

Complaints

We operate a practice complaints procedure as part of a NHS wide system for dealing with complaints. Ask at Reception for a leaflet which explains this in more detail. We hope that most problems can be sorted out easily and quickly, often at the time they arise. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible. If your complaint is relating to appointments or reception, please discuss it with our Patient Services Supervisor in the first instance. If you have a different type of complaint, please write to the practice or ask to speak to a member of our management team.

The NHS Friends and Family Test (FFT)

We would like your feedback on the care or treatment we give you any time you visit your GP or have contact with the practice. You can do this by completing a short questionnaire called the NHS Friends and Family Test (FFT). The FFT is available from reception, on-line via our web site and text message. The FFT is open to all patients and all feedback is anonymous. If you would prefer to just leave feedback without answering the FFT, please ask for a general feedback form at Reception or use the general feedback form on our web site.

Zero Tolerance

Patients should expect a courteous service from all our members of staff. Likewise we expect our patients to behave in a similar manner. Abusive patients may be asked to leave the practice list. Violent patients will be reported to the police and will be removed from the practice list.

Freedom of Information Act 2000

Please ask at reception for details.

Your data, privacy and the Law

We respect your privacy and are committed to protecting your personal data. Our privacy notices will inform you how we look after your personal data and tell you about your privacy rights and how the law protects you. Our privacy notices are available from reception and via our website www.thornhillsmedical.nhs.uk

Emails

Our email address for general enquires only. We are unable to enter into correspondence over the internet regarding any clinical information or advice. This is to protect your confidentiality and emails of this kind will not be actioned.

Care Quality Commission (CQC)

Our overall CQC rating is "Good"

Recalls

We recall patients with chronic medical conditions. It is important that you attend for checks so that we are able to monitor your condition and ensure that you are receiving the best treatment to prevent long-term complications.

Non-NHS Chargeable Services

Certain forms and medical examinations such as life assurance, employment and HGV licences fall outside the scope of the GMS (General Medical Services) which general practitioners are required to provide free of charge. As such, some things are classed as a private service. The fees we charge are usually less than those recommended by the British Medical Association.



Thornhills Medical Practice

Larkfield Health Centre, Martin Square,
Larkfield, Aylesford, Kent. ME20 6QJ

Tel: 01732 849980

Fax: 0845 602 6113

Email: enquiries.thornhills@nhs.net

Web: www.thornhillsmedical.nhs.uk

Introduction

Thornhills Medical Practice is a 9 doctor practice serving around 14,300 patients in Larkfield, East Malling, Ditton, parts of Aylesford and Leybourne. The practice is based in Larkfield Health Centre, a large health facility, which provides a wide range of medical and community services. There is ample parking in the car park adjacent to the practice, including bays for the disabled. There is easy access for wheelchairs, lifts, hearing loop and assisted toilet facilities.

We are a training practice which means we have GP Registrars and Foundation Year 2 doctors who are fully qualified doctors with experience of a variety of hospital and clinical settings who join us to gain experience and training in general practice. We may also have medical students on placement.

The practice team are committed to delivering the highest standard of medical care and providing a friendly service.

Our Website

Full details of all the services we offer, latest information and updates can be found on our website

www.thornhillsmedical.nhs.uk

Doctors

Robert Gilmore, Partner
Andre D'Costa, Partner
Claire Cochrane-Dyett, Partner
Dylan Le, Partner
Graham Mitchell, Partner
Mary Jauregui, Partner
Fred Pink, Partner
Lindsay Dean, Assistant GP
Nishanthi Gunasekera, Assistant GP

Nurse Practitioner

Marie Morgan

Paramedic Practitioners

Ian Phillpott, Stuart McKay

Practice Nurses

Keri Norman, Amy Rolfe

Health Care Assistants

Sandra Coombs, Vida Young

Management Team

Julie Goner, Practice Manager
Suzanna Gozdanovits, Assistant Manager
Shanna Hine, Patient Services Supervisor

When the practice is open

Normal hours

8:00am - 6:00pm Monday to Friday

Improved Access hours

Clinics are held at the surgery most weekdays from 6.30pm to 8.00pm and some Saturday mornings. Various appointments are also available at other local practices and on Sundays at central hubs. Improved Access hours are for pre-booked appointments only and the practice is closed for all other services

Doctors Surgeries

8:20am - 11:40am and
4:00pm - 6:00pm Monday to Friday
6:30pm - 8:00pm Most weekdays

Nurses Surgeries

8.00am – 5.30pm Monday to Friday.
Various Improved Access clinics also available.

