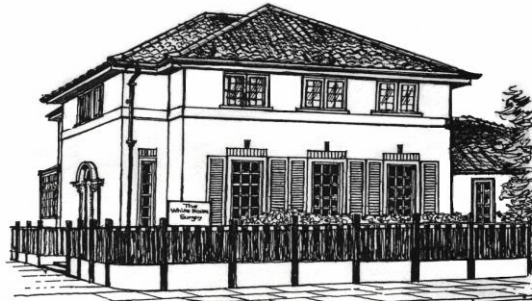


## **THE WHITE HOUSE SURGERY**

1 Cheriton High Street  
Folkestone Kent  
CT19 4PU

Telephone: 01303 275434  
E-mail [whitehouse.surgery@nhs.net](mailto:whitehouse.surgery@nhs.net)  
Website: [www.whitehousefolkestone.nhs.uk](http://www.whitehousefolkestone.nhs.uk)



### **Partners**

Dr Chee Mah

Dr Jonathan Bryant

Mrs Suzanne Ballard

Ms Michelle Baker **Practice Manager**

**WELCOME TO The White House Surgery**  
**Part of the Folkestone, Hythe and Rural PCN**

We are committed to providing high quality NHS medical care for individuals and families in a friendly and caring environment.

From April 2015, as part of national changes in the NHS, all patients at the Practice have an “accountable” GP. This does not affect your registration status at all as you are registered with the practice rather than an individual doctor.

**OUR TEAM**

**DOCTORS:** Dr C Mah  
Dr J Bryant  
Dr Farrow  
Dr K Ivis  
Dr T York

**PRACTICE MANAGER:** Michelle Baker

**CLINICIANS**

|                 |                        |
|-----------------|------------------------|
| Suzanne Ballard | Nurse Practitioner     |
| Sue Halliwell   | Nurse Practitioner     |
| Karen Bradley   | Chronic Disease Nurse  |
| Ana Philpott    | Practice Nurse         |
| Angela Elliott  | Practice Nurse         |
| David McMahon   | Paramedic Practitioner |

**Pharmacy Team.** All medication queries are directed to our pharmacy team in the first instance.

**Clinical Pharmacist Team** working between all surgeries in our PCN

The Clinical Team are supported by our Care Coordinator, Medical Secretary, Receptionists and Administrators who are trained to understand the problems that can arise in General Practice. They are bound by rules of confidentiality. They answer your telephone and personal enquiries, organise surgeries, and perform the administration duties of the practice.

**Community teams** are attached to the practice including Midwives, Community Nurses and Health Visitors.

From time to time we may have students of various disciplines visiting us to learn about family medicine.

**NEW PATIENT REGISTRATION:**

If you live within our practice area you are welcome to register with us and our reception staff will be happy to guide you through the procedure. Eligibility can be quickly confirmed from your address, You will be asked to provide proof by way of a recent utility bill along with one form of photographic ID. The practice does not discriminate in the registering of new patients and accepts patients from anywhere within the practice boundary.

There is no discrimination on the grounds of race, gender, social class, age, religion, sexual orientation, appearance, medical condition or disability.

You will need to fill out a couple of registration forms before we can register you and start to provide regular healthcare to you.

Medical treatment is available from the date of registration. Please contact reception for further information or assistance about registering.

Once you are a registered patient please do not forget to inform the surgery of any change of address, telephone number(s), including mobile numbers. It is important that we have up to date information at all times so we can contact you.

**ONLINE SERVICES AND WEBSITE:**  
**([www.whitehousefolkestone.nhs.uk](http://www.whitehousefolkestone.nhs.uk))**

Please use our website. As well as specific practice details such as opening hours and how to register, there is a wealth of useful pages covering a wide range of health issues along with links to other relevant medical organisations.

You can e-mail us on [whitehouse.surgery@nhs.net](mailto:whitehouse.surgery@nhs.net) but please do not use this address for urgent requests that need immediate action as there may be a delay before your e-mail is read.

There are also other useful online services such as a limited number of appointments, ordering prescriptions, informing us of a change of address, cancelling appointments etc.

