

# Memorial Medical Centre

## Partners

Dr Alison McLeod MB Bch BAO DMH MRCGP PGCert (Med ed)

Dr Barbara Engel MD MBBS DRCOG DFSRH MRCGP

Dr Runa Ismail MBBS MRCGP

Dr Ben Ingram MBBS Bsc MRCGP

Dr Nisha Verma MUDr (Dr of Medicine)

## Contact Us

Memorial Medical Centre  
Bell Road  
Sittingbourne  
Kent  
ME10 4XX  
Tel: 01795 477764

**Email:** [memorialmedical@nhs.net](mailto:memorialmedical@nhs.net)

**Website:** [memorialmedicalcentre.co.uk](http://memorialmedicalcentre.co.uk)

**Facebook:** [facebook.com/memorialmedicalcentre](https://facebook.com/memorialmedicalcentre)

## Welcome to the Memorial Medical Centre

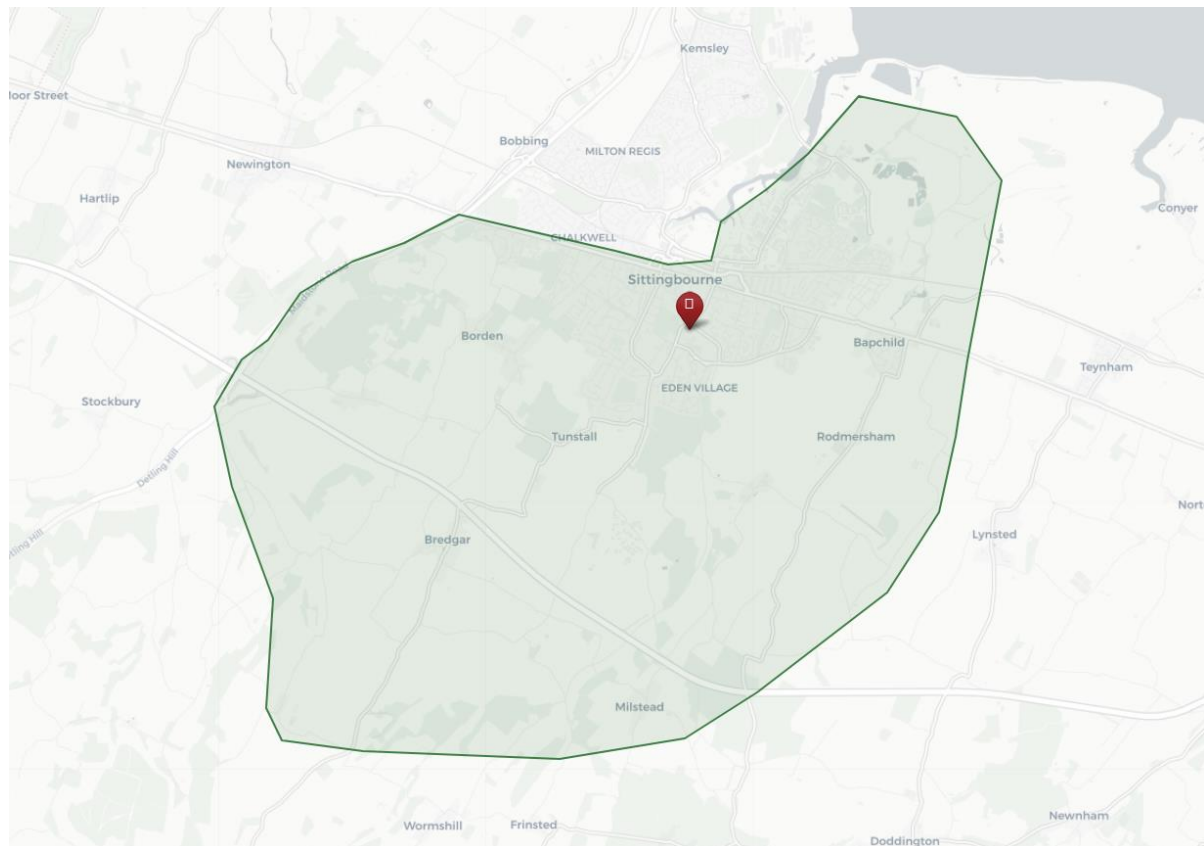
Our aim is to provide holistic care of the highest quality to all our patients. Our doctors, nurses and all of our other staff are dedicated to offering a professional service and would recommend that you have a look at our Practice website and Facebook page, so that you can keep up to date with news and information about our Practice.

