



WELCOME TO NORTHGATE MEDICAL PRACTICE

Please find enclosed some useful information regarding the practice

The Practice now has approximately 20216 patients, 9 Partners, 4 Associate Doctors, a Nurse Practitioner, a Clinical Pharmacist, 3 Health Care Assistants, 6 Nurses and 40 Administration staff/Management Staff.

The Partners are:

Dr J E McIvor	Dr A L Foord	Dr R P E Walkington
Dr D J Titterton	Dr D A Horton-Szar	Dr R I Lindsay
Dr A R Charley	Dr S Balasubramaniam	Dr A Johnson

The Associate Doctors are:

Dr D Hancock	Dr N Le May
Dr Sean Hughes	Dr K Peters

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 and Dr Charley.

Our current Specialist Trainee GPs are

Venkat Naveetha	April 2018 to August 2019 (GPST2)
Andrea Nielson	August 2018 to December 2018 (GPST2)
Emmanuel Edeka	August 2018 to August 2019 (GPST3)

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 – 8.00 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		

Chartham Branch Surgery

Monday 08.00 am – 6.30 pm	Tuesday 08.00 am- 6.30 pm	Wednesday 08.00 am- 7.15 pm
Thursday 08.00 am – 6.30 pm	Friday 08.00 am- 6.30 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 at Northgate Surgery. 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.

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, Ultra Sound scanning, 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, a sub-committee also meets two monthly at Chartham Surgery. 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.