

# Dr Jana's Practice



151 Napier Road  
Gillingham  
Kent  
ME7 4HH

**Tel: (01634) 580480**  
**Fax: (01634) 281851**

*[www.janasurgery.co.uk](http://www.janasurgery.co.uk)*

## Patient Information

Contracted by Medway Primary Care Trust to provide Medical Services for patients within the local community.



**2010/2011**

# WELCOME TO THE PRACTICE

## Practice History

This practice consists of one male doctor, who is married with two children. He graduated in Medicine in 1973 and has post graduate training in General Medicine.

## The General Practitioner

**Dr P P Jana** MBBS 1973 India

## The Practice Staff

### Practice Manager

Mrs Cesira Drew may be contacted through reception and is available to assist you with any problems or difficulties that cannot be resolved by our receptionists.

### Receptionists

Mrs Eleanor Hempstead, Mrs Patricia Mandall, Mrs Lesley Perrin and Mrs Sarah Hudson are here to help guide you and advise you by arranging appointments for various clinics with the doctor and nurse. They will also arrange for any repeat prescriptions.

### Practice Nurses

Mrs Ann Hill (SEN) and Mrs Marie Lawrence (RGN) offer a normal nursing service. The nurses can be seen via the appointment system.

### District Nurses

The district nurses may be contacted through the receptionists.

## Surgery Times

We run a full appointment system. The surgery is open from:

Monday to Friday 8.00am - 1.00pm  
3.00 - 6.00pm

### Appointment Times With The Doctor

Monday, Thursday, Friday 9.00 - 11.30am  
4.30 - 6.00pm

Tuesday 9.00 - 11.30am  
4.30 - 6.00pm

6.30 - 7.30pm (by prior appointment only)

Wednesday 9.00 - 11.30am

For the latest information click to: [www.janasurgery.co.uk](http://www.janasurgery.co.uk)

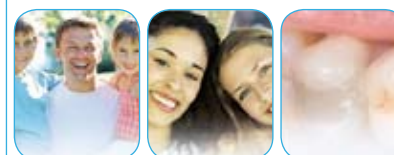
Watling Street Dental Care



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### NHS dental practice dedicated to the whole family



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- First 50 children seen by our hygienist every month get a **FREE** oral health promotion pack
- Late evening and Saturday appointments available
- Quality gentle dental care provided every time
- Private dental care available on request

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or visit our award-winning website: [www.watlingstreetdental.co.uk](http://www.watlingstreetdental.co.uk) to request an appointment

56 Watling Street, Gillingham, Kent ME7 2YN

## Open wide

HEALTH, weight, educational development, social skills, oral health — the mental checklist we have for our children can seem vast. Yet one area that it's vital you get right from the start, is their teeth.

"It's easy to underestimate the long-term consequences of bad dental hygiene," says Dr Adesanya, who is the principal dentist at the Watling Street family dental practice in Gillingham.

"But you only get one set of adult teeth and damage to them in childhood can lead to a lifetime of expensive dental treatment.

"We constantly reinforce the message that prevention is far better than treatment. So children and parents need to understand the importance of good oral hygiene from an early age."

Department of Health guidance suggests babies visit their dentist at six months old or when their first tooth appears, whichever is first.

"Starting early establishes dental visits as part of their routine, making them less likely to develop anxieties later on or in adulthood," said Dr Adesanya.

Parents are advised that children aged from three to ten should visit the dentist at least twice a year and hopefully that routine will continue into and throughout adult life.

The Watling Street dental practice currently has NHS vacancies for children and their families.

The practice has a dedicated oral health promoter who can advise parents on tooth brushing technique, good oral hygiene, teeth development, healthy eating and dietary advice to prevent dental caries, in a relaxed, informal setting.

For more information, visit [www.watlingstreetdental.co.uk](http://www.watlingstreetdental.co.uk) or call 01634 576688.

To feature your business in our booklet call 0800 612 1516

## **Appointments**

Appointments may be made with the doctor or the nurse by telephoning 01634 580480 or by calling in at the surgery. Routine appointments may be made well in advance (maximum three months), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations. Some routine appointments can be made on the day, but will be subject to availability, as a number of appointments will be reserved for urgent problems only.

## **Urgent Appointments**

If you need to see the doctor or nurse urgently please contact the surgery at 8.00am for the morning surgery and at 3.00pm for the evening surgery. Every effort will be made to see urgent cases the same day.

## **Telephone Advice**

Some medical problems can be dealt with adequately over the telephone. If you need advice, please ring between 11.30am and 12 noon.

## **Emergencies**

If you are confronted by a serious problem such as severe chest pain or severe bleeding, call an ambulance (tel: 999) before calling the surgery.