Our premises are suitable for disabled patients and/or wheelchair patients. There are baby changing facilities within the practice.

The primary health care team consists of doctors, nurses, healthcare assistants based at the medical centre and others such as community nurses with whom we work closely every day. We aim to work in harmony as a team to give an excellent, efficient and caring service. All members of the primary health care team may be contacted via the Practice.

## How to register with a doctor

Please ensure you are within our catchment area before registering, an interactive postcode map is available at: <http://www.healthgis.nhs.uk/Tools/GPmap/G82693/public#>



You will need to complete a GMS1 form which can be obtained from reception or downloaded from our website. We will also ask you to complete a new patient questionnaire. If you are having trouble completing these forms then a Patient Coordinator will be able to assist you with this.

Consultations will be provided to all patients between 16-75 years old who have not been seen within 3 years, which are relevant to the circumstances.

Patients 75 and over who have not been seen in the previous 12 months will receive a consultation, upon request, which is appropriate for the circumstances.

Everyone is welcome in general practice. You can register without needing proof of ID, address, immigration status or an NHS number in order to receive care or see a GP. However, if you can provide 1 form of ID that has your name and address on it, for accurate spelling, then this would be very helpful.

We actively encourage our patients to use on-line services. You can book/cancel appointments and request repeat medications on-line. In order to book your appointments on-line you need to complete a patient access form and return this to the Practice, with photographic identification, so that you can be registered for on-line booking.

We send text reminders to remind you of your appointments. This service allows you to text back to cancel your appointment if it is no longer needed or you are unable to attend.

Please inform us if your contact details change including your email address so that we can ensure our records are accurate and up to date.

We offer all new patients a health check with one of our Healthcare Assistants. This important check helps us to find out about your health prior to receiving your medical records from your previous GP. It is a good opportunity to discuss any health concerns you may have with one of our clinical team so that your ongoing care can be planned effectively.

We are a group Practice and you will be registered with the Practice and not an individual doctor.

You can of course choose which doctor you see. We have both male and female doctors in the Practice. We want to provide the best care for our patients and, as far as possible, will endeavour to provide continuity of care with one clinician for ongoing medical problems.

### **Opening Hours**

Reception is open from 8:30am to 6:30pm  
Monday to Friday

Telephone lines are open from 8:00am to 6:30pm  
Monday to Friday

### **Extended Hours**

6:30pm to 8:00pm every Monday  
7:00am to 8:00am every Tuesday

We are able to offer appointments during these times with doctors, nurses and healthcare assistants.

### **Booking an Appointment**

Patients are only seen by appointment.

Appointments are for one person only.

Routine appointments with the doctor are for 10 minutes. Please inform the Patient Co-ordinator if you require more time with the doctor.

Please book your appointment on-line or by telephone.

Please inform us as soon as possible if you are unable to keep an appointment so that it can be offered to someone else.

We do not offer a walk-in service at the Practice.

### **Routine appointments**

Routine appointments are available to book advance depending on availability. Please be aware that our telephone lines can be exceptionally busy at 8:00am. We are a group practice and although we will always endeavour to book an appointment with your preferred doctor this may not always be possible.

Online appointments via Patient Access are released throughout the week up to 1 week ahead.

The Practice is part of a PCN with other surgeries in the Sittingbourne area and we can offer telephone triage or face to face appointments outside of our normal working hours. The Practice can also offer appointments with GPs at other local surgeries if there is no availability at the Memorial Medical Centre.

