

EMERGENCIES

To contact a Doctor in an emergency telephone

01892 722007

During the working day (8.00am to 6.30pm) emergencies are dealt with by the Duty Doctor. After normal Surgery hours you should dial **111** if you:

- Need medical help fast but it is not a 999 emergency
- Think you need to go to A&E or need another NHS urgent care service; or
- Don't know who to call

The NHS 111 service is there to help people access urgent local health services. Calls are dealt with by fully trained advisers who assess symptoms, give advice, arrange for patients to speak to health professionals, or send an ambulance if required. Calls are free from landlines and mobile telephones.

If a medical condition is severe or life threatening it is imperative that the 999 service is contacted first.

Practice Manager

Mrs Caro Thomas

Practice Nurses

Mrs Kate Marfleet Mrs Gemma Preston

Health Care Assistant

Mrs Alison Knott

Secretary/Administration

Mrs Rachel Sheppard Mrs Heather Hayden

Brenchley Reception/Dispensary

Mrs Nova Acres Mrs Diane Davies Mrs Caroline Davis
Mrs Jeanette Jeffrey-Jones Mrs Sue Wise

Horsmonden Reception

Mrs Alison Knott Mrs Juliet Lowe

Midwife: Rachel Buss, Tunbridge Wells Hospital at Pembury

For non-urgent matters: 01892 633488 (Monday to Friday 8.30am to 4pm)

For urgent attention: 01892 633500 (24 hours)

District Nurses: Contact the Surgery or Woodlands Health Centre—01892 832476

Patient confidentiality is of great importance to the Practice and all our staff respect any information given to them. We comply with the Data Protection and Freedom of Information Acts. We respect your rights as a patient and hope that you will treat our health care team equally with respect. We refer you to the Codes of Conduct displayed in Reception. West Kent Clinical Commissioning Group is our responsible health body and their contact details are available from Reception.

Updated 7/3/14

BRENCHLEY & HORSMONDEN GPs

Brenchley Surgery

Howell Surgery, High Street,
Brenchley, Kent TN12 7NQ

Tel: 01892 722007

Horsmonden Surgery

The Surgery, Lamberhurst Road,
Horsmonden, Kent TN12 8LP

Tel: 01892 723988

www.brenchleyandhorsmondengps.nhs.uk

INFORMATION FOR PATIENTS

Welcome to our Practice

This leaflet briefly explains the full range of services that we offer at both our Surgeries and how to access them

Visit the Practice website for more information about our services and facilities

Dr Mark Ironmonger

MB BS MSc FRCGP DRCOG (registered London 1980)

Dr Robert Weighell

MB BS DCH (registered London 1982)

Dr Lynda Harris

MBChB DRCOG (registered Birmingham 1987)

RECEPTION OPENING TIMES

Doctors' consulting times vary; contact Reception for appointments or book online

	BRENCHLEY	HORSMONDEN	
Monday	8.15am—4.00pm	8.00am—12noon	3.00pm—6.30pm
Tuesday	8.15am—4.00pm	8.00am—1.00pm	Closed
Wednesday	8.15am—6.00pm	8.00am—1.00pm	Closed
Thursday	8.15am—6.00pm	8.00am—1.00pm	Closed
Friday	8.15am—6.30pm	8.00am—1.00pm	Closed

Whilst we try to give notice of any changes to our Reception opening and the Doctors' consulting times we regret that this is not always possible, particularly in the case of emergencies.

Please check with Reception or visit our website for up to date information.

Appointments can be made by phone, at Reception or online through Patient Access.

Please note that all appointment times are subject to change at short notice.

Appointments are for one person only; a separate appointment must be made for each individual.

If you cannot keep an appointment please let us know so that we can offer it to someone else.

Appointment Only Surgeries: Where possible the Doctors prefer to see patients by appointment. Appointments can be made at Reception, by telephone or online. We allow 10 minutes per booked consultation. If you require a longer consultation please ask at the time of booking.

Non Appointment Surgeries: These morning Surgeries are held daily for problems that cannot reasonably wait for the next available booked appointment and are for 5 minutes per consultation. You must make your appointment **in person at Reception or online** by 9.00am at Horsmonden or 9.30am at Brenchley. Due to the varied nature of these sessions the times are approximate only. You may wish to telephone Reception before the time of your appointment to check that the Surgery is running to schedule.

