



**Thorndike Partnership
Thorndike Medical Centre
Longley Road, Rochester, Kent ME1 2TH**

A guide to our Services

Surgery Opens	Times	Additional Info
Monday	8am – 18.30	We offer extended hours which can be pre-booked
Tuesday	8am - 18.30	
Wednesday	8am - 18.30	
Thursday	8am – 18.30	
Friday	8am – 18.30	
	Telephone lines open at 8am for 'on the day' appointment booking Alternatively you can complete an eConsult form found on our website to contact your doctors on-line	

Telephone Main Surgery

01634 817217

**Evenings and weekends
Call NHS 111 Service**

111

www.thorndike.nhs.uk



Thorndike Medical Centre serves part of Rochester as well as its surrounding areas. Thorndike Medical team includes 9 GPs, 1 Pharmacist, 1 Paramedic, 1 Advanced Clinical Practitioner, 2 experienced nurses, 1 Health Care Assistant, 2 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 Registrars 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 forms which are 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. Everyone is welcome in general practice. You do not need proof of ID, address, immigration status or an NHS number in order to receive care or see a GP. 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 telephone calls may be recorded.

Allocated GP.

If you are over 75 or have a care plan you have already been allocated a Doctor for your care, however if the Doctor you have initially been allocated has since left the surgery, then your Allocated Doctor will become either Dr Kerley or Dr Ojedokun. For everyone else at the surgery your allocated Doctor will also be either Dr Kerley or Dr Ojedokun.

Appointments

Individual Doctors' appointment times are variable. However we offer appointments from 8:30 am until 6.30pm every. Our appointments are 10 minutes long for one problem so if you have more than one problem you will require a double appointment. You can book an appointment either by telephoning the surgery on 01634 817217 or by completing an eConsult application found on our website www.thorndike.nhs.net . You will then be telephone triaged by a clinician who will decide if a face to face appointment is necessary.

If your condition is non-urgent, you may be added to our minor illness on the day appointment. Alternatively you can book an appointment if you want to see a particular GP of your choice this may mean you may have to wait longer. Nurses based in our practice treat patients for a wide range of common conditions. 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 quite quickly and these appointments are pre-bookable in advance. 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 **(and ONLY after 15:00)** unless we have written authority from you that you are happy for the results to be given to a named third party.

A GP or nurse 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. The receptionist will need some information as to the nature of your problem this is to help the GP calling you on the telephone. 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.

Sometime the GP's or nursing team at the Thorndike are running late this is because they cannot do a consultation with some problems within 10 minutes this is because the patient's problems may be far more complicated. Please be assured that the GP or nurse does treat everyone the same and it may be your turn one day to need that extra time.

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
- If you have more than 1 problem book a double appointment
- Tell us if you need to cancel (you can leave a message on the answer phone option 1)
- Call for a home visit or urgent appointment before 10am
- Ring for test results after 15:00

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 ~ To amend or make an appointment
- Press 2 ~ To Cancel an appointment
- Press 3 ~ For prescription enquires
- Press 4 ~ For Test Results (After 15:00)
- Press 5~ For Medical Secretaries (available from 9am - 5.30pm)
- Press 6- For registration enquires

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, our doctor or paramedic 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

You can be seen at The UTC – Urgent Treatment Centre Medway Maritime Hospital. 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. A pharmacist at the chemist can help you with various minor problems, please ask the pharmacist first if you unsure.

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. It helps the surgery if you can give us one week as some GPs do not work every day and if your script needs to go to them it gives more time for the process to run smoothly. 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. You can email your prescription request to

mccg.thorndike.prescriptions@nhs.net 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 registering for online access this is our preferred system, please follow the links. Please use our online system if you are registered called EMIS access or through our website www.thorndike.nhs.uk or we can post if you supply 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. If you would like the prescription put through to a chemist and you give us notice on the Friday we will do our best for you.

Over the counter medicines

The prescribing of over the counter medicines are not supported by Medway Clinical Commissioning Group (CCG)

An item you have requested falls under the bracket of an over the counter medicine and is no longer available on an NHS prescription.