### **Urgent appointments**

Urgent appointments are reserved for medically urgent problems that cannot wait until the following day. If you require an urgent appointment please telephone the Practice before 10:00am so that we can offer you an appropriate appointment.

### **Telephone advice**

Not every medical problem requires a face-to-face consultation. The doctors, nurse practitioner and nurses are able to offer telephone advice, rather than a face-to-face consultation for many medical matters. Telephone consultations will usually take place between the morning and afternoon surgeries. The Patient Co-ordinators are unable to interrupt clinicians during their surgeries unless the matter is a medical emergency.

### **Home visits**

Home visits are undertaken if, in the doctor's opinion, you are too ill to attend the surgery. Please telephone before 10:30am if you require a home visit. Home visits are usually done between the morning and afternoon surgeries. Please remember that home visits can take a long time and facilities for examination are much better at the Practice. Transport difficulties or social problems are not acceptable reasons for requesting a home visit.

### **Out of hours**

In the case of urgent need when the Practice is closed you should call NHS 111. Dial 111 for free from any UK landline or mobile telephone. Your needs will be assessed and advice offered or arrangements will be made for you to see a clinician at one of the out of hours services. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the Practice reopens.

### **Walk-in Centre**

The Practice does not offer a walk-in service. We will only see patients with an appointment.

The walk-in centre for Swale is based at Minster Hospital, Minster, Isle of Sheppey and is open from 9:00am to 9:00pm daily.

### **Minor Injuries Unit**

The nearest Minor Injuries Unit is at:  
Sittingbourne Memorial Hospital  
Telephone number: 01795 418300  
Opening hours: 9:00am to 9:00pm daily

### **Accident and Emergency Department**

Any serious illness with life-threatening symptoms or severe pain should go to the accident and emergency department at Medway Maritime Hospital, Gillingham, where there is 24 hour cover, or you should dial 999 for an ambulance.

## Clinical Team

### **Doctors**

Dr Alison McLeod	MB BCh BAO DMH MRCPG PGCert (MedEd)
Dr Barbara Engel	MD MBBS DRCOG DFSRH MRCPG
Dr Runa Ismail	MBBS MRCPG
Dr Ben Ingram	MBBS BSc MRCPG
Dr Nisha Verma	MUDr (Dr of Medicine)
Dr Chansy Chengappa	MBBS MRCPG
Dr Funmi Oluwadare	MBBS MRCPG

### **Paramedic Practitioner**

Mr Andrew Read	BSc (Hons), PGCert
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### **Advanced Nurse Practitioner**

Ms Wendy Minns	DipBSc (Hons) NIP
Mrs Jessica Dufton	RN BSc ARTP qualified

### **Urgent Care Practitioner**

Mrs Elizabeth Dennis	Registered Nurse
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### **Practice Nurses**

Mrs Jackie Perry	Registered Nurse
Mrs Clare English	Registered Nurse
Mrs Lisa Godbolt	Registered Nurse
Miss Natasha Karim	Registered Nurse

### **Healthcare Assistants**

Mrs Mandy Hinson	Registered Healthcare Assistant
Miss Jenny Gates	Registered Healthcare Assistant
Miss Jasmine Butcher	Trainee Healthcare Assistant

## Non-clinical Team

### **Business Manager**

Mrs Valerie Gibson

### **Practice Manager**

Mrs Adrienne Adams

### **Assistant Practice Manager**

Ms Sarah McKelvie

### **Practice Co-ordinator and Data Protection Officer**

Mrs Rebecca Unwin

Our management team are able to help you with any non-clinical related aspects of the Practice and are available to discuss any suggestions or complaints.

## Patient Co-ordinators

Our Patient Co-ordinators (previously known as Receptionists) are here to help you. When telephoning for medical attention, the Patient Co-ordinator may ask you for a few details. They have been trained to make these enquiries so that we can give you the best and most appropriate service.