All surgeries are by appointment only

Nursing Team Services

Our team of practice nurses and health care assistants provide the following services: dressings, the removal of stitches, blood tests, ear syringing, childhood, adult and travel immunisations, health checks, cervical smears, contraceptive care, routine checks in the management of high blood pressure, diabetes, asthma, thyroid disease and hormone replacement therapy, advice on giving up smoking and losing weight, anticoagulation clinics. They also assist the doctors with minor surgical procedures.

Child Development and Immunisations

All parents are invited to bring their babies in for a six-week check with their GP. Immunisations are given by our Practice Nurses and you will be notified when these are due. It is very important that all babies and children are fully immunised. The Health Visitors provide support and advice to families with children under five, in all areas related to family health. The school nurses provide advice and support on health-related issues to schools and all school-age children and their families.

Cervical Smears

When your smear test is due you will be sent a reminder by Primary Care Support England (PCSE). You should then make an appointment with the Nurse. PCSE will write to you again to inform you of your result.

Additional Health Care Professionals

A variety of additional clinics and services are also held on various days including, Primary Care Mental Health Nurse and Physiotherapist.

Maternity Services

The doctors and midwives provide antenatal and postnatal care.

Family Planning

We offer family planning services including coil fitting and implants. The practice nurses provide the follow-up for many patients' contraceptive needs after they have been seen initially by a doctor. All doctors and practice nurses provide contraceptive advice.

Immunisations for Travel Abroad

Please contact the practice in good time as a course of vaccinations may take 2 to 3 months to complete. Before making your appointment you will need to complete a travel questionnaire which is available from our website or at reception. Immunisations are free of charge except for, Rabies, Meningitis A+C, Japanese B Encephalitis, private prescriptions for certain malaria tablets and certificates of immunisation.

Appointments

Surgery consultations consist of pre-bookable appointments and walk-in clinics. You can book appointments by telephone, online, or calling in at the practice. Appointments can be booked in advance and we will try to offer you an appointment on the day you request. Urgent cases will always be telephone triaged and seen on the same day if necessary. Please refer to our website or ask at reception for full details of our appointments system.

Minor Surgery

These include the removal of skin lesions, ingrowing toenails, carpal tunnel decompressions and much more.

Registering at the Practice

To register as a patient at Thornhills you must reside within our practice boundary. Please see our website for a map of our catchment area or ask at reception. To register you need to complete form GMS1, available at reception or from our website. All new patients are asked to complete a health questionnaire.

Named Accountable GP

We are required to provide patients with an accountable GP who will have overall responsibility for their care and support. Unless we have informed you otherwise, you will be assigned to your usual named GP. This does not prevent you from seeing other GPs in the practice. If you are unsure who your usual GP is, please ask a Receptionist.

Home Visits

If you need a home visit please telephone the practice before 10.30am if possible. Only those too frail or immobile to come to the practice will be visited at home.

Out of Hours

For urgent medical assistance or advice when the practice is closed, (at weekends or after 6:30pm Monday to Friday), please contact the **NHS 111** out of hours service by dialling **1 1 1**.

Laboratory Tests/X-Ray Results

You may telephone the practice to obtain your test results after 10.00am.

Repeat Prescriptions

The easiest way to request repeat medication is by using our online service. You can also place your repeat request in the letter box at the practice. We cannot accept requests over the telephone unless the patient is registered housebound. Please allow 2 working days if you are collecting your prescription from the practice and 3 working days if collecting from a pharmacy. If you are on 3 or more repeat medications, you may be suitable for Repeat Dispensing.

Electronic Prescription Service (EPS).

EPS allows our GPs to send prescriptions electronically to a pharmacy of the patient's choice. Any patient on repeat medication may nominate a participating pharmacy and sign up to have their prescriptions processed electronically. To sign up to EPS please speak to your doctor, reception or your preferred pharmacy.

Online Services

Online Services provide access to a secure web-based application that enables you to:

Manage Appointments – You can make, cancel and view existing appointments online.

Manage Repeat Prescriptions – You can view and order your repeat prescriptions online.

View Your Summary Record -You can view your prescription history and allergy information online.

To use online services you will need to register for this service and must have access to the internet and a personal email account.

A large print copy of this leaflet is available upon request.