Friday Afternoon Emergency Surgeries: These are strictly for emergencies only. Contact Reception for details.

Extended Hours: Appointments are available for patients who cannot attend during normal Surgery times. They are with the Doctor or Practice Nurse at Horsmonden on Monday evening until 7.15pm or with the Doctor at Brenchley on Wednesday evening until 7pm. These appointments can only be booked with Reception.

Telephone Consultations: Some problems can be dealt with over the phone. However, a Doctor may not be immediately available in which case they will call you back or suggest an alternative course of action.

Home Visits: Requests for home visits should be made before 9.30am whenever possible. Visits are at the Doctor's discretion; you may be telephoned first to discuss your problem.

Dispensing and Repeat Prescriptions

Any patient living more than 1.6km from their nearest chemist can obtain their medicines from our Dispensary at Brenchley.

To request a repeat prescription order online via Patient Access or tick the appropriate boxes on the duplicate page of your prescription and bring it or send it to your normal Surgery.

- Other than in exceptional circumstances we require 2 working days to fulfil repeat prescription requests. If you need your prescription/medication urgently please speak to the Dispensary.
- We regret we cannot accept requests for repeat prescriptions over the telephone.
- In accordance with NHS guidelines a one month supply of drugs will normally be issued.
- Repeat prescriptions can be posted back to you if you provide a stamped addressed envelope.
- Prescription charges are payable upon collection of your medication by cash or cheque.

Online Services—Patient Access: The Patient Access service allows you to register for the early morning Surgery, order repeat medication, book or cancel an appointment with the Doctor or cancel an appointment with the Practice Nurse. It is available to all patients; parents can create an account for children, although when a young person reaches the age of 16 they must re-register and create a new account. Visit the website or ask at Reception for details.

Ante-natal Care: There is a midwife led ante-natal clinic at Brenchley each Wednesday morning. Contact Reception to make an appointment.

Child Health Care: Routine checks are carried out by the Health Visitor and Doctor as required. There are regular non-appointment clinics run by the Health Visitors at Woodlands Health Centre, Paddock Wood each Wednesday from 9.30am to 12.30pm, and at Pembury Baptist Church, Romford Road, Pembury from 1.30pm to 3.30pm on the 1st and 3rd Thursday each month. Contact the Health Visitors on 01892 839458 weekdays between 9am and 5pm. Please leave a message and your call will be returned as soon as possible. To speak to a Health Visitor directly please ring between 9am and 10am (Monday to Friday).

Disabled Patients: Both our Surgeries are wheelchair accessible.

New Patients: A health questionnaire is given to all new patients and we offer a health check with the Health Care Assistant. Please note that you are registered with the Practice, not a specific Doctor, and are free to consult with any of the Doctors at Brenchley or Horsmonden.

Other Medical Examinations: Please speak to Reception to make arrangements and to discuss any charges.

Patient Comments and Complaints: We aim to provide high quality medical care in a friendly and informal way. If you have any suggestions for improvements we are happy to receive them. We are also aware that sometimes there are problems. If you wish to complain please contact the Practice Manager, Caro Thomas, to discuss the issue.

Patient Participation Group: Our patient representative group welcome any positive and constructive suggestions you have about the Practice. Use the suggestion boxes in Reception or leave details with Reception who will pass it on to a member of the PPG. More information about the PPG is available in Reception or on the Practice website.

Phlebotomy Service/Blood Tests: We have weekly sessions at each Surgery for routine blood tests. Please contact Reception to make an appointment.

Ready Call: These local voluntary organisations can provide transport, care for housebound relatives, advise about support agencies, help with shopping or arranging special equipment. Brenchley: Transport 01892 723074 Other requests 01892 723678 / 722885 / 722434
Matfield: 01892 822053 / 822272 Horsmonden: 01892 723850

Test Results: Most test results are available within 5 days; x-ray results may take longer. Unless other arrangements are made please ring between 2pm and 3pm for your results.

Travel Advice and Immunisations: This service is available by appointment with the Practice Nurse. Contact Reception for advice, to make an appointment and for details of charges. A pre-travel immunisation form is available from Reception or on our website for completion prior to your appointment. Charges are payable at the time of your appointment.

Website: Our Practice website gives you access to online services via Patient Access. It also provides up to date information on changes and news within the Practice and links to the Patient Participation Group newsletters and information.

www.brenchleyandhorsmondengps.nhs.uk