



LEN VALLEY PRACTICE

Inspected and rated

Good



Main Surgery

LEN VALLEY PRACTICE
Groom Way, Lenham, Kent ME17 2QF
Tel: (01622) 858341

Opening Hours:

Monday to Friday
8.30am-1.00pm & 2.00pm-6.30pm

(Closed between 1.00pm and 2.00pm)

Branch Surgery

The Glebe Medical Centre,
Church Road, Harrietsham, Kent ME17 1AP
Tel: (01622) 859204

Opening Hours:

Monday to Friday
8.30am-1.00pm & 3.30pm-6.00pm

Except Wednesday afternoon when surgery is closed.

Dispensary

Opening Hours:

Lenham: 8.30am-12.30pm & 2.00pm-6.30pm

Harrietsham: 8.30am-1.00pm & 3.30pm-6.00pm
(Closed Wednesday pm)

**When the practice is closed,
for Urgent Medical Enquiries Only:**

NHS OUT OF HOURS SERVICE
– Ring: 111

Or telephone 999 in an emergency

Doctors:

Partner GPs:

Dr G C Hagan MB BS, MRCGP, DRCOG, DCH, DA

Dr A H Taylor MBChB

Dr A M Reed BSc(Hons) MB BS, MRCGP, DRCOG DFFP

Dr N Kendrew BSc, MB BS, DRCOG, MRCGP

Dr L Welsh MBChB, MRCGP

Working Days:

Mon/Tue/Thur/Fri

Mon/Thu/Fri

Mon/Tue/Wed/Fri

Mon/Tue/Wed/Fri

Mon/Wed/Thur/Fri

GPs:

Dr S Westerbeek MBBC, BSc, MRCGP, DFRSH

Tue/Thur

Specialist Practitioners:

Mrs P Royer

Ms S Gardner

Mon/Tue/Wed/Fri

Tues AM + Wed AM

Len Valley Practice is a GP Training Practice

The Nursing Team

Practice Nurses:

Mrs Jackie Hehir

Mrs Andrea Headech

Health Care Assistants

Rachel Cursley

Isabel Visagie

Phlebotomist:

Lindsey Deacon

A copy of the
Self Help Guide for Minor Ailments
is now available to view on our website:

www.lenvalleypractice.co.uk

Or, if you would like to have a copy of this guide,
please ask at Reception.

Appointments:***With a Doctor or Specialist Practitioner:***

For routine consultations we will endeavour to offer patients an appointment within two working days of the request. For medically urgent requests, we will offer an appointment on the same day.

With a Practice Nurse:

For routine appointments we will usually be able to offer an appointment within five working days.

If there is a delay in the appointment wait (when you arrive) of more than 20 minutes we will let you know. We are happy to update you on any delay situation if you feel that you have been waiting too long.

There is normally only time to discuss one problem per 10-minute appointment. If you think you will need more time, please book a double appointment.

Home Visits:

We are unable to guarantee a specific doctor will visit you as this depends on availability and other factors. The decision to home visit will be at the doctors' discretion.

Test Results:

When a doctor or nurse arranges for a test to be taken the patient will be informed when the results are likely to be available. ***(Telephone for results after 3.30pm)***

Referrals:

- Urgent referrals to other health and social care agencies will be made within one working day of the patient consultation. Where requested, our GPs will refer you to a private health provider.
- We will normally process non-urgent referrals within five working days of the patient consultation or the doctor's decision to refer.

Transfer of Medical Records:

The Practice will endeavour to despatch any medical record required by the patient's new practice within seven working days.

Privacy and Confidentiality:

We will respect our patients' privacy, dignity and confidentiality at all times.

Changes to Procedures:

When changes are introduced to practice procedures that affect patients, we will ensure that these are clearly explained, by means of a brochure, waiting room notice board, leaflets, SMS message or email, giving as much notice as practicable.

Surgery Premises:

Our surgery building will be welcoming, easy for patients to find their way around and appropriate to the needs of users, including the disabled.

Complaints:

The practice recognises that patients who complain about the care or treatment received have a right to expect a prompt, open, constructive and honest response including an explanation and if appropriate, an apology.