**TO SEE A CLINICIAN – BOOKING BY TELEPHONE**  
**(01303 275434):**

Most appointments are book on the day. Please telephone in on the day you require advice and you will be called back by one of the Clinicians, who will offer the most appropriate appointment or advice, this may be face to face or a telephone consultation.. This enables us to give priority to urgent cases and means that patients do not have to wait for long periods in the surgery.

### **ONLINE BOOKING OF APPOINTMENTS:**

Patients can now access a very limited number of appointments on line. To sign up for this service please call into the surgery and bring proof of identification (photo driving licence or passport).

### **E-Consult**

Use our e-consult online portal to self check your symptoms, request a sick note or ask a clinician a question. We will get back to you by 18.30 the next working day.

### **CANCELLATIONS:**

If you cannot attend an appointment for any reason, please inform us as soon as possible in order for us to have time to give the slot to someone else. If you are registered for the online appointment service, you can also cancel your appointment online if you need to. If you do not cancel your appointments and fail to keep them a number of times the surgery may exercise its right to deregister you and no longer provide healthcare to you.

### **TELEPHONE ADVICE:**

If you need advice please tell the receptionist who will take your number and arrange for the appropriate clinician to return your call. This means that we will have time to talk to you and will have your medical records to hand.

### **EMERGENCY!!**

If you have a life threatening illness dial 999 for an ambulance. Do not waste valuable time telephoning the surgery.

### **HOME VISITS:**

If you are prevented from reaching the surgery by illness, a visit can be arranged by calling 01303 275434 ideally before 10.30. This service cannot accommodate people who request a visit because they do not have any transport.

**OUT OF HOURS:**

Apart from the appointments mentioned above the surgery is closed between 18.30 and 08.30 weekdays and at weekends. Out of hours care is provided by NHS 111 who will assess you, provide advice and direct you straight away to the local service that can help you best. NHS 111 is available 24 hours a day, 7 days a week and calls are free including from mobiles.

You will be able to speak to a nurse who will provide advice or refer you to a doctor. You may be offered further advice, a visit to a clinic or for the bed-bound and more seriously ill, a home visit.

**HEALTH CARE RESEARCH:**

This practice contributes anonymous patient data to a database used for health care research purposes. The practice receives training from the company aggregating the data to help improve quality in its computer records.

The company holding the anonymous data will be providing the data to authorised researchers. The data collection scheme has been approved by the South East Multicentre Research Ethics Committee. The Committee will also be overseeing all research conducted on the data.

The database will hold data on millions of patients, and no patient will be traceable to anyone outside this practice.

**REPEAT PRESCRIPTIONS:**

Repeat prescriptions are processed by our pharmacy team on the computer system under the direct supervision of the doctors. Prescriptions will be sent to a pharmacy of your choice,

Please allow FIVE WORKING DAYS to process requests. Requests will NOT be taken over the phone for safety reasons.

**TEST RESULTS:**

If you are awaiting any test results e.g. bloods, x-ray etc., please call the surgery during office hours preferably after 14.00. Please allow sufficient time for the test to be reported back to the practice.

**MEDICATION REVIEWS:**

Patients on repeat medication will have their medication reviewed annually

**PARKING:**

The limited parking on site is for doctors and staff only. A disabled parking space is available on site. 'Dropping off' in the car park is quite acceptable, but please do not leave your vehicle unattended as a doctor may need to leave in an emergency.

**DISABLED ACCESS:**

Ground floor areas are wheelchair accessible including a toilet. Guide dogs (only!) are welcome. We are aware of the problems of the hearing impaired. The practice does have a mobile Induction Loop available for use.

**AVAILABLE CLINICS:**

|                              |                           |
|------------------------------|---------------------------|
| Long term chronic management |                           |
| Cervical Smear               | Child Health Surveillance |
| Vaccination                  | Travel                    |

**CERVICAL CANCER SCREENING:**

An effective cervical smear programme is vital for women's health. We operate a smear recall system in accordance with NHS guidance.

**CHILD DEVELOPMENT AND VACCINATION:**

We strongly believe in ensuring the health of the future generation. The partners are trained and experienced in child development and oversee an effective and safe immunisation and child development programme. We provide this service in co-ordination with our health visitors and the community clinics. Please ask for details at reception.