## **Home Visits**

Patients are requested to telephone before 10.30am if a visit is required that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls. Please remember that several patients can be seen at the surgery in the time it takes to do a home visit.

## **Out-Of-Hours Service**

For calls between 6.00pm and 8.00am, Monday to Friday, and from 8.00am Saturday until 8.00am Monday morning, please ring 01634 580480, where a recorded message will give you the number to dial to enable you to contact the out-of-hours service. If you need emergency medical attention from your GP when the surgery is closed, it will be provided by a duty doctor from Medway On Call Care. It is an emergency service only and the telephone number is 01634 891855.

For 24-hour nurse-led advice, ring NHS Direct on 0845 4647 website:www.nhsdirect.nhs.uk

## **Registration**

To register with this practice please bring your NHS Medical Card to the practice and complete a registration form. All new patients will be offered an appointment for a new patient health check with the practice nurse.

## **Repeat Prescriptions**

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions can be made in writing or by calling in at the surgery from 8.00am to 1.00pm and 3.00 to 6.00pm Monday to Friday.

If you would like the prescription posted to you please supply an SAE. If you wish the pharmacy to collect and deliver, please indicate this on your request. To avoid mistakes, we are unable to accept telephone requests for repeat prescriptions. We are unable to take orders or issue prescriptions at weekends, public holidays or out of normal surgery hours.

Please allow two working days before collection of repeat prescriptions and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

## **Test Results**

Test results and letters from local hospitals have to be checked by the doctor. Therefore please telephone for results in the afternoon approximately 10 days after the test. Some tests take longer than others. Your doctor should be able to give you an idea of how long you are likely to wait.

## **Clinics**

### *Antenatal Clinic*

The antenatal clinic will be provided at Balmoral Gardens, Gillingham. If you are pregnant, contact the surgery for advice.

### *Child Health Checks*

Child health checks are carried out by the doctor at six - eight weeks and by the health visitor at 2 - 2 ½ years. A full immunisation programme for children is provided by the practice nurse.

### *Asthma Clinic*

This is run by the doctor and the practice nurse.

### *Diabetic Clinic*

This is run by the doctor and the practice nurse.

### *Family Planning*

Contraceptive care is provided by the nurse and doctor during normal surgery hours.

### *Well Person Checks*

If you are between 16 and 74 and have not visited the surgery within the previous three years, consultations are available with the nurse.

### *Services For Female Patients*

The practice nurse and doctor provide pre-pregnancy counselling, cervical smears and menopausal advice.

### *Healthy Lifestyle*

Advice is provided by the practice nurse on diet, smoking and alcohol.

## Non-NHS Examinations

The doctors are happy to carry out medicals, eg insurance and driving licence, by appointment outside of surgery hours. Please telephone the surgery for an appointment. The fees charged for these services are in line with the BMA-recommended charges.

## Patients 75 Years And Over

If you are 75 years of age or over, you should be seen annually, either by your doctor or the practice nurse. This can be arranged at the surgery.

## Travel Immunisation/Vaccinations

Please contact the surgery at least six weeks prior to your holiday to ensure adequate cover, and inform the practice nurse of your travel details.

## Flu And Pneumococcal Vaccination

An influenza and pneumococcal vaccination is particularly recommended for patients with heart, lung or kidney disease, diabetes, residents of nursing and rest homes, and all patients over the age of 65.

Please contact the reception staff in October for details of the vaccination dates and to make an appointment.

## Comments And Suggestions

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or use our suggestion box.

## Disabled Access

The surgery is accessible for disabled patients and also has a toilet for their use.

## Complaints Procedure

The practice operates a complaints procedure. If you have a complaint to make about the service you have received from the practice, please contact the practice manager at the practice, either by telephoning or writing. We need to hear from patients if they are not satisfied with any part of our service and welcome the opportunity to reassess our service with a view to improvement.

## Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on paper and computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

## Freedom Of Information

The Freedom of Information Act 2000, obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

## Zero Tolerance

The practice supports the NHS policy of zero tolerance with regard to violence or abuse to the doctors, staff or others on the practice premises or other locations where treatment may take place. Persons abusing this policy may be reported to the police and removed from the practice list.

## Primary Care Group

This practice is part of the Medway Primary Care Trust, 50 Pembroke Court, Chatham Maritime, Chatham, Kent ME4 4EL.

## Practice Charter

### *Your Doctor's Responsibilities*

- To treat you with respect and courtesy at all times.
- To treat you as an individual, and to discuss with you the care and treatment we can provide.
- To give you full information on the services we offer.
- To give you the most appropriate care by suitably qualified staff.
- To provide you with emergency care when you need it.
- To refer you to a consultant acceptable to you when necessary.
- To give you access to your health records, subject to any limitations in the law.