Please ask if you wish to speak to someone in a private area away from the main reception desk. If you are feeling upset or distressed, we can make arrangements for you to sit away from the main waiting area. Please make the Patient Co-ordinator aware that you would prefer to wait in a quieter area and we will aim to accommodate this.

## Administration Team

There are three medical secretaries and a large administration team who deal with other non-clinical matters for the practice.

## Training Practice

The Memorial Medical Centre has a long history of being involved in general practice training and was the first practice in Sittingbourne to gain accreditation to train general practitioners.

We pride ourselves in being an educational organisation and we have a culture of promoting lifelong learning and professional and personal development for all of our team including both clinical and non-clinical team members.

We are a training practice and Dr Alison McLeod is a GP trainer.

We are also involved in nurse training. Mrs Diane Hogben, our Nurse Practitioner Partner, oversees the training of nurses in the Practice. Student nurses are offered mentorship and clinical support from all of the practice nursing team.

## Chaperones

There are occasions when you may need to be examined by a doctor or nurse.

Our Practice is committed to providing the best service for our patients.

If you wish to have a chaperone present during your examination please do not hesitate to ask your doctor or nurse. In fact, your doctor or nurse may offer you a chaperone for your examination. All of our Practice staff who are chaperones have had appropriate training in order to provide this service.

Trust is important in the doctor-patient relationship and we would, at all times, want you to feel able to ask for a chaperone, should you require it.



## **Zero Tolerance Policy**

The practice is committed to ensuring that our team treats our patients with dignity and courtesy at all times.

We expect our patients to treat us in the same manner.

We support the NHS zero tolerance policy with regard to violent and abusive behaviour and the practice has the right to remove violent patients from the list with immediate effect in order to safe-guard Practice staff, patients and other.

## **Information Governance**

All the information which you give to a member of the primary healthcare team which is held either on paper records or computer is safe-guarded by the Data Protection Act 1998. This Act sets clear rules about how the recorded information is used. Please pick up a leaflet from reception for further information.

All of our practice team have received training about confidentiality and data protection and sign a confidentiality agreement.

Our Business Manager, Mrs Valerie Gibson, is the Information Governance lead for the Practice.

Our Senior Partner, Dr Alison McLeod, is the Caldicott Guardian for the Practice.

## **Freedom of Information Act 2000**

The Freedom of Information Act gives the general right of access to all types of recorded information held by the practice.

The intention of this Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector.

Our organisation aims to fully support this.

Any individual or organisation can make a request for information.

Please pick up a leaflet from reception for further information.

You must make a freedom of information (FOI) request in writing by either letter, email, social media, or online form- check the organisation's website or the government department's page to see if they have an online form.

## **Data Protection**

You have the right to confidentiality under the Data Protection Act 2018 (DPA), the General Data Protection Regulation (GDPR), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for any records about you, these can be in relation to a specific injury or time period or the whole of your history.

Your request can be made in writing, verbally or by email. We can then provide the requested information in a digital format, free of charge.

If the request is deemed unfounded or excessive, we may charge a reasonable fee.

We are required to respond to you within 28 days.  
You will need to give adequate information (full name, address, date of birth, NHS number, etc).  
You will be required to provide ID before any information is released to you.

We have a duty to:  
Maintain full and accurate records of the care we provide to you.  
Keep records about you confidential, secure and accurate.  
Provide information in a format that is accessible to you.

**For more information please read our privacy policy at the back of this leaflet.**

### **Services**

We offer a full range of general medical services and can offer the following services to our patients:

Well person checks  
Carer health checks (with our Paramedic Practitioner)  
Cervical Smears  
Family Planning including coil fitting and implants  
Emergency contraception  
Chronic disease management including asthma, COPD, CHD and diabetic checks  
Anti-coagulant monitoring  
Immunisations for adults and children  
Influenza, pneumococcal and shingles vaccinations to all eligible patients  
Travel immunisations  
Audiology for patients over 50.

