been seen by a GP for three years, you may wish to request a consultation. If you are aged over 75, we recommend an annual health check which 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.

If **YOU** are reading this,
then so could patients
looking for your kind
of service.



To place an advertising feature
in our practice booklets
and book a daily reminder
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simply phone Jenny Mellenchip
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NOTES

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USEFUL PHONE NUMBERS

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

OUR PRACTICE AREA

