



**The Dame Sybil Thorndike Healthcare Centre
The Thorndike Surgery
Longley Road, Rochester, Kent ME1 2TH**

**The Thorndike Branch Surgery,
The Rochester Healthy Living Centre,
Delce Road, Rochester, Kent ME1 2EL**

A guide to our Services

Surgery Opens	Times	Additional Info
Monday	8:30am – 18:30	We deal with emergencies from 8:00 on the telephone.
Tuesday	8:30am – 18:30	
Wednesday	8:30am – 18:30	We offer extended hours which are pre-book late evenings Wednesdays. Appointments available after 18:30. We offer Saturday Mornings -9:00 – 11:30 ***We offer online booking for advance appointments + on the day appointments available from 7am ***
Thursday	8:30am – 18:30	
Friday	8:30am – 18:30	
Saturday Extended Hours	9:00am – 12:00 Main Surgery Only Pre-book able	

Telephone Main Surgery
Fax
Branch Surgery
Fax
Evenings and weekends
Call Medocc:

01634 817217
01634 810814
01634 334202
01634 334293
01634 891855

Please note reception closes between 12:30 – 13:30 everyday except on Thursday where it is closed between 12:00 – 14:00 for staff training for the branch surgery times please contact them directly.

www.thorndike.nhs.uk



Mission Statement.

**The whole team at the Thorndike Surgery
strives to provide accessible high quality care in a
safe supportive environment.**

The Dame Sybil Thorndike Healthcare Centre serves part of Rochester as well as its surrounding areas. The Thorndike Surgery team includes 12 GPs, three experienced nurses, three health care assistants, four secretaries, practice manager and reception/administrative staff.

We offer full general practice services and run specialist clinics for asthmatics, diabetics, family planning (including coils & implants) joint injections and we offer minor surgery.

We aim to treat all our patients promptly, courteously and in complete confidence. We feel it is important you know who you are speaking to, so our practice staff wear a name badge and identify themselves on the telephone.

We are involved in training medical students and doctors in training and it is possible that you might be offered an appointment to see one of them at the surgery. The registrars are fully qualified doctors who want to become general practitioners. As a training practice if we need to use your medical records for external assessments we ask for your consent.

This leaflet is for both existing patients and those considering registering with us. It tells you how our practice operates and how to access the services we offer. If you have moved into our practice area and would like to register with us please complete the registration form which is available from reception or online through the practice website www.thorndike.nhs.uk. Please enter as much information as you can include medications, allergies and past medical history. Once complete please sign the form and hand it into reception. We are a group practice and you may see any of the doctors at the surgery. If we can arrange for you to have continuity of care with a preferred GP we will endeavour to do our best but this may not always be possible.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way.

We take seriously any threatening, abusive or violent behaviour against any of our staff or patients.

If a patient is violent or abusive, they will be warned to stop their behaviour.
If they persist, we may exercise our right to take action to have them removed immediately if necessary from our list of patients.
Please note that all telephone calls are recorded.

Appointments

Individual Doctors' appointment times are variable. However we offer appointments from 8:30 am until 6.30pm every weekday. Appointments between 8:00 and 8:30am and after 6:30pm are pre-book able. These appointments are for those patients who are working and struggle to attend during normal surgery hours. If you don't need an urgent appointment you have the option to book up to 4 weeks in advance if this is more convenient for you. Our appointments are 10 minutes long for one problem if you have more than one problem then this will require a double appointment. If you are unsure then please ask the receptionist who will advise you. If you are working then we also offer Saturday appointments that you can only book in advance. You are able to register to book your own appointment online. See receptionist for further information. This will aid you to book in advance or if you require the same day appointment then these become available from 7am.

If your condition is non-urgent, you may to wait to book an appointment if your want to see a particular **GP of your choice** you may have to wait longer. Nurses based in our practice treat patients for a wide range of common conditions. If your appointment is urgent on the day we will offer you an appointment with any available GP if the appointments have all gone then the duty doctor will see urgent medical conditions, this may require the duty doctor to telephone you first. You can expect to see a nurse within a week and these appointments are pre-book able. Tell us if you want someone to accompany you during a consultation or an examination or if you wish to discuss something privately. Remember that the results of tests can only be given to the patient unless we have written authority from you that you are happy for the results to be given to a named third party.