**Please ask the patient co-ordinator for further details of the above, including booking an appointment.**

### **Sickness Certificates**

Under current UK legislation you do not require a doctor's certificate for any illness lasting six days or less. Your employer may require a self-certificate (SC2) which is available from your employer or a Post Office for those who are self-employed. You will need to see your doctor if your illness lasts longer than this to get a certificate (MED 3). A fee will be applicable should a private sickness certificate be required.

### **Other Certificates**

A fee may be payable for other certificates and forms completed by the doctor (BUPA, holiday cancellations, insurance forms, etc.) All charges will be at the recommended BMA level. Further information on our fees can be found on the practice website and at reception.

## Travel clinic

We are able to offer a basic travel health clinic at the surgery in which we are able to offer travel health advice and administer travel vaccinations.

We are a registered Yellow Fever Centre.

Prior to arranging an appointment for vaccines please contact the surgery to ask for a telephone call from a Practice nurse to ensure we are able to provide the necessary treatment required for your travel.

We also advise you to check which vaccinations you require prior to any appointment by visiting:- [www.travelhealthpro.org.uk](http://www.travelhealthpro.org.uk)

Please be aware that some vaccinations are given as part of a course.

Please give adequate notice of your intention to travel - at least 8 weeks - so that we are able to accommodate you.

Whilst we will endeavour to offer you an appointment for vaccination before you travel, if you do not allow sufficient time we will not be able to do so, and will direct you to a private travel clinic.

If you have a complicated travel itinerary and are planning to visit multiple countries, we will also ask you to contact a specialist travel service.

## Private Travel Clinics

CityDoc (Maidstone)  
The Square  
Lenham  
ME17 2PG  
Tel: 0333 006 9976

Boots  
5 Hempstead Valley Shopping Centre  
Hempstead  
Gillingham  
ME7 3PB  
Tel: 01634 388175

Travel clinics can advise on requirements and administer travel vaccinations.

The private travel clinics will charge for their services.

It is the traveller's responsibility to confirm the fee prior to attending one of these clinics.

## Repeat prescriptions

If you are supplied regular medication on a repeat prescription, you may be eligible for Electronic Repeat Dispensing (ERD). ERD means you won't have to request a regular repeat prescription, as your GP can supply a batch of prescriptions for up to 12 months directly to your pharmacy of choice. You can then pick up your individual prescriptions from the Pharmacy,

when they are due. If you would like to register for ERD, we require your consent to share your information with your pharmacy of choice and you may be required to have a medication review. We will send out text messages to those patients who are eligible but if you would like to find out if you would be a suitable candidate please contact us.

If you are on long term medication, your doctor may decide with you to put your medication on our repeat prescribing system. This means that you may order these medications from the surgery without needing to see a doctor each time. You will be given your prescription as usual, together with a slip on the right hand side of your prescription, which will list the items which you may repeat order.

Repeat prescription requests can be made on-line via patient access or in writing to the surgery. In order to request medication on-line, you will need to complete a patient access form (obtainable from reception or can be downloaded from our website) and return this to the practice, with photographic identification, so that you can be registered for on-line ordering.

For written requests please use the medication list on the right hand side of your prescription or complete a request slip that can be obtained from reception and leave it in the prescription request box at the main desk. Please tick the items that you require (even if you require all of them).

The practice also has an external letter box which can be used out of hours for medication requests but these will not be processed until we re-open.

**We are unable to accept telephone requests at the surgery for repeat prescriptions.**

If you wish to have your prescription sent to a particular pharmacy when it has been issued and signed by the doctor, please also tick the box at the top of the repeat slip for the pharmacy of your choice. Many of our repeat prescriptions are now sent electronically to your chosen pharmacy.

Your repeat prescription will be authorised by your doctor for a limited number of repeats after which he or she will review it and may ask you to attend the surgery for a medication review. If you are asked to see your doctor (or the nurse, or to have a blood test), for a medication review, it is important that you do so, or your medication may not be able to be repeated.

Please allow 48 hours for repeat prescriptions to be issued or 72 hours if the prescription is being sent direct to a pharmacy. Please make your request in good time, particularly around bank holidays.