You can purchase your medicine to treat your minor illness from your local pharmacy or supermarket. These include medicines to treat:

Acne

Aches and Pains

Cold Sores

Colic

Cough & Cold

Dental Products

Diarrhoea

Ear Wax

Eczema & other skin Rashes

Hay Fever & Allergies

Headaches & Migraine

Head Lice

Heartburn

Indigestion

Laxatives

Scalp conditions

Sore Throat

Teething

Travel Sickness

Upset Stomach

Warts or Verrucas

Over the Counter Medicines – Frequently Asked Questions

Question - What are Over the Counter (OTC) Medicines?

Answer - OTC medicines are those that you can buy without a prescription, such as mild painkillers, cough and cold remedies and antacids. You can buy these from a local supermarket or pharmacy

Question - I pay my taxes why am I being asked to pay for my OTC medicine? I have always had it before why can't I have it now? I don't pay for my prescriptions so why should I be expected to buy this?

Answer - NHS resources are limited and we must ensure they are used in the most effective manner. The NHS is now in a financial situation where small changes can make a big change to the NHS as a whole. As there is also an increasing demand for GP appointments, treating yourself with self-care treatments and with support from other healthcare professionals will help you get better without the need of a GP appointment.

Question - My friend in another GP surgery is having this on prescription so why can't I?

Answer - All local GP's are encouraged by Medway CCG to ensure the best use of NHS resources.

If you are still unhappy with this decision and wish to make a formal complaint please contact the complaints team at Kent & Medway CCG on 01634 335177

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

Antenatal

Most antenatal care is carried out by the midwives. If you are pregnant you will need to inform the midwives on 01634 717755 and they will contact you to arrange an appointment. 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 a Pharmacist and ACP 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. All fees are payable in advance of vaccinations.

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. They are fully supportive and have a great success rate of patients that quit.

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 cannot 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 appointments 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.

Phlebotomy Walk-in service

The phlebotomy Clinic at Rochester Healthy Living Centre on Delce Road this is for unregistered and registered patients has now moved temporarily to Thorndike Medical Centre.

Booking is via the dedicated telephone line 01634 810814.

The clinic is open Monday to Friday (except Bank Holidays) from 08:00 to 11:30. Please do not arrive early but on time for your allocated slot.

ROCHESTER

PROVIDER	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
<u>On hold at the moment due to covid clinics</u> The Rochester Healthy Living Centre, The Delce Rochester NO APPOINTMENT walk-in	08:15 – 11:30 Take a ticket on arrival	08:15 – 11:30 Take a ticket on arrival	08:15 – 11:30 Take a ticket on arrival	08:15 – 11:30 Take a ticket on arrival	08:15 – 11:30 Take a ticket on arrival
Thorndike Main Surgery BOOKED Appointment	08:00 – 11.30	08:00 – 11.30	08:00 – 11.30	08:00 – 11.30	08:00 – 11.30

Fees & Administrative Charges Non NHS Items

EG: Medical reports, insurance and Travel vaccinations

For Prices please contact surgery

Our Team

The Partners (We are not a limited partnership)

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 Daniel Kerley MBBS, MRCGP

Graduated from Kings College, London, School of medicine in 2009. He subsequently joined the speciality GP training scheme in Kent. He has worked as a partner since 2015 and joined Thorndike surgery as a partner and GP trainer in 2019.

Dr Kerley is particularly interested in elderly medicine and chronic disease management..

Doctors that complement the Thorndike Team

Dr Abiodun A Gbajumo – MBBS, MRCOG, MRCGP

Dr Bana Haddad – MD, nMRCGP, DRCOG, DFSRH

Dr A Moore – MB ChB, MRCGP, MSc, MD

Dr E Moldovan – MD, MRCGP, MSc, DRCOG

Dr Khan - MBBS MRCGP

Dr Arokodare - MBBS, DRCOG, MRCGP

Dr Pun - MBBS, MRCGP, DFSRH, DRCOG

Multi-Disciplinary Team

Juliette Coomber- Advanced Clinical Practitioner

Joanne Kerley- Practice Nurse

Joanne Lord – Assistant Practitioner

Richard Carpenter – Clinical Paramedic

Health Care Assistants - Nancy Anderson

They check blood pressures, test urine, they run specific clinics.

