**Opening hours**

|  |  |  |  |
| --- | --- | --- | --- |
| Day | St Werburgh Medical Practice | Marlowe Park Medical Centre | King’s Family Practice |
| Monday – Friday (excluding public holidays) | 8am – 6:30pm (Main site)  8am – 6pm (Mon, Wed and Fri – Yellow Suites, Balmoral Gardens) | 8am – 1pm and 3pm – 6pm (Except Thursday 8am -12pm) | 8am – 6:30pm |
| Saturday-Sunday | CLOSED | CLOSED | CLOSED |

**Improved access/Extended hours**

|  |  |  |
| --- | --- | --- |
| St Werburgh Medical Practice | Marlowe Park Medical Centre | King’s Family Practice |
| 7am – 8am (Tues, Wed and Fri – Main site, Hoo) | 7pm-9pm (Wednesday) | 6:30pm – 7:30pm (Tuesday) |

Are you using the right service?
Self care
Pharmacy
NHS 111
GP advice
Walk in Centre
A&E or 999

**Further information can be sought from** [**www.nhs.uk**](http://www.nhs.uk)

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**Aspire Medical Health**

**Patient Information Leaflet**

Aspire Medical Health is a partnership providing NHS Services from below practices under an NHS England General Medical Services Contract.

|  |  |  |
| --- | --- | --- |
| St Werburgh Medical Practice  98 Bells Lane, Hoo, Rochester  Kent, ME3 9HU  Tel: 01634 250523 [KMCCG.stwerburghadmin@nhs.net](mailto:KMCCG.stwerburghadmin@nhs.net)  [www.stwerburgh.co.uk](http://www.stwerburgh.co.uk) | Marlowe Park Medical Centre  Wells Road, Strood, ME2 2PW  Tel: 01634719692  [Marlowe.parkmedicalcentre@nhs.net](mailto:Marlowe.parkmedicalcentre@nhs.net)  [www.marloweparkmedicalcentre.nhs.uk](http://www.marloweparkmedicalcentre.nhs.uk) | Kings Family Practice  30 - 34 Magpie Hall Road, Chatham, Kent, ME4 5JY  Tel: 01634 810040  [kingsfamilypractice@nhs.net](mailto:kingsfamilypractice@nhs.net)  [kingsfamilypractice@nhs.uk](mailto:kingsfamilypractice@nhs.uk) |

**The practice team**

These practices operate under a partnership agreement and provide services on behalf of the NHS.

**Partners**

**Dr Subhro Mukherjee (m),** GMC No: 6122892, MB BS, DRCOG, DFSRH, MRCGP;  
**Dr Anouska Hari (f),** MBBS (hons) London, MRCGP, DCH, DRCOG, DLM  
**Dr Vinay Uppal (m),** MBBS MRCGP DRCOG

|  |  |  |  |
| --- | --- | --- | --- |
| **Role** | **St. Werburgh Medical Practice** | **Marlowe Park Medical Centre** | **King’s Family Practice** |
| **Salaried/Locum GPs** | Dr Vivak Uppal  Dr Tolu Timeyin | Dr Tetyana Proenca | Dr Claude Khan |
| **Nurses** | Helen Snelling (Nurse Manager)  Claire Grainger (ANP) | Clare Bartlett  Tricia Carr  Wilma Cabling (Locum) | Tricia Carr |
| **HCA** | Melanie Taylor  Romuald Kosunika  Caroline Mackay | Romuald Kosunika | Romuald Kosunika  Caroline Mackay |
| **Other healthcare staff** | Laura Proffitt (PA)  Sara Lakhanpal (Pharmacist)  Olanike Olalere (Pharmacist)  Leo Eluma (Pharmacist) | Lesley Tedder (Phelbotomist)  Heather Sagoe-Addy (Pharmacist) | Laura Proffitt (PA)  Heather Sagoe-Addy (Pharmacist) |
| **Practice management** | Mohammad Halim (Director of Operations)  Michele Leadsham (Operations Manager) | Mohammad Halim (Director of Operations)  Michele Leadsham (Operations Manager)  Julia Bishenden (Team Leader) | Mohammad Halim (Director of Operations)  Michele Leadsham (Operations Manager)  Seniz Asim (Team Leader) |

**Appointments and accessing practice services**

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please visit the practice website. Should you be unable to access the website, please contact the practice and a member of our Patient Care Navigator will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

**Threats of violence or abuse of our staff**

Our staffs work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are violent, threaten violence, commit or threaten to commit a criminal offence

**Patient** **Participation Group**

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on the practice website.

Alternatively, contact Practice Team Leader who is the nominated point of contact for all PPG matters.

**Patient data**

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

**NHS England Contact**

Aspire Medical Health provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back. A clinician will then telephone you to discuss your request.

Home visits are usually carried out by paramedic on Monday to Friday.

**When we are closed**

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)

**How to register at the practice**

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

**Patients’ rights and responsibilities**

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

**Services we provide**

Along with routine appointments, the practice offers the following services:

* **Family planning –** All our GPs and the practice nurse offer a full range of family planning services
* **Immunisations –** The nursing team administers vaccines for both adult and child immunisations.
* **Minor surgery –** Your GP will advise on minor operations
* **Cervical smear testing –** For women aged 25 – 65. These tests are undertaken by the nursing team.
* **Well-Man and Well-Women clinics –** Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
* **Chronic disease management –** We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
* **Other services –** Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, musculoskeletal, social prescriber.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

**Prescriptions/repeat prescriptions**

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

* In person – By ticking the required medications on your prescription and placing it in the dedicated box or at the reception desk.
* By telephone (only vulnerable patient) – Please call the practice between 10am and 6pm.
* Online – Please log in and order via our website

**Please allow at least 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

**Comments, suggestions and complaints**

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. Please visit our website or email us your feedback.