A GP may request a telephone consultation with you to discuss your care. You can also request a telephone consultation if you feel that you do not need to see the doctor in person. You will be called near the appointment time on the telephone number you have provided so it is important to keep us updated of your home, work and mobile numbers.

If you are aged 16-74 and have not been seen at the practice for three years, you may wish to request a consultation. If you are aged over 75 years, we recommend that you book a health check if you have not attended in the past 12 months

How you can help us:

- Be on time for your appointment
- Give us as much information as you can, to help us give you the appropriate appointment or clinician
- Tell us if you need to cancel (you can leave a message on the answer phone option 2)
- Call for a home visit or urgent appointment before 10am
- Ring for test results after 2pm

Telephone Options ~ For anything other urgent on the day appointments please phone after 10:30 this will help in the smooth running of the surgery.

- Press 1 ~ For appointments
- Press 2 ~ For Cancelling an appointment
- Press 3 ~ For Repeat Medication Queries (Phone between 10:30 – 13:00)
- Press 4 ~ For Test Results (After 14:00)

Home visits

Our doctors can typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask patients to come to the practice if at all possible. However, we will visit you at home if your condition means you cannot attend the surgery. Please ring before 10am to arrange a visit and let us know if your condition is urgent.

Patients with particular needs

Our surgery is accessible to patients using a wheelchair. We also have parking spaces, which are reserved for patients who are holders of a blue disabled badge. Please do not park here if you do not have a blue badge. We can arrange interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment. We also have a 'loop' facility for patients with hearing difficulties.

Other local NHS services

Primary care services not available at our practice are provided by Medway PCT who can be contacted on 01634 335020.

As well as our practice, there are many other local NHS services you can contact for health information, advice or treatment. Before you do, remember that you can treat many minor ailments such as colds, coughs and indigestion by keeping a well-stocked medicine cabinet at home.

Services

Repeat Prescriptions

Most but not all regular repeat prescriptions are computerised. If you take medication on a long-term basis you can request a prescription by completing the tear off request form from your last prescription and placing it in the repeat medication request box. Please allow 48 hours (2 working days) for processing. If your medication is not on the repeat list then your request for this medication should be in writing as we do not take requests for medication on the phone. Please note that requests for non-authorised medication will take longer to process as it requires a review of your medical record by your usual doctor. You can also request your repeat medication by email (repeats@thorndike.co.uk) post sending a stamped addressed envelope or through your usual pharmacy as most offer a collection and delivery service. Please note that you cannot collect your repeat prescriptions from reception on Saturdays.

Clinics

We run a range of clinics for both the main and branch surgery. For an appointment or further details please call us on 01634 817217 (Main) 01634 334202 (Branch)

Antenatal

Most antenatal care is carried out by the midwives. If you are pregnant you will need to inform reception and the midwife will contact you to arrange an appointment to see you. You will be seen throughout your pregnancy either at the practice or at the local hospital.

Asthma

As treatments are always advancing and we can help you to understand how to minimise the effects of asthma on your life. You can book for your annual asthma review at reception

Diabetes

Led by Dr Tanday and our nursing team, this clinic offers advice and general health checks to patients with diabetes.

Family planning

We offer pre-conception counselling as well as offering a full range of family planning services including insertion of coils and implants. We run a separate Nexplanon clinic for insertions and removals - ask at reception for further information.

Immunisation

Childhood immunisations are done by our practice nurses.

Minor surgery

If you require a minor operation your doctor will make arrangements for you to be given an appointment in our minor surgery session.

