



WELCOME TO NORTHGATE MEDICAL PRACTICE

Please find enclosed some useful information regarding the practice

The practice now has approximately 16,600 patients, 8 Partners, 3 Associate Doctors, 2 Nurse Practitioners, 3 Health Care Assistants, 5 Nurses and 27 Administration staff/Management Staff.

The Partners are:

Dr David Grice
Dr Jacqueline McIvor
Dr Daniel Horton-Szar

Dr Peter Biggs
Dr Paul Walkington
Dr Ross Lindsay

Dr Louise Foord
Dr Daniel Titterton

The Associate Doctors are:

Dr Deborah Hancock

Dr John Hardaker

Dr Andy Charley

GP TRAINING

The surgery is a committed training practice and, as such, has Registrar doctors working in the practice at various stages in their post graduate training schedule. Some are with us for a year, some on a four month rotation. You may be offered an appointment with these registrars. They are qualified doctors, with full UK General Medical Council registration, and work under the direct supervision of the Practice Trainers, Dr Walkington, Dr Charley and Dr Lindsay.

Our current Registrars are

Dr Ademola Tokan-Lawal	August 2013 to July 2014 (ST3)
Dr Lavanya Govindarag	August 2013 to December 2013 (ST2)
Dr Rebecca Greenfield	August 2013 to December 2013 (Foundation Year2)

Northgate Medical Practice opening times are as follows:-

Monday: 8.00 am – 6.30 pm	Tuesday: 8.00 am – 8.00 pm	Wednesday: 8.00 am – 8.00 pm
Thursday: 8.00 am – 8.00 pm	Friday: 8.00 am – 6.30 pm	Saturday/Sunday – CLOSED

Blean Branch Surgery

Monday 8.00 am – 12.30 pm	Wednesday 8.00 am – 12.30 pm	Thursday 8.00 am – 12.30 pm
Friday 8.00 am – 12.30 pm		

OUTSIDE OF THE HOURS LISTED ABOVE – PLEASE CALL NHS “111” for NON URGENT ADVICE AND ASSISTANCE. CALLS ARE FREE FROM LANDLINES AND MOBILES

Appointments on Tuesday, Wednesday and Thursday evenings can be booked in advanced with either a doctor or a nurse.

There is a 'drop in' non bookable clinic available on Monday to Friday between 8.30 am to 10.00 am. This clinic is only for registered patients with single (one) non-complex problem only. Patients are seen in order of arrival and the clinic is shared between experienced Nurse Practitioners and an on call GP. The Drop in clinic is a very popular service and can sometimes lead to delays in being seen.

APPOINTMENTS ARE IN DEMAND, SO PLEASE DO NOT WASTE THEM !

We constantly assess the demand for appointments to ensure that we are matching the needs of our population. If you need to cancel an appointment with us, you can ring and talk to us, you can ring and leave a message on the cancellation line, you can email, or message us through the link on the website. Northgate Medical Practice has a strong policy on patients that repeatedly "Do Not Attend" book appointments and may after discussion with your GP, result in you being de-registered from the Practice.

ONLINE FACILITIES

We are able to offer patients an online appointment booking facility as an alternative to ringing or calling in personally. Currently there is only access to doctor appointments on line. To register for this facility please complete the form enclosed with this pack, or click the links on the website. There is a short registration process that has to be undertaken to allow you access to this system, but we will try and make the process as trouble free as we can. Repeat prescriptions can be set up and ordered through the website facility if this is more convenient for you. Check out the website at www.northgatemedicalpractice.com

We would like to take this opportunity to encourage patients who arrive for appointments to book in on the electronic screen which is opposite the Reception Desk. It's very easy to use, just enter a few short details and you will be directed to the correct waiting area. We hope this will prevent you from having to queue at the desk and assist the receptionists by allowing them to deal with more detailed enquiries.

Other services provided by Northgate Medical Practice

Child health surveillance, Contraceptive services, Cervical smear services, New patient screening, Asthma, Chronic disease Management, Diabetes, Hypertension, Minor Surgery, Smoking cessation, Travel Health, Addiction counselling, Physiotherapy, Osteopathy, District Nursing services. Ear, Nose and throat, dermatology and ophthalmology primary care services.

Non NHS Services can be arranged, and a list of charges can be found at reception or via the website. These services include Private travel vaccines, Medicals for LGV/PSV licence requirements or for insurance and pre-employment purposes. Please ask reception or visit the website for more details.

The practice has facilitated a group entitled the **Patients Participation Group (PPG)**. This group of interested volunteers and registered patients has been set up to discuss ways in which the practice may enhance the needs of patients and assist the surgery in making improvements where necessary. The PPG meet regularly here at the Practice. We would however, like to make it clear at this point, that this is not forum for raising complaints which should be directed to the Practice Manager or for raising medical queries, for which you should make an appointment to see your doctor in the usual way.

We would always encourage patient suggestions and active involvement with the PPG if you believe your ideas or contribution might be helpful to you, and ultimately to other patients, and if you would like to contribute anything to the newsletters or would like to join the Patient Participation Group or virtual group please just let us know.

Please keep an eye on the website for up to date practice news, introduction of new services, NHS health campaigns and much more.

Contact Details for the Practice

Telephone: 0844 477 8757 or 01227 208556 Fax: 0870 890 2435
www.northgatemedicalpractice.com

E-Mail: cccg.northgatemedicalpractice@nhs.net

Or find us on Facebook and Twitter

Patient information pack contains

Practice Summary
New Patient Health Questionnaire
Online Appointments Application Form
Zero Tolerance / Did not attend Policy Summaries
Latest PPG Newsletter



MISSED APPOINTMENTS / DID NOT ATTEND POLICY

DID YOU GET TO SEE THE DOCTOR/NURSE YOU WANTED TO TODAY? THIS MAY BE BECAUSE OF THE HIGH NUMBER OF PATIENTS THAT DO NOT ATTEND FOR THEIR BOOKED APPOINTMENTS?

IN AN ATTEMPT TO TRY AND RESOLVE THIS THE PRACTICE HAS DEVELOPED THE FOLLOWING POLICY

IF YOU FAIL TO ATTEND APPOINTMENTS WITHOUT INFORMING US, WE WILL WRITE TO YOU ASKING IF THERE ARE ANY SPECIFIC PROBLEMS PREVENTING YOU FROM LETTING US KNOW.

IF YOU REPEATEDLY FAIL TO ATTEND FOR APPOINTMENTS YOU MAY BE REMOVED FROM THE PRACTICE LIST AND HAVE TO FIND AN ALTERNATIVE GP PRACTICE

ZERO TOLERANCE ON VIOLENT OR THREATENING BEHAVIOUR PRACTICE SUMMARY

NORTHGATE MEDICAL PRACTICE CONSIDERS THREATENING BEHAVIOUR PHYSICAL ACTIONS MADE TOWARDS ANY MEMBER OF STAFF

OR

THE USE OF AGGRESSIVE OR ABUSIVE LANGUAGE, (INCLUDING THE RAISING OF THE VOICE, SWEARING AND CURSING). WHICH THREATENS OR INTIMIDATES ANY MEMBER(S) OF STAFF

THE USE OF AGGRESSION, VERBAL OR PHYSICAL, WHICH CAUSES THE STAFF TO FEEL UNCOMFORTABLE, EMBARRASSED OR THREATENED IS TOTALLY UNACCEPTABLE.