

**Parkwood Family Practice**  
**119-121 Long Catlis Road, Parkwood,**  
**Rainham, Gillingham, Kent, ME8 9RR**

MCCG.Parkwoodpractice@nhs.net,

### **OPENING TIMES**

**Mon:** 8.30 to 12.30 & 2.30 to 6.30  
**Tue:** 8.30 to 12.30 & 2.30 to 6.30  
**Wed:** 8.30 to 12.30 - Closed-  
**Thu:** 8.30 to 12.30 & 2.30 to 6.30  
**Fri:** 8.30 to 12.30 & 2.30 to 6.30  
**Sat:** Closed  
**Sun:** Closed

### **TELEPHONE NUMBERS**

**Emergencies 999**  
**Out of Hours 111**  
**Same Day Urgent Medical Help 01634 891900**

**Appointments, visits & Prescriptions**  
**01634 269610**

The surgery provides prescriptions within 72 hours of its request and repeat prescriptions within 48 hours of its request excluding weekends and bank/local holidays

**Enquiries and Results**  
**01634 269610**  
Please ring after 15.00 hours

**Business & Enquiries**  
**01634 269610**

**Fax**  
**01634 269081**

### **PRACTICE STAFF**

Dr S T Selvan – General Practitioner  
Mrs Kirti Selvan – Practice Manager  
Patricia Linehan RGN – Practice Nurse  
Shila Patel – Health Care Assistant  
James Bowen – Clinical Pharmacist  
Joanne Lancefield - Secretary  
Sherry Cama – Receptionist  
Deirdre Lancefield - Receptionist  
Susan McGreig – Receptionist  
Shivani Patel – Administrator

### **Extended Hours**

The Practice is offering appointments to the patients such as commuters, and /or patients who are unable to seek consultation during the normal hours for pressing reasons

The timings for the Extended Hours:

**TUESDAY 6:30 PM to 7:30 PM**  
**THURSDAY 7:30 AM to 8:00 AM**

Please ask the receptionists for further details.

### **Parkwood Family Practice**

## **PRACTICE LEAFLET**

### **Information for Patients**

The Freedom of Information Act gives you the right to request information held by a public sector organisation. Unless there's a good reason, the organisation must provide the information within 20 working days. Please contact the Practice Manager. There may be a charge for this information.

### **DR S T SELVAN**

**MB.BS., LRCP (Edin). LRCS (Edin). LRCP & S (Glas),  
DRCOG (Lond)**

## 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 no appointments are available you may be triaged by a GP or Practice Nurse and referred through to the "Same Day Treatment Centre" either at Medway Hospital or Quayside house, Chatham Maritime. If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

## 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.

## NURSE PRACTITIONER

We have a Nurse Practitioner available every day; (excluding Wednesday) who can deal with all minor ailments.

## 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.

## 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

Our telephone answering machine will inform you to contact MedOCC on **01634 891900** between 8:00 AM to 8:30 AM on Monday to Friday, between 12:00 noon to 15:00 PM and between 18:00 PM to 18:30 PM on Monday, Tuesday, Thursday, Friday and on Wednesday between 12:00 noon to 18:30 PM

## 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.

## 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 and Comments and Complaints leaflets. Please refer to our practice website **[www.parkwoodfamilypractice.nhs.uk](http://www.parkwoodfamilypractice.nhs.uk)** or contact the Practice Manager for all further information required.

## Medway CCG

To obtain details of all primary medical services available within the Medway CCG please contact:

Medway CCG  
50, Pembroke Court,  
Chatham Maritime, Kent ME4 4EL  
Telephone Number: 01634 335020  
Web Site: [www.medwayccg.nhs.uk](http://www.medwayccg.nhs.uk)

## LOCAL WALK-IN CENTRE

NHS Walking Centre  
547-553, Canterbury Street,  
Gillingham, Kent ME7 5LF  
01634 575232

## 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](mailto:Pals@medway.nhs.uk) or in person on level 2 in the main entrance area of the hospital