Please be aware that if you write requests for additional items on your prescription, that are not on the repeat prescription, the issue of your repeats may be delayed.

Please let your doctor know if you are no longer taking any items on your repeat prescription, or have queries regarding any of your medication.

## **Suggestions or Complaints**

We constantly strive to give you the best possible care and attention. If you are unhappy about any aspects of our service please write to or ask to see one of our management team.

We hope that most problems can be sorted out quickly and easily, often at the time they arise and with the person concerned.

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 because this will enable us to establish what happened more easily. Otherwise you should complain within 12 months of the event(s) concerned or of becoming aware that you have something to complain about.

You can make your complaint:

In person – ask to speak to one of the practice management team

In writing – some complaints may be easier to explain in writing. Please give as much information as you can then send your complaint to the practice for the attention of the management team as soon as possible.

What we shall do:

We shall acknowledge your complaint within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

Complaining on behalf of somebody else:

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent this in your letter.

## **Patient Participation Group (PPG)**

We are very interested in the views of our patients and hold a regular forum. If you would like to participate in our PPG meetings please speak to our patient co-ordinators or e-mail the practice on [memorialmedical@nhs.net](mailto:memorialmedical@nhs.net) for more details.

## Newsletter

The PPG produces a newsletter, copies of which are available from reception. It can also be viewed on the practice website. This is one way of communicating with our patients and offers an opportunity to announce changes and new developments in the practice.

## Useful Telephone Numbers

Alexandra Hospital	01634 687166
Chaucer Hospital	01227 455466
Kent & Canterbury Hospital	01227 766877
Maidstone Hospital	01622 729000
Medway Maritime Hospital	01634 830000
Sheppey Community Hospital	01795 879100
Sittingbourne Memorial Hospital	01795 418300
Wisdom Hospice	01634 830456

## **NHS Kent & Medway CCG**

General enquiries

NHS Kent and Medway Clinical Commissioning Group  
Kent House  
81 Station Road  
Ashford  
TN23 1PP  
01634 335095

(Please do not send post to this address. Please use the email addresses below to get in touch.)

[kmccg.kentandmedway@nhs.net](mailto:kmccg.kentandmedway@nhs.net)

CQC service provider ID: 1-199740329

CQC registered manager: Dr Alison McLeod

Further information can be found at [cqc.org.uk](http://cqc.org.uk) or by telephoning the CQC National Customer Service Centre on 03000 616161

## **Preferred Method of Contact**

When you register with the surgery you are required to choose a preferred method of contact for future correspondence. The options are email, phone, text message or post. If you are selecting email or txt message, please ensure your details are correct and read the following statement:

By selecting email or text message as my preferred method of contact, I consent to and accept responsibility for the transmission of my medical correspondence to my unsecure inbox. I am aware that once the information has been sent to me, the Memorial Medical Centre is not responsible for any loss or breach of data.

## **Practice Privacy Notice**

The Memorial Medical centre has a legal duty to explain how we use any personal information we collect about you, as a registered patient, at the Practice. All staff at the Practice maintain the records about your health and the treatment you receive in both electronic and paper format.

### **What information do we collect about you?**

We will collect information such as personal details, including name, address, next of kin, records of appointments, visits, telephone calls, your health records, treatment and medications, test results, X-rays, etc. and any other relevant information to enable us to deliver effective medical care.

### **How we will use your information**

Your data is collected for the purpose of providing direct patient care; however, we can disclose this information if it is required by law, if you give consent or if it is justified in the public interest. The Practice may be requested to support research; however, we will always gain your consent before sharing your information with medical research databases such as the Clinical Practice Research Datalink and QResearch or others when the law allows.

In order to comply with its legal obligations, this Practice may send data to NHS Digital when directed by the Secretary of State for Health under the Health and Social Care Act 2012. Additionally, this Practice contributes to national clinical audits and will send the data that is required by NHS Digital when the law allows. This may include demographic data, such as date of birth, and information about your health which is recorded in coded form; for example, the clinical code for diabetes or high blood pressure.

