

HEADCORN SURGERY



OPENING HOURS

APPOINTMENTS AND SERVICES

TO CONTACT THE SURGERY

Reception

Mon – Fri 8am – 6pm

01622 890 294

Test Results

24 hours on your Patient Access

01622 892 611

Mon – Fri 3pm – 5pm

Prescriptions

24 hours on your Patient Access

(All calls are recorded for training and monitoring purposes)

Email: repeat.prescription@nhs.net

Visit our website: www.headcornsurgery.co.uk

Find us on Facebook – “**Headcorn Surgery**”

internal and external CCTV operates in the Surgery

Opening Hours

Headcorn Surgery

Monday	8.00am – 6.00pm
Tuesday	8.00am – 6.00pm
Wednesday	8.00am – 6.00pm
Thursday	8.00am – 6.00pm
Friday	8.00am – 6.00pm

We operate a walk-in clinic on Mondays to Fridays 9.00am. Patients are able to see a doctor on a first come first serve basis. This is for patients with acute ailments which cannot wait for a routine appointment.

We are also open on alternate Saturday's from 9am to 1pm by appointment only. Please call the surgery as usual for appointments

For patients who have difficulty coming to the surgery during our regular opening hours, we can offer appointments with one of our Doctors on a Monday and Friday evening from 6.30pm to 8.00pm. These are only available to book with our Reception team.

The Surgery is closed on Bank Holidays and for staff training days.

How Do I Make an Appointment?

You may see a doctor, specialist practitioner or nurse that you choose, subject to appointment availability. Requests for appointments may be made by telephoning 01622 890294 from 8.00am to 6.00pm Monday to Friday.

Our Specialist Practitioners are able to see patients with minor injuries (sprains, cuts, wounds, suspected broken bones etc.) and patients with minor illnesses (cough, colds, sore throats, earache etc.) They are also able to refer you for x-ray and other specialist treatment if necessary.

Members of the medical team have different timetables but there is always at least one GP or nurse practitioner available during opening hours. The receptionists will offer the next available routine appointment with the person of your choice. Routine appointments with a doctor are 12 minutes long and 15 minutes with a Specialist Practitioner.

Patients have the ability to book appointments, order prescriptions and view their medical records over the internet via the Patient Access website/app. If you would like the option to be able to do this, please call in at the surgery with a form of identification, such as your driving licence or passport, and you will be issued with a PIN number which will allow you access to our system. Our Receptionists will be able to answer any questions you may have about this service.

Please let the receptionists know if your illness or problem needs URGENT attention. They will not ask you about your problem but it may be helpful if you can give some idea of what is wrong so that they may alert the doctor as soon as possible.

If you need urgent medical advice during surgery hours please phone 01622 890294. The receptionist will take contact details and one of the Doctors or Nurses will ring back to discuss. If your call is urgent, please advise the receptionist. If your problem cannot be dealt with over the telephone, we would arrange a suitably convenient time for you to come to the surgery for assessment. If you have an injury, our Doctor or Specialist Practitioner can usually see you that day and arrange a same day x-ray to exclude or confirm a fracture saving you a wait in the casualty department.

Frequently Asked Questions (FAQs)

How do I arrange a home visit?

If your illness is bad enough to need a visit at home, please phone the Surgery on 01622 890294 before 10am (except in emergencies) so that we can plan all visits for the day. The receptionist may need to ask for some details about your symptoms. Receptionists have been trained to ask certain questions so that the doctor is able to prioritise the visit list in order of urgency.

How do I obtain telephone advice?

The doctors, nurses and the nurse practitioner are happy to give telephone advice if, for example, you are not sure that you need to see someone in person. Please call 01622 890294, you may be asked for a brief outline of the problem so that the receptionist can direct you to the right person. The receptionist will take your telephone number and the doctor, specialist practitioner or nurse will call back once they have finished surgery.

You can also phone NHS 111 for advice.

How do I obtain my test results?

The quickest and easiest way to receive your results is by viewing it from your Patient Access account. You would need to enter your login details at <https://patientaccess.com> or via your Patient Access app.

You can ring the results line on 01622 892611 between 3pm – 5pm each working day. When ringing for blood test results please have the date of the blood tests and which tests you had done so that you are given all results as some patients may have more than one test done at a time. Please note some tests take a few days to come back to the surgery. Usually, the nurse or health care assistant will give you some idea of how long they will take.

For reasons of confidentiality we are only able to give results to the patient for whom the test has been taken unless we have authorisation from the patient to give the result to a third party.

FAQs - continued

How do I get my travel jabs?

Please note, we no longer offer a non NHS travel vaccination service at the practice. If you require any vaccinations and/or anti-malarial protection relating to foreign travel you need to make an appointment at a local travel clinic to discuss what you will need for your trip. This will include which countries and areas within countries that you are visiting to determine what vaccinations and anti-malarial are required.