Phlebotomists

We currently have four phlebotomist, Fran, Nancy, Linda and Joanne

Practice Manager: April Bland

April is here daily at the surgery and if you feel you need to talk to her please ask at reception.

Finance Manager: Theresa Baker

Deputy Practice Manager: Kelly Armston

Kelly will point you in the right direction and link with the practice manager.

Reception & Administrative Staff

Our reception & administrative team 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 two very supportive medical secretaries are Mrs Helen Sterba and Gemma Rayner they are able to help with referrals along with insurance claims or medical reports.

Rochester Primary Care Network (PCN)

Rochester Primary Care Network is formed of 4 practices:

Thorndike Medical Centre
City Way Surgery
Castle Medical Practice
Borstal Village Surgery

This provides enhanced services for the area covered by the PCN and we are pleased to advise that the PCN provide support of our Care Navigators and extended hour's clinic.

Our care navigator is:
Bally Katnoria

What care navigators do

- Sign-post to the most appropriate help
- Link with local community groups and services
- Offer advice
- Help to tackle loneliness
- Support and assist with money and housing concerns
- Empower to improve your own well-being
- Personalised planning and support

If you or your GP think that you would benefit from this service the Care Navigator can see you here in the surgery.

We will discuss your needs and support you, providing useful information and assistance to help you make positive changes that improve your life.

You can contact the Care Navigator via email, on the telephone or in the surgery. A home visit can be arranged if needed.

- Email – Rochester.network@nhs.net
- Telephone your surgery and ask to speak to a care navigator
- Book at your surgery reception
- Mailing address: Rochester Network Ltd, Thorndike Medical Centre, Longley Road, Rochester, Kent. ME1 2TH. Registered in England, 12076958

Remember

Keep your 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 chemist

Your local chemist will be able to give you free health advice at any time, you don't need an appointment. Many chemists operate extended hours on a rota basis.

NHS 111 Service Evenings & Weekends

NHS 111 is a new, free, NHS service to help patient's access URGENT local health services when they need them. If you require urgent care contact NHS 111 for medical help. They will triage and decide A&E, 999, ny other NHS service or your GP practice.

Accident and emergency / 999

This service is for medical emergencies and Not for routine conditions that could be seen by another service provider. Do not abuse this service.

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.

UTC – Urgent Treatment Centre

Urgent Treatment Centre operates a walk-in service for unregistered and registered patients.

Open 24hours a day, 365 days a year.

Medway Maritime Hospital

Windmill Road

Gillingham

Kent

ME7 5NY

Tel:01634 830000

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 any of our managers who will be happy to help, and are able to resolve the majority of cases quickly and easily. The complaints leaflet can be found in the waiting room.

Medway Healthwatch at Medway Council: 01634 306000 can often help resolve any problems before they become formal complaints. Alternatively, you can contact NHS Commissioning Board: 0300311 2233
nhscommissioningboard@hscic.gov.uk

For NHS 111 service feedback

www.secamb.nhs.uk/contact_us/patient_advice.aspx

Your Rochester Local Commissioning Group

The area served by Thorndike Medical Centre is in the district covered by Kent & Medway Commissioning Group who is responsible for ensuring you get all the services you need.

For details of all primary care services in the area, you need at the NHS Choices website www.nhs.uk

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 group meet the second Saturday of every month. The group do not bring their own personal issues to the group are a proactive group working with the surgery on behalf of other patients. Your details would be passed to the chair of the group and he will contact you personally.

District Nurses (Delce Road)	0300 1233444
Health Visitors	01634 333366
Midwives	01634 717755
Dental Line (Monday – Friday 09:00 – 17.00)	01634 334200
Rochester Health Centre	01634 337500
Wound Clinic	01634 382247
Fawkham Manor Hospital	01474 879900
Maidstone Hospital	01622 729000
Medway Hospital	01634 830000
Somerfield Hospital	01622 208000
Spire Alexandra Hospital	01634 687166
Wisdom Hospital	01634 830456
PCT - NHS Medway	01634 335020
Medway Police	01634 827055
Bod Pharmacy	01634 817317
Karsons	01634 405700
Paydens	01634 842089
Ryders	01634 842838
Age Concern	01634 401099
Citizen's Advice Bureau	08448 269709
Social Services	01634 334466

