

### CHANGE OF ADDRESS OR TELEPHONE NUMBER

If you change your address or telephone number please let us know in writing as soon as possible to enable us to update our records

### NHS NUMBER

Please ensure you have your NHS Number with you at all times as you may be asked to provide this when contacting the surgery/hospital. This number can be obtained from reception upon request.

### COMPLAINTS PROCEDURE

We operate a practice based complaints procedure. If you need any help, advice or have any concerns about the day to day administration/staff working within the Medical Centre please contact the practice manager in the first instance.

Although every effort will be made to deal with your request on the same day on occasions it may be necessary for you to book an appointment.

There will not be any discrimination against other family members as a result of a formal complaint being made against the practice.

### FREEDOM OF INFORMATION—PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

### DETAILS OF OUR CLINICAL COMMISSIONING GROUP

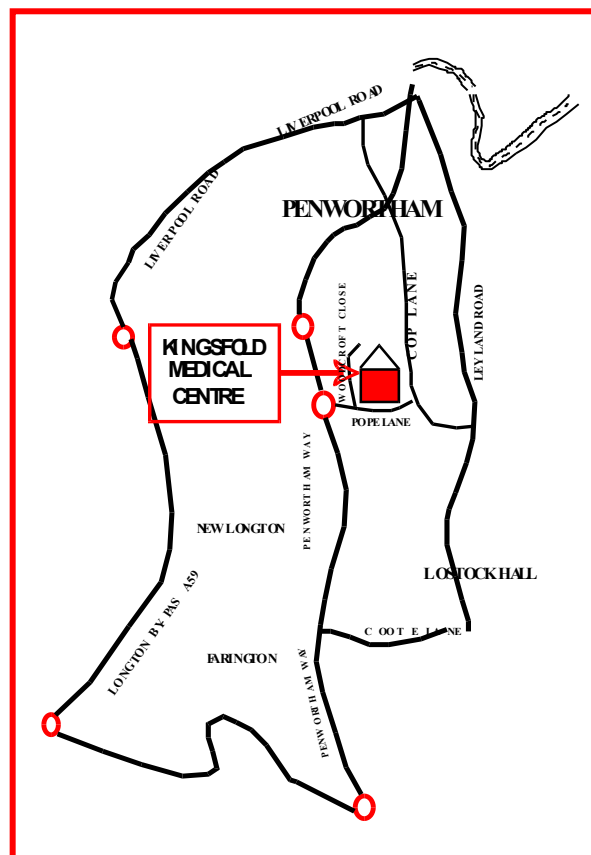
Chorley and South Ribble CCG

Can be contacted at:

Chorley House  
Lancashire Business Park  
Centurion Way  
Leyland  
PR25 6TT  
Telephone 01772 214232

### POLICY CONFORMATION

This practice conforms to the Data Protection Act 1998 and the NHS Confidentiality Code of Practice



### KINGSFOLD MEDICAL CENTRE

Woodcroft Close  
Penwortham  
Preston  
PR1 9BX

Contact Numbers:

Appointments: 01772 529177

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



### KINGSFOLD MEDICAL CENTRE

## Practice Leaflet



### KINGSFOLD MEDICAL CENTRE

Dr Ravi Gokul MBBS/DGM/  
DFSRH/MRCGP

Woodcroft Close  
Penwortham  
Preston  
PR1 9BX

Practice Manager  
Mrs Sangeeta Chikhalikar

Advanced Nurse Practitioner  
Mrs Lorraine Bellis

Practice Nurse  
Mrs Jackie Parsonage

**Contact Numbers:**

Appointments: 01772 529177

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## INTRODUCTION

The Practice partnership is currently run by one full-time male doctor with the assistance of an Advanced Nurse Practitioner. The practice is part of the Chorley and South Ribble CCG.

The Medical Centre was purpose built in 1985 and fully equipped for the disabled with ramps and toilet etc. There are two separate car parks, one for patients and one for staff.

## REGISTRATION

If you wish to register with this practice, please bring your medical card to Reception. If you are unable to find your medical card, the Receptionist will be able to give you appropriate advice.

Details will need to be verified by passport, or birth certificate and utility bill.

As a new patient, you will be expected to attend for a pre-registration health check, which we strongly advise you to attend. Failure to attend without good reason could result in your being removed from the practice list.