If you are unsatisfied with any aspect of your treatment or care at the practice, please contact the Practice Manager either in writing or by telephone.

- All complaints will be acknowledged within 3 working days of receipt
- Confidentiality will be respected at all times and the patient's consent will be sought where complaints are made by anybody other than the patient themselves.
- The Practice Manager will undertake a thorough investigation of events and seek to address all aspects of a patient's complaint; taking advice and where beneficial, arranging meetings with the complainant.
- Where appropriate, the practice will invite and co-operate with agencies such as PALS, Healthcare Resolutions or ICAS in order to achieve a local resolution.
- Every effort will be made to keep the complainant informed of progress and for a final response to be sent within a reasonable timescale.

Patient Charter:**– What Len Valley Practice expects of our patients**

- Courtesy to the staff at all times - remember they are working under doctors' orders.
- Responding in a positive way to questions asked by the reception staff.
- To attend appointments on time or give the practice adequate notice that they wish to cancel. Someone else could use your appointment!
- If you have more than one problem to discuss, please book a double appointment.
- An appointment is for one person only - where another member of the family needs to be seen or discussed, another appointment should be made.
- Patients should make every effort when consulting the surgery to make best use of nursing and medical time.

Patients' rights to General Medical Services:

Patients have the right to:

- be registered with a General Practitioner
- change doctor if desired
- be offered a new patient check on joining the practice (if on regular medication)
- receive urgent care at any time from the practice
- receive appropriate drugs and medicines
- be referred for specialist or second opinion if they and the GP agree
- have the right to view their medical records, subject to the Acts and associated procedure, and to know that those working for the NHS are under legal obligation to keep the contents confidential.

For further information, please visit our website: www.lenvalleypractice.co.uk



LEN VALLEY PRACTICE DISPENSARY INFORMATION

Dispensary Opening Hours

Len Valley Practice, Lenham

Tel: 858341 (*Main Surgery*): 8.30am-12.30pm & 2.00pm-6.30pm
Open for telephone calls from 9.30am

Glebe Medical Centre, Harrietsham

Tel: 859204 (*Branch Surgery*): 8.30am-1.00pm & 3.30pm-6.00pm
(Closed Wednesday pm)

Non Repeat (Acute) Medications

- Non repeat medications prescribed during your surgery appointments or telephone consultations can often be dispensed straight away. Otherwise, if they are ordered before 12.00pm they should be available after 5.00pm that day. If ordered after 12.00pm, it will be ready for collection the following day after 10.00am.
- If the doctor has advised you by telephone that they have prescribed medication for you, unless advised otherwise, please allow at least one hour before collecting from dispensary. This allows time for the prescription to be received by dispensary.

Repeat Medications



- **You can order repeat medication in the following ways:**
 - **Via Patient Access** – You will need to register for this service, speak to dispensary or reception for more information
 - **Repeat Slip** (*White side*)
 - **Handwritten request** – please give full details of medication or add to your repeat slip
- Post your request in the black box in the lobby area at either surgery.
- Ensure you indicate where you wish to collect your prescription from: Lenham, Harrietsham or Chemist. All requests handed in to Lenham Surgery will be available from Lenham Dispensary and those handed in at Harrietsham Surgery should be collected there, unless you have indicated otherwise.
- We **DO NOT** accept telephone calls for medication requests.
- Ensure you order your repeat medication once a month and **only tick all the items you require**. If you have more than one item on your prescription, please order all the required items together. **Do not order items that you do not require.**
- A minimum of 48 hours' notice (excluding weekends and Bank Holidays) is required for repeat medication and a minimum of 4 working days for dispensed medication from the time of the request. Please do not telephone within this time to check if your medication is ready.
- We are finding a significant number of medications are not being collected. Whilst some medications can be re-dispensed, this creates a lot more work. Some items are wasted. If you do not require your medication, please do not order it.
- It is important that you continue to take medication that has been prescribed by your doctor. If you wish to stop taking medication, please discuss with the doctor first. You do not need to make an appointment to do this – just phone Reception and ask for a telephone call from your doctor.
- 28 days of medication is dispensed at a time.
- Patients who are travelling either for work or holiday purposes are allowed a maximum of three months' medication.
- At the end of each calendar month, the previous month's dispensed medication will be removed from our shelves. Therefore, please collect your medication within one calendar month.
- We are legally only allowed to dispense to patients who live further than one mile (as the crow flies) from a pharmacy. Please ask at dispensary if you require further information