### **ANTENATAL CARE:**

The health and progress of our mothers-to-be is monitored closely by our midwives and your doctor. The hospital specialist will see you as appropriate. The doctors offering this service have necessary NHS accreditation.

### **FOREIGN TRAVEL:**

Stay healthy abroad as well as at home! – We are regularly updated with the latest health and vaccination requirements for countries throughout the world and can provide a range of recommended injections and medications. Routine medication can be given in a larger quantity for an extended trip. If you are going abroad please contact us 2 months in advance to ensure your complete protection.

### **INFECTIOUS DISEASES:**

In addition to childhood immunisation we offer vaccinations for Rubella, Influenza and Hepatitis A

We are sympathetic if approached for advice on HIV (AIDS) and have access to full testing, counselling and treatment facilities.

### **MEDICAL EXAMINATIONS:**

Although we are happy to carry out medical services not covered by the Health Services. Examples include medical examinations for HGV, PSV, Elderly Driver, Diving, Employment, Education and Insurance. The receptionists will advise you of the scale of the fees and by whom they should be paid. Please be aware there may be a wait for these appointments and it may be quicker for you to seek an alternative service.

### **MINOR SURGERY AT THE SURGERY:**

Some Minor surgical procedures are performed by doctors who are trained and accredited to do so. Please make a normal appointment to see the doctor to discuss the problem and he or she will arrange a time for the procedure to be carried out if appropriate.



### **COUNSELLING:**

If we cannot help you directly we have access to a variety of outside resources. We can refer to an experienced Counselling Team. If you have a problem don't be afraid to ask.

### **COMPLAINTS:**

We make every effort to give the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Practice Manager who will deal with your concerns appropriately. Further written information regarding the complaints procedure is available from reception.

### **RIGHTS AND RESPONSIBILITIES OF PATIENTS:**

You have the responsibility to keep appointments. Persistent non-attendance with no prior warning may result in removal from the surgery list. We expect patients to have respect for others regardless of race, faith, gender or disability. In return patients can expect to be treated with respect and dignity by members of the surgery.

### **NHS Zero Tolerance Policy**

This Practice will not tolerate any verbal or physical abuse of its staff including the use of bad language. All incidents will be reported to the Practice Manager who will keep a log of such incidents. Physical abuse or threatening behaviour will automatically be reported to the Police, the patient will then be removed from the Practice list and will need to register with a new doctor. Verbal abuse, dishonesty and unacceptable behaviour recorded in the incident log may be discussed with the GPs and the patient may receive a formal letter of warning. If such an incident occurs again this would constitute a break down in the patient/doctor relationship and the patient may be removed from the Practice list as above.

**GIVING CONSENT FOR TREATMENT:**

You have the right to accept or refuse treatment that is offered to you, and not to be given any physical examination or treatment unless you have given valid consent. If you do not have the capacity to do so, consent must be obtained from a person legally able to act on your behalf, or the treatment must be in your best interests.

Your valid consent (agreement to a course of action) is needed for the treatment that's offered to you before any physical examinations or treatment can be given. If you haven't given your consent you can accept or refuse treatment that is offered to you.

**PATIENT INFORMATION:**

All staff employed by the practice are bound contractually to maintain patient confidentiality. We respect your right to privacy and keep all your health information confidential and secure. Confidentiality also extends to patients family members. Medical information relating to you will not be divulged to a family member or anyone else without your written consent.

We need to hold personal information about you on our Computer system and in paper records to help us to look after your health needs Your rights are protected under The Data Protection Act 1998 (DPA) which requires a clear direction on Policy for security of information within the Practice.

From time to time, it may be necessary to share information with others involved in your care. Anyone with access to your record is properly trained in confidentiality issues and is governed by both a legal and contractual duty to keep your details private.

**NHS SUMMARY CARE RECORDS:**

In line with NHS directives, an electronic summary of your medical record is in development. This data would be available to other clinicians within the NHS outside of the practice only when they need to treat you and with your express permission, so that they can make better informed decisions about your healthcare for your benefit. You have the right to opt out of this data sharing.