Travel Clinic

The surgery is an approved Yellow Fever Centre and offers a comprehensive range of travel advice and vaccinations. If you are travelling and want advice from our nurse advisors, please complete a Travel Risk Assessment Form which can be downloaded from our website and is also available from reception. It is best to complete the travel risk assessment form as soon as you know that you will be travelling so that your vaccination schedule can be agreed with you well in advance of your date of departure. This form must be returned at least one week before your appointment with the nurse.

Smoking cessation

If you wish to give up smoking you can make an appointment with either of our Health Care Assistants who are fully trained.

Specialist and hospital care

If a GP or another member of our health care team considers you need hospital treatment or specialist care they will discuss your options choices with you. They may be able to book your appointment electronically while you wait. If you would prefer to have some time to think before deciding where and when to have your treatment, you will be offered the option of booking the appointment at a later date.

Patient Information

Being referred to a Consultant/Specialist

If you are to be referred to a Specialist Consultant the doctor may give you the Choose & Book paperwork before you leave the consulting room. If you wish to select a specific hospital you will need to inform the doctor during your consultation. If however the paperwork can not be raised at the time of your visit it will be done by the Secretary within the next 3-5 days. This will then be left in reception for you to collect. In order to book your appointment please follow the steps below:

1. If you do not leave the consultation with your paperwork please call in to the surgery in 3-5 days to collect your paperwork.
2. Ring the telephone number on the front page to book appointment.

Please note that unless you ring to make your appointment you will be removed from the Choose & Book waiting list.

Blood tests

ROCHESTER					
PROVIDER	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
The Rochester Healthy Living Centre, The Delce Rochester NO APPOINTMENT	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket	08:15 – 11:30 last ticket

Fees & Administrative Charges Non NHS Items

Adoption & Fostering Form C, D,YP, or AME (full medical)	£ 97.91
Form AH	£ 73.86
Form AH2	£ 24.36
Army (Pre employment questionnaire)	£ 36.50
Attendance/Disability Living Allowance Report DS 1500 Form	£ 33.50
	£ 17.00
Blue Badge Form	£ 25.15
Bus Fare Permit Forms	£ 15.00
Childminding Ofsted health declaration form	£ 87.50
Coroner's Reports	£ 67.50
Extract from records	£ 33.00
Court of Protection Form	£124.00
Criminal Injuries Compensation Report	£ 39.00
DNA Testing	
Blood Tests	£ 36.00
Swabs	£ 45.00
DVLA Health Questionnaires	£ 39.00
Employment & Support Allowance	£ 33.50
Private Medical Eg. Taxi, HGV etc	£ 80.00
Fitness to Attend.. University form	£ 24.00
Holiday cancellation Insurance	£ 15.50
Housing	£ 24.36
Life Insurance (PMAR) Additional questionnaire	£100.00 £ 26.00
Medical record copies (up to)	£ 50.00
Power of Attorney Forms	£ 79.00
Private medical certificate	£ 16.50
Private medical report	
Range	£ 30 to £85.00
from	
To Whom It May Concern Letters Eg. Fit to Travel, Join Gym, Exams, Carry medication etc	£ 15.00
Vaccines (Registered & Non-registered patients)	
Yellow Fever	£55.00
Rabies	£55.00 per dose (3 doses)
Meningitis A/C	£18.00
Meningitis ACWY	TBA
Hepatitis B	£35.00 per dose (3 doses) + £20.00 for blood test
Vaccines (Non-registered patients)	
Diphtheria/Tetanus/Polio	£20.00
Typhoid	£30.00
Hepatitis A	£40.00
Typhoid & Hep A combined	£65.00

Our team

The Partners (We are not a limited partnership)

Dr Jash Tanday MB BCh, MRCGP, DRCOG, DME

Is a former pupil of the Mathematical School, Rochester. He trained at the Welsh National School of Medicine in Cardiff qualifying in 1975 and vocationally trained for general practice locally joining the practice in 1980. His special interests include diabetes and care of the elderly. He runs the practice diabetic service. Dr Tanday is also a GP trainer and is responsible, along with Dr Ojedokun, for the training of the GP Registrars working in the practice. He has held the posts of course organiser for the Medway GP Training Scheme and GP tutor for Medway organising education for all Medway General Practitioners. He is married with three children. Among his other interest he is an ex county hockey player and has run several marathons, raising money for charity.