### *Your Responsibilities As A Patient*

- To treat all staff with respect and courtesy at all times.
- To tell us if you are unsure about the treatment we are offering you.
- To ask for a home visit, only when the patient is unable to attend the medical centre through illness or infirmity.
- To request such a visit if at all possible before 10.00am.
- To ask for an out-of-hours visit only when necessary.
- To keep your appointments and contact the medical centre in advance if you cannot.
- To be punctual for appointments, and to make a separate appointment for each member of the family wishing to see the doctor.
- Not to expect a prescription from every consultation with a doctor. There may be other options for treatment.
- To take medicines according to the instructions and to only ask for a repeat prescription if you need one.
- To let us know when you change your address or telephone number.

## Help Us To Help You

Our aim is to offer our patients a fast, efficient and friendly service. However, to enable us to do this we require some help from yourselves.

1. Please do not request home visits unless you are housebound or genuinely too ill to attend the surgery.
2. If you have several problems you wish to discuss with the doctor, please ask for a longer appointment. Hurried consultations are unsatisfactory for both doctor and patient alike.
3. The out-of-hours service is for emergencies and urgent problems which cannot wait until the following day to be seen. Please do not abuse this service.
4. If you are unable to attend an appointment, please cancel as early as possible, as this frees the appointment for someone else.
5. We always welcome suggestions as to any changes we can make to improve patient care and the services we offer. If you have any suggestions, please let us know by putting your idea in writing to the practice manager.
6. We are not a training practice.

## Useful Telephone Numbers


Medway Maritime Hospital .....	01634 830000
St Bart's Hospital .....	01634 402030
Wisdom Hospice .....	01634 830456
Maidstone Hospital.....	01622 729000
Medway On Call Care .....	01634 891855
Social Services .....	01634 334466
Dentaline .....	01634 890300
Age Concern .....	01634 572616
Samaritans.....	01634 730981
Medway Primary Care Trust .....	01634 335020

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# LJH

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## Could a Landscape Gardener help YOU?

Many people derive great pleasure from working in their garden, benefiting from the fresh air and exercise, as well the enjoyment of looking at a well-cared for garden. But what happens if there are areas of your garden, or sometimes even the whole garden which you are just not happy with. Perhaps your circumstances have changed and you are no longer able to do all the weeding, or mowing the lawn and really need a relatively 'maintenance free' garden.

A landscape gardener will be able to help you with the whole aspect of your new garden – from the conception to the completion of your very own 'dream' garden. Most landscape gardeners are experienced in hard landscaping ie. driveways, patios, walling etc., also the softer aspects of landscaping, such as plants and bushes – and, of course, water features.

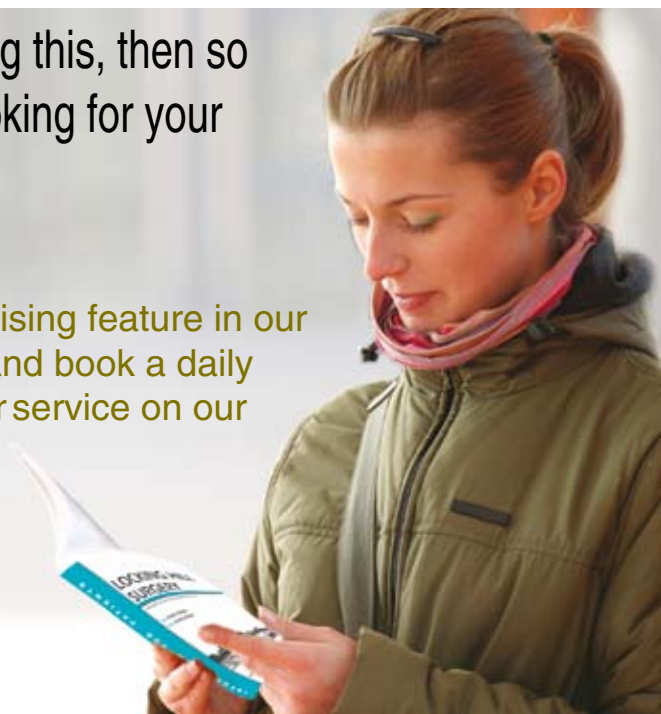
Apart from design and layout work, some firms also undertake general maintenance work.

So contact a local firm, get the garden you have always wanted and let some sunshine and light back into your life and garden.

Advertising Feature

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on **0800 612 1516**



To feature your business in our booklet call 0800 612 1516

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## Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

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Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

Advertising Feature

To advertise your business in our booklet call 0800 612 1516

## Notes

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# Practice Area Map