**CHAPERONES:**

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required. The chaperone may be a family member or friend, but on occasions a formal chaperone may be preferred.

Patients are advised to ask for a chaperone if required, at the time of booking an appointment, if possible, so that arrangements can be made and the appointment is not delayed in any way. You can ask for a chaperone at any time in a consultation and we will try to meet your request. If we are unable to provide a chaperone at the time of your request your consultation will need to be rescheduled to a mutually convenient time when a chaperone can be scheduled to be present.

The Healthcare Professional may also require a chaperone to be present for certain consultations.

**PRIVACY:**

We take confidentiality very seriously. If you are concerned about being overheard in the reception, a quiet room can be made available. Please ask the receptionist.

**SUGGESTIONS OR COMMENTS:**

There is pen and paper available in the entrance lobby, if you have any suggestion or comment about the practice please put it in writing and post it in the suggestion box.

### **NHS FRIENDS AND FAMILY SURVEY:**

The Friends and Family (FFT) is a feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience that can be used to improve services. It is a continuous feedback loop between patients and practices

Your views are important; please take part in this ongoing national survey by completing the form in the Waiting Room and posting it in the "Friends & Family" post box.

### **PATIENT PARTICIPATION:**

Participation Groups are a means for patients and GP Practices to work together and develop positive and constructive relationships. It provides patients and GP staff the opportunity to exchange ideas and information and to look for small changes that can make a big difference.

We currently have around 10 patient members, however the membership is open to all patients of the Practice and we would welcome new members to join our group.

The group normally meets bi-monthly on the 3<sup>rd</sup> or 4<sup>th</sup> Wednesday of the month from 6.30pm to 7.30pm for 1 hour so if you would like to be a member of the group please apply by sending an email to [whitehouse.surgery@nhs.net](mailto:whitehouse.surgery@nhs.net); telephone the surgery on 01303 275434 or leave a note with your details on reception.

### **OPENING HOURS**

#### **OFFICE HOURS**

**Monday to Friday  
Doors open**

**8.00 (phones ) - 18:30  
08.30**

#### **USUAL CLINIC TIMES**

**Monday to Friday**

**8.30 - 11.30  
14:30 -17:00**

#### **PLEASE NOTE:**

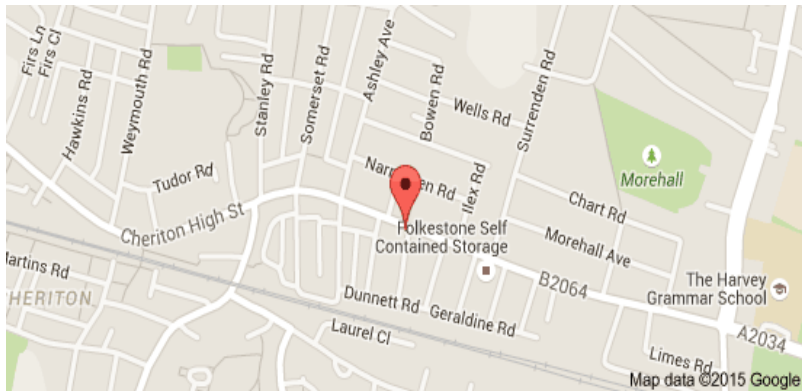
Not all doctors are present at all surgeries

The Practice may be closed after 1pm in the afternoon on the 3<sup>rd</sup> Thursday of the month for training purposes.

**PRACTICE AREA:**

We cover Cheriton and West Folkestone, an area west of Castle Hill Avenue, north of Bouverie Road West and North Road (Shornccliffe), and bounded to the north by the Broadmead Village and Lynwood estates and to the west by the villages of Peene and Newington.

**HOW TO FIND US:**



May 2018

### **OUR PRACTICE STATEMENT:**

The White House Surgery aims to provide a good service of care to all our patients.

We will look after the welfare of our patients to the best of our ability.

We will ensure patients are referred to other health professionals in an appropriate manner whenever necessary.

**OUR TELEPHONE NUMBER AT ALL  
TIMES IS:**

**FOLKESTONE (01303) 275434**