Processing your information in this way and obtaining your consent ensures that we comply with Articles 6(1)(c), 6(1)(e) and 9(2)(h) of the GDPR.

### **Third Party Processors**

In order to deliver the best possible service, the Practice will share data (where required) with other NHS bodies such as other GP practices and hospitals. In addition the Practice will use carefully selected third party providers. When we use a third party service provider to process data on our behalf then we will always have an appropriate agreement in place to ensure that they keep the data secure, that they do not share information other than in accordance with our instructions and that they are operating appropriately. Examples of functions that may be carried out by third parties includes:

- Companies that provide IT services & support, including our core clinical systems; systems which manage patient facing services (such as our website and service accessible through the same); data hosting service providers; systems which facilitate

appointment bookings or electronic prescription services; document management services etc.

### **Maintaining confidentiality and accessing your records**

We are committed to maintaining confidentiality and protecting the information we hold about you. We adhere to the General Data Protection Regulation (GDPR), the NHS Codes of Confidentiality and Security, as well as guidance issued by the Information Commissioner's Office (ICO). You have a right to access the information we hold about you, and if you would like to access this information, you will need to complete a Subject Access Request (SAR). Please ask at reception for a SAR form and you will be given further information. Furthermore, should you identify any inaccuracies; you have a right to have the inaccurate data corrected.

### **Risk stratification**

Risk stratification is a mechanism used to identify and subsequently manage those patients deemed as being at high risk of requiring urgent or emergency care. Usually this includes patients with long-term conditions, e.g. cancer. Your information is collected by a number of sources, including the Memorial Medical Centre; this information is processed electronically and given a risk score which is relayed to your GP who can then decide on any necessary actions to ensure that you receive the most appropriate care.

### **Invoice validation**

Your information may be shared if you have received treatment to determine which Clinical Commissioning Group (CCG) is responsible for paying for your treatment. This information may include your name, address and treatment date. All of this information is held securely and confidentially; it will not be used for any other purpose or shared with any third parties.

### **Opt-outs**

You have a right to object to your information being shared. Should you wish to opt out of data collection, please contact a member of staff who will be able to explain how you can opt out and prevent the sharing of your information; this is done by registering to opt out online (national data opt-out programme) or if you are unable to do so or do not wish to do so online, by speaking to a member of staff.

To make your choice – please copy the below link into your browser

<https://www.nhs.uk/your-nhs-data-matters/manage-your-choice/>

You can also make or change a choice for yourself by phoning the NHS Digital Contact Centre.

The phone number is 0300 303 5678 – Monday to Friday, 9am to 5pm (excluding bank holidays).

### **Retention periods**

In accordance with the NHS Codes of Practice for Records Management, your healthcare records will be retained for 10 years after death, or if a patient emigrates, for 10 years after the date of emigration.



### **What to do if you have any questions**

Should you have any questions about our privacy policy or the information we hold about you, you can:

1. Contact the Practice's data controller via email at [memorial.manager@nhs.net](mailto:memorial.manager@nhs.net). GP practices are data controllers for the data they hold about their patients
2. Write to the data controller at Memorial Medical Centre, Bell Road, Sittingbourne, Kent ME10 4XX
3. Ask to speak to the Data Protection Officer (DPO) for Memorial Medical Centre who is Rebecca Unwin or the Management Team.

### **Complaints**

In the unlikely event that you are unhappy with any element of our data-processing methods, you have the right to lodge a complaint with the ICO. For further details, visit [ico.org.uk](http://ico.org.uk) and select 'Raising a concern'.

### **Changes to our Privacy Policy**

We regularly review our Privacy Policy and any updates will be published on our website, in our newsletter and on posters to reflect the changes. This policy is to be reviewed 19<sup>th</sup> May 2022.

**For a more in depth look at our privacy policy, please visit our website.**

Revised 11.08.2022
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