

APPOINTMENTS

We operate an electronic appointment system. Appointments can be made in person or by telephone. Urgent Problems will always be seen on the same day. Forward booking is available at patient's request. Health Care professionals are available to see patients within 48 hours as required.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

We also are able to offer the following appointments via our Medway Rainham PCN - Physiotherapists, Podiatrists, Social Prescribers, Mental Health Nurse and Diabetic Nurse. To book these appointments, please speak to Reception.

RECEPTION DESK

On arrival for an appointment, always check-in at the reception desk. This cuts down waiting time. Our receptionists are experienced and do a difficult job very well. Please note, if you need to be kept waiting, or asked questions concerning your health, they are only carrying out the policy of the practice.

HOW TO REGISTER AS A PATIENT

If you are new to the area and are requiring registering with one of our GP please ask at our Reception. If you have your Medical Card then please bring this along with you. Following your registration you will be required to have a new patient check to enable your registration to be fully complete. An appointment will be offered with our Health Care Assistant during your registration. If our list is full, we may take your details to register when we have a vacancy.

If you can find another surgery nearby, where you can register please do so and let us know and we can remove your name from our waiting list.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.30 am if at all possible. Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements.

TELEPHONE ADVICE

The Doctor is available (normally between 11.30 to 12.30 pm) to give telephone advice after the morning surgery. Patients are advised to telephone from 8.30 am to 12.00pm to arrange this.

PRESCRIPTIONS

ROUTINE- requests for repeats prescriptions will be dealt with within 48 hours. This can be in-person, by placing in the letterbox or requesting at your pharmacy.

URGENT- requests for urgent prescriptions will be ready to be collected by the end of the surgery on the same day.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

FOR THE SAME DAY URGENT MEDICAL HELP

If our telephone lines are closed, we will advise you to contact 111 for medical advice or call 999 in an emergency.

DISABLED ACCESS

Easy Access is through the rear entrance which is suitable for wheelchairs. Disabled toilet is opposite the doctor's room.

OUT OF HOURS

Out of hour cover is provided by NHS Emergency or urgent care services for less urgent enquiries and other medical advice on **Free Phone 111** between 18:30 PM to next day 08:00 AM (i.e through the night) Monday to Friday and all weekends, bank and public holidays.

EMERGENCIES

If you are confronted by a serious problem such as severe chest pain or severe bleeding or any other life threatening emergencies call an ambulance (**Dial 999**) before calling the surgery.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

Complaints

We aim to make your experience at the practice as pleasurable as possible. However, should you have any complaints, please contact the Practice Manager. You can do this by letter or email. See email address at the top of the leaflet.

OTHER LEAFLETS and INFORMATION

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet, Comments and Complaints leaflets. Please refer to our practice website www.parkwoodfamilypractice.nhs.uk or contact the Practice Manager for all further information required.

(Revised July 2024)

Patient Advice & Liaison Services (PALS)

You can contact the PALS team between 9am and 5pm Monday to Friday by telephone on 01634 825004 or 01634 830000 x5793 or by email at Pals@medway.nhs.uk or in person on level 2 in the main entrance area of the hospital