

### **Freedom of Information Act 2000**

The freedom of information act gives the general right of access to all types of information held by practice. The intention of the act is to encourage a spirit of openness and transparency in the NHS.

Patients have the right to see and examine both their paper notes and their computer records. If you ever wish to examine your medical records, please put the request in writing addressed to Dr Akyol.

### **Expected Behaviour**

We endeavour to offer the best medical service and care to patients at all times with compassion and politeness. We anticipate that our patients will do the same and treat our staff with consideration and politeness.

We take any threatening, abusive or violent behaviour against any of our staff or patients very seriously. Should any patient use abusive language or threatening behaviour towards any member of the practice, we may exercise our right to remove them from the practice list.

### **Patient Liaison Group**

If you would like to join our Patient Liaison group, please speak to a receptionist and we can send you an invitation for the next meeting.

# **Newington Road Surgery**

## **Information Leaflet**

100 Newington Road  
Ramsgate  
Kent, CT12 6EW

Telephone: 01843 595951

[www.newingtonroadsurgery.co.uk](http://www.newingtonroadsurgery.co.uk)

For life threatening emergencies, please dial 999

For less urgent emergencies when Surgery is closed, please telephone  
NHS 111

**Remember for more up-to-date information please check our website at**

[www.newingtonroadsurgery.co.uk](http://www.newingtonroadsurgery.co.uk)

**February 2024**

Requests for prescriptions must be made in writing: via post, via our website [www.newingtonroadsurgery.co.uk](http://www.newingtonroadsurgery.co.uk) or by coming to the Surgery and filling in a repeat prescription request form.

Please note we are unable to take prescription requests over the telephone. Please allow two complete working days before collecting your prescriptions and make allowances for weekends and Bank Holidays. If collecting medication from pharmacy, please allow an extra working day.

We are now using NHS Electronic Prescription Services (EPS). EPS means that your prescriptions can be sent electronically to your chosen pharmacy. Please note EPS will not work for Controlled Drugs.

For further information please ask at reception or alternatively visit your preferred chemist who will be able to arrange this for you.

On occasions your Doctor may write a reminder on your prescription that you are due a review – Asthma, COPD, Diabetes review, BP check or a routine blood test.

#### **Non-NHS Medical Examinations, Letters and Certificates**

Medical examinations, letters and certificates for specific purposes are available, but are not part of the Doctors' NHS duties and therefore will carry a charge, a nationally recommended fee will be payable. Please enquire at reception. All requests for letter need to be submitted in writing.

#### **HOW TO SEE YOUR DOCTOR**

All patients are seen by appointment only, appointments can be booked at reception, by telephone (01843 595951), or online (to register and for more details please ask at reception).

#### **Opening Hours**

Telephone lines are open  
Monday to Friday 08:00 – 13:00 & 14:00 – 18:30

Doors open  
Monday to Friday 08:30 – 13:00 & 14:00 – 18:30

#### **Extended Opening Hours**

Mondays & Fridays evening appointments, Wednesdays Early morning appointments

Please note that only one patient can be seen per appointment. If you need to discuss lots of issues, you may be asked to book another appointment.

A proportion of appointments can be booked in advance. The remaining appointments are available to be booked on the day for emergencies and urgent issues, please telephone at 8am in the morning to book these slots. If all the appointments are gone, but you need to see your Doctor, you may be offered a telephone consultation - a call back from your GP.

The appointment system is based on 10 minutes appointments. Inevitable the clinics may run late sometimes. We hope you agree that it is important that all patients get the time they need. We apologise for those patients who might be delayed as a result.

#### **If you cannot make it – cancel it!**

Lots of Doctors and Nurses appointments are wasted each week by patients failing to keep or cancel their appointments. This reduces the amount of appointments that are available and increases the waiting time. Therefore we kindly ask patients to cancel their unwanted appointments in plenty of time, so that they can be offered to other patients.

#### **Patients with Special Needs**

The Surgery is purpose built. The main entrance is located on Beaufort Avenue. We now have new automatic doors to the main entrance; there also is a lift available for first floor access for wheelchairs, prams and those unable to use stairs. There also is a parking space outside the Surgery reserved for disabled patients.