Dr Gill Fargher MB BS, FFFP

Trained at St George's Hospital Medical School in London qualifying in 1983. She completed her vocational training for general practice locally and joined the practice in 1987. Her main clinical interests are gynaecology, palliative medicine and family planning for which she is an instructing doctor. She is married and shares her love of travel with her husband Tristan.

Dr Peter Gilbert MB BCh, MRCGP, DRCOG, DCH

Trained at the Welsh National School of Medicine in Cardiff. He qualified in 1982 and spent eight years in the Regular Army, serving in Germany, The Falkland Islands and Saudi Arabia as well as the UK. He joined the practice in 1990. He is married and has two children. They all share a love of music both choral and instrumental. Dr Gilbert's special interests include Hypertension and Cardiovascular Medicine. He is also responsible for clinical governance in the practice.

Dr Amarjit Singh Dhindsa MBBCh

A former pupil of Chatham Grammar school for boys who trained at The Welsh National School of Medicine in Cardiff qualifying in 1984. Worked as a single handed GP in Rochester since 1991 and merged his practice with The Thorndike in 2011. He has a special interest in Paediatrics and Respiratory Medicine. and is married with two children and enjoys travelling.

Dr Manpreet Pujara MBE, BM, FRCGP, DRCOG

Trained at Southampton University and was a GP in Carshalton, Surrey between 1990 and 2001. He moved to Rochester and joined Thorndike in January 2002. He was one of the practice's GP trainers but in recent years has focused his attention on the use of Information Technology in general practice. He is one of two National Clinical Leads for GPs and Clinical Director of the Electronic Prescription Service, working for the Department of Health's Informatics Directorate. As a result of his external commitments he is currently working part-time at the practice and is usually available on a Monday or Friday.

He was awarded an MBE in the 2002 Queen's Honours list for services to medicine. He is married and has three children Aman, Ayesha and Ajay.

Dr Morayo Ojedokun MB BS, MRCGP

Qualified from Ogun State University, Nigeria in 1997. As part of the Medway Vocational Training Scheme, she completed her General Practice Registrar training at the Thorndike Surgery in August 2004 after which she joined the practice as a partner. She has a special interest in family planning and holds a diploma certificate of the Faculty of Sexual and Reproductive Health. She is married with a daughter and is one of the Ministers at her local church. She enjoys music and reading.

Dr Jaddugadde Ravindra MB BS, MD, MRCGP DFFP

Special interest in GP training, joint injections and respiratory clinics.

Dr Antonia Moore MB ChB, MRCGP, MSc MD

Dr Antonia Moore qualified in 1993 from Bristol University and spent 8 years working in London in Obstetrics/Gynaecology, Genito-urinary medicine and HIV-related research. After moving to Oxford in 2001 she spent a year in Public Health before embarking on GP training. Her main interests are in womens and sexual health, and minor operations. She is married to a Consultant Urologist at the Medway Maritime Hospital and is kept busy by three boys, a dog and two cats.

Other Doctors:

Dr Alex Yeates MB BS, DRCOG

Dr Abiodun A Gbajumo MB BS, MRCOG, MRCGP

Dr Sunitha Varadarajan MB BS, MD, MRCOG, MRCGP, FFP

Dr Bana Haddad MD, nMRCGP, DRCOG, DFRS

Dr Eva Schirmacher MB BS MD

Nursing team

Anne Laitenen RGN, DIP Community Health Studies

Anne provides care for patients with chronic conditions such as coronary heart disease & Hypertension. She is also able to prescribe a range of medicines.

Karen Sheridan RGN

Karen provides a full range of care for patients from immunisations, cervical screening, blood pressures, and well person checks. Karen is responsible for the chronic disease management at the Branch surgery, this includes diabetes, asthma and CHD.