## TO MAKE AN APPOINTMENT WITH THE GP

Kingsfold Medical Centre uses the "Same Day Access" policy that means you will usually be seen on the same day. However, your appointment may be with the doctor or ANP. If you need an appointment telephone 01772 529177 at 8.00 am for a morning appointment and at mid-day for an afternoon appointment.

You can also make appointments via the internet. Please ask for a PIN number to access this service at reception.

Visit our website: [www.kingsfoldmedicalcentre.co.uk](http://www.kingsfoldmedicalcentre.co.uk)

In order to start the surgery the first few appointments can be pre-booked but on a strict "first come, first served" basis.

## LATENESS

Please ensure that you arrive on time for your appointment. If you are late we will do our best to see you, but you may be asked to rebook.

## ZERO TOLERANCE POLICY

The practice operates a Zero Tolerance Policy. Abusive or violent behaviour will not be tolerated and could result in your registration with the practice being terminated. This includes rudeness to doctors and staff or any threatening behaviour. (A copy of this policy is available on request).

## SURGERY OPENING TIMES

Reception Staff are available to deal with queries by telephone or face to face, during normal opening hours.

Monday	8.00 Morning Extended Hours	6.30 Evening 6.30—7.15
Tuesday	8.00 Morning Extended Hours	6.30 Evening 6.30—7.15
Wednesday	8.00 Morning	6.30 Evening
Thursday	8.00 Morning	6.30 Evening
Friday	8.00 Morning	6.30 Evening
Saturday (alternate Saturdays only)	<b>EMERGENCY APPOINTMENTS</b> 9.00—11.30 A.M.	

## LATE EVENING SURGERY

**Appointments are available from 6.30 till 7.15 on a Monday and Tuesday evening for patients who have difficulty attending during normal surgery hours.**

## WHEN SURGERY IS CLOSED

**Access to the Out of Hours service will only be available by calling 111. (Calls to NHS111 are free from both landline and mobile).**

## TELEPHONE ADVICE

If you want to speak to a Doctor and feel an appointment is not necessary, the Receptionist will be happy to book a telephone consultation appointment for you.

## HOME VISIT

If you are too ill to come to the Medical Centre, a home visit can be arranged. Please telephone before 10.30am, if possible. You will be asked by the Receptionist to give brief details of your condition in order to assess the urgency of the visit by the Doctor.

## CONFIDENTIALITY POLICY

We provide a confidential service to all patients regardless of age. This means, we do not tell anyone about your visit unless you ask us to do so, including patients under 16 years. The doctors and staff working in the Medical Centre have an unbiased and open minded approach to gay and bisexual patients

## REPEAT PRESCRIBING

When ordering repeat prescriptions please allow **TWO FULL WORKING DAYS BEFORE COLLECTION.** Requests for repeat prescriptions can be made by bringing your request slip to the surgery, by e-mail or via your local pharmacist.

To order by e-mail via our web site [www.kingsfoldmedicalcentre.co.uk](http://www.kingsfoldmedicalcentre.co.uk), you will need to obtain a PIN number from reception.

## SERVICES OFFERED BY THE PRACTICE

### BABY CLINIC

This is a joint Clinic run by Doctor and Practice Nurse every Monday from 1.30 p.m. to 3.30p.m. Routine development checks and immunisations are carried out by appointment. **Please note: Sick/unwell children will need to be seen during normal consultation times.**

### MATERNITY SERVICES

A Midwife led Ante Natal Clinic is held every Wednesday from 9.00a.m. by appointment only.

### PRACTICE NURSING STAFF

The practice has one nursing sister who manages our treatment room work which includes dressings, routine injections, ear syringing and ECG's when ordered by the Doctor. She offers a full travel vaccination programme which can be organised by appointment. She is also available for all general health matters, family planning advise, cervical smears and breast care advice. We also run asthma, COPD and diabetic clinics.

### NON-NHS SERVICES

Our Doctors provide some services which are not covered under the NHS, including some medicals, certificates and travel vaccinations. A charge will be made for all non-NHS services. The receptionist will advise you of the costs involved.

### PATIENT GROUP

Our patient group meets approximately twice a year. For further information please contact :

Tom Dudson.....01772 748577