We do provide a limited travel vaccination service for vaccines available through the NHS, which includes Hepatitis A, Diphtheria, Tetanus & Polio and Typhoid.

How do I make a complaint?

If you have a complaint that cannot be resolved informally please contact our Reception Manager, Callum McQue on

Email: Callum.mcque@nhs.net
Telephone: 01622 890294
By post: Headcorn Surgery, Grigg Lane, Headcorn, Kent
TN27 9AA

We also have a complaints leaflet which gives full details of the complaints process; this is available on our website and in reception.

FAQs - continued

How do I order a repeat prescription?

If your doctor has issued you with a medication that can be repeated without seeing the doctor on the next occasion then this will be shown on the repeat medication slip which is attached to your prescription. To order your repeat medication you may do one of the following:

1. If you have a user account login to Patient Access, please login as usual and request a prescription. If you do not have an account and would like one please contact the surgery.
2. Email request to repeat.prescription@nhs.net
3. Tick item on the repeat counterfoil and send to the surgery
4. Write your request clearly on a piece of paper, copied from the label and send to the surgery, please ensure this has your full name and address clearly written.
5. A repeat prescription request box is also available in the Headcorn Village Tea Rooms, this will be emptied at 3.30pm Monday to Friday, please allow 3 working days for this to be processed before collecting your medication.

Please be aware that it will take a minimum of 3 working days for your prescription to be ready for collection, although some items may take a little longer if they have to be specially ordered. Do also note at Christmas, New Year and Easter it may take longer for prescriptions to be done so please order your prescription earlier.

If you are requesting medication earlier than normal please indicate why i.e. going on holiday.

When you receive your new prescription please check for messages, i.e. to be seen before next repeat, to attend for blood pressure check, to attend for blood test etc. You may need to book an appointment.

If you have completely run out of medication or are in urgent need of a repeat prescription, please make this known when making the request. We will try to arrange for your repeat prescription to be done as soon as possible. However, it is your responsibility to prevent such occurrences happening.

Services

Contraceptive and maternity services

These services are available from any of the doctors or nurse practitioner. Our midwife does some antenatal checks and visits before and after the birth.

Coil Insertions and Implant Insertions and Removals

Standard IUD, Mirena coil insertion, Implant insertions and removals are currently available with Doctor Sumindra Pun.

Minor Surgery Services

Doctor Karen Potterton is able to remove minor lumps and bumps and deal with boils. She is also able to carry out joint injections.

Childhood Development Check-ups

The Health Visitors run child clinics on Wednesday afternoons from 2pm-4pm at Headcorn Village Hall. A physical development check is carried out at the surgery by the GP at 6/8 weeks. Further development checks are done by the Health Visitor at around 12 – 14 months.

Diabetes

This can be managed by our Specialist Practitioner Helen Dyer and assisted by our Practice Nurses and HCA's.

The Practice Nurses provide chronic disease management in areas such as Asthma, COPD and hypertension.

Older Person Check

For all our patients over the age of 75 years we offer the opportunity to annually see a doctor or a nurse practitioner for an elderly person check and a medication review. If you have a carer you may wish to bring them with you. If you are unable to get to the surgery we will make arrangements for the check to be done at home.

New Patient Health Checks

New patients to the practice are required to have a New Patient Health Check. Please book as soon as possible.

Services – continued

NHS Health Checks

This is offered to people between 40 -74 once every five years. The check is to assess your risk of developing heart disease, stroke, kidney disease and diabetes.

Non NHS / Private Services

There is a list of non NHS charges available at reception or on the website for services which are not provided by the NHS. This includes services such as providing private certificates, BUPA/PPP etc. health forms, medical examinations and reports, private prescriptions, fitness to travel, holiday cancellation claim forms, DVLA medical questionnaire etc. A full list is available to view on our website at www.headcornsurgery.co.uk. All fees are payable upon collection, cheques should be made payable to Headcorn Surgery. We endeavour to provide as speedy a service as possible but our NHS work takes priority.

Patient Access to Medical Records

You can apply to have access to your medical records online. A form can be obtained from one of our receptionists or online via our website and returned to us with a photo ID and proof of address.

Electronic Prescriptions

If you get regular prescriptions, the Electronic Prescription Service (EPS) may be able to save you time by avoiding unnecessary trips to the Surgery. EPS makes it possible for your prescriptions to be sent to a pharmacy of your choice. You can fill out a form to nominate a pharmacy to process your EPS prescription and by doing this, you'll no longer need to collect a paper repeat prescription from the Surgery – instead, you can go directly to the pharmacy to collect your prescription.

A form can be downloaded from the Headcorn Surgery website. Alternatively, please call in at the surgery and one of our receptionists will be able to help you.