Deborah Cooper RNIRM, MSc, BSc (Hons)

Debby provides health promotion advice and care for patients with chronic conditions such as asthma and diabetes.

Health Care Assistants

Bridget Perfect, Kelly Savul & Louisa Terry

Are important members of the practice team who work under the supervision of a qualified nurse. They check blood pressures, test urine, they run specific clinics. The HCA will be assisting both main and branch surgeries with the running of specific clinics.

Phlebotomists

We run a very efficient phlebotomy service from the Delce. We currently have three phlebotomist, Fran, Karen & Lisa along with Louisa covering holidays.

Practice Manager: Mrs Carol Ann White

Mrs White is here daily at the Main Surgery and her door is always open unless in a meeting. If you feel you need to talk to her about either sites please ask at reception.

Reception & Administrative Staff at both Surgeries

Our reception & administrative team at both sites are here to help you. Their jobs are very demanding so please be patient, as they have to deal with many different tasks during the day.

Secretaries

Our three very supportive medical secretaries are Mrs Ann Golesworthy, Mrs Linda Atkins and Mrs Kirsty Law they are able to help with referrals along with insurance claims or medical reports. Cheryl Mathieson is the medical secretary at the Branch Surgery.

Remember

Keep the medicine chest in a secure, locked place out of reach of small children

Always read the instructions and use the suggested dose

Watch expiry dates – don't keep or use medicines past their sell-by date

Take all unwanted and out-of-date medicines back to the pharmacy.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time, you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Call NHS Direct for details.

Evening and weekends

MEDOCC offers patients registered with our practice a full GP service when our practice is closed please call Medoccc on 01634 891855.

NHS Direct/NHS Choice

NHS Direct offers free health information and advice 24-hours a day on 0845 4647 or at their website, www.nhsdirect.nhs.uk which also offers an enquiry service. For deaf people and those hard of hearing, a telephone service is available on 0845 606 4647. For information about your choices and NHS surgeries please contact the NHS Choices Team on www.nhs.uk

Accident and emergency / 999

If you or a member of your family experience severe chest pain, loss of blood or suspected broken bones, go to your nearest accident and emergency department or call 999. Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Medway NHS Walk in Centre

A Medway NHS centre operates a walk-in service for unregistered and registered patients.

Open 8am until 8pm 365 days a year.

547-553 Canterbury Street

Gillingham

Kent ME7 5LF

Tel: 01634 575232

Fax: 01634 583410

www.dmchealthcare.co.uk

Complaints

The surgery aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of your care, please let us know. You can speak to Carol White practice manager who will be happy to help for either main or branch surgery, and is able to resolve the majority of cases quickly and easily. The PCT also operates a Patient Advice and Liaison Service (PALS) which can often help resolve any problems before they become formal complaints. To speak to a PALS officer, ring 01634 335275 or Free phone 0800 0141 641 pals@medwaypct.nhs.uk

Your Local PCT

The area served by The Dame Sybil Thorndike Healthcare Centre is in the district covered by Medway PCT. Medway PCT is responsible for ensuring you get all the services you need.

For details of all primary care services in the area, look at Your PCT Guide to Primary Care Services at www.medwaypct.nhs.uk or get the information you need at the NHS Choices website www.nhs.uk

NHS Medway

Fifty Pembroke Court

Chatham Maritime, Chatham

ME4 4EL Tel: 01634 335020

Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure.

It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have a right to know what information we hold about you. If you would like to see your records, please contact our practice manager.

Patient Participation Group

If you would like to support the surgery, help with developing new ideas and would like to be part of a patient group here at the surgery please leave your details at reception. It would be lovely to have a good cross selection of people from the younger persons to our more mature patients join the group. We are also interested in patients with various health conditions that would like to join the group to improve patient care, please ask during a consultation or at reception. The surgery currently has eight people applied but we ideally are looking for 12 people. The group would meet once every three months, the time to be decided with the group. The group would not bring their own personal issues to the group but would be proactive group working with the surgery on behalf of other patients.