Controlled Drugs

Controlled drugs (such as strong painkillers and certain sleeping tablets), can only be collected from Lenham Surgery. You will be required to show proof of identity. A longer time is required when collecting controlled drugs as it involves more paperwork. Please be patient whilst this is being done. If at all possible, it would help us if you could avoid collection on Friday afternoons or just prior to Bank Holidays.

Returning Medications to Len Valley Practice

We accept all unwanted medications previously dispensed by us. If you have any medications that cannot be used that you wish to dispose of, please contact Dispensary and we will advise you.

You should arrange for sharps to be collected from your local council.
Speak to Dispensary for further information.

Prescription Charges

The current charge is **£8.80** per item.

Occasionally some items are counted as two items, such as stockings and some hormone replacement therapies.

People in the following categories are automatically **exempt** from prescription charges:

- Children under 16 years of age
- Under 19's and in full time education
- Over 60's
- Pregnant women
- Women who have had a baby in the last twelve months
- Those receiving DSS benefits
- Those with specific medication conditions

If you are exempt from charges, please remember to always tick the reason for exemption on the Prescription reverse when you are signing and enter your full address if it differs to the front.

Always bring your exemption card (small white plastic card) or prepayment certificate with you.

Chargeable Services

Prescriptions for dressings, catheters etc are drug appliances which incur a prescription charge for each type of appliance prescribed.

Travel Vaccinations:	Rabies (course of 3):	£150.00
	Yellow Fever	£60
	Japanese Encephalitis:	£80.00 per dose
	Meningitis ACWY Vaccine:	£70.00
	Malaria:	£2.80 per tablet
	Doxycycline:	40p per tablet

Travel vaccinations for Hep A, Typhoid and Revaxis are chargeable to non-Len Valley patients.

PAYMENT IN ADVANCE



LEN VALLEY PRACTICE
APPOINTMENTS SYSTEM:
GPs and Specialist Practitioners
Telephone: 01622- 858341 or 01622- 859204

We operate a 'practice list' which means patients may see any doctor or specialist practitioner. If patients wish to see a particular doctor, they may have to wait longer. Our specialist practitioners are qualified to examine and diagnose, and can refer, order investigations, prescribe and arrange certificates as necessary. They are also skilled in telephone triage.

We offer a range of appointments:

1. Pre-bookable
2. Same day - for urgent consultations that cannot wait until the following day(s)
3. On-line
4. Telephone appointments
5. Home visits

Pre-bookable appointments: These can be booked up to 6 weeks in advance.

On-line appointments: Most of our appointments are available to book on line. To register for this service, patients will need to bring in to reception proof of current address and a separate form of photographic ID.

Routine telephone appointments: Available up to 6 weeks in advance for those patients who need to discuss test results or non-urgent problems.

Home visits: Available daily for patients who are too ill to travel to the surgery or who are housebound. We cannot guarantee that a particular doctor will visit, but we will try our best to accommodate your wishes. Visits are usually done between 12 noon and 3pm, unless they are urgent.

How you can help

If your appointment is at Lenham surgery, please use the electronic booking-in system. This helps keep the queue at the desk to a minimum and enables the receptionists to answer telephone calls quicker.

We do have a high number of DNAs (did not attend), so if you cannot keep your appointment, please let us know so that this can be offered to another patient.

Our telephone lines are open from 8.30am and are extremely busy at that time. If you do not need an urgent appointment, or do not have an urgent query, please telephone later in the morning.

If you are phoning for test or x-ray results, please telephone after 3.30pm, by which time the doctor will have seen the results which have come in that day.

Receptionists can only offer appointments that are available; they cannot create more. If your need is not urgent, it will not usually be possible to offer an appointment that day.