

# **RIVERSIDE MEDICAL PRACTICE**

**Riverside Medical Practice is a dispensing practice and provides services from two purpose-built surgeries in Halling and Cuxton villages. Wheelchair access is available in both surgeries.**

**Evenings and weekends – For urgent advice and treatment when our practice is closed you can call 111.**

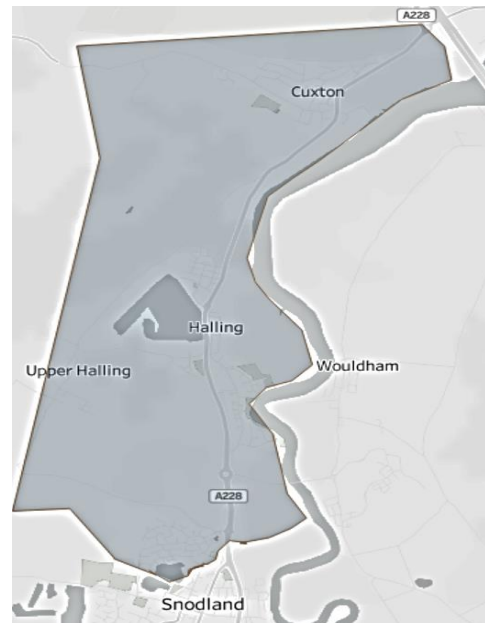
## **Welcome**

Riverside Medical Practice services Halling (ME2), Cuxton (ME2) and Snodland (Holborough Lakes ME6). The area that we cover is shown on the map to the right.

We are a part of Strood Primary Care Network.

Our team comprises of five doctors, one Practice Nurse and a Health Care assistant.

- Dr Krishna Malladi (MBBS)
- Dr Catherine Gardiner (MBBS)
- Dr Ponet Ndlovu (MBBS),
- Dr Oriyomi Obabori (MBBS)
- Dr Leone Walker (MBBS).
- Sr Joanne Coombs (RGN) – Practice Nurse
- Deepika Kaushal – Health Care Assistant



Dr Krishna Malladi is the Lead GP for the Practice Kim Stoner is the Lead Administrator and assists Dr Malladi in clinical administrative tasks. Chloe Hardy is the Assistant Administrator for the Practice. Mrs Shree Malladi is responsible for the non-clinical administration and day to day maintenance.

We are a training practice for doctors who are planning to become General Practitioners so from time to time we will have these doctors attached to the surgery. Dr Krishna Malladi and Dr Catherine Gardiners are trainers. The trainee doctors may be at different levels in their training but, as a patient, you have right to refuse to see them. The Receptionist will need to be informed in case you wish to see a fully qualified Doctor. You also have the right to request to speak to a particular GP.

We offer a full general practice service. We run specialist clinics for children and pregnant women, diabetes and asthma sufferers. We will offer health checks for patients aged 40-75. Our nurse will also do smears for women over the age of 25 years as part of the National Cervical Screening Programme. Contraception and HRT advice is also available from the nurse and doctors.

We offer an on-site dispensing service for majority of patients who are registered with the practice and live in the immediate Halling and Cuxton area.

At Riverside Medical Practice we aim to treat all our patients promptly, courteously and in complete confidence. Patients can access either Halling or Cuxton for an appointment with doctor or nurse.

## **How to register with us at Riverside Medical Practice**

- Complete an GMS1 application form (purple border)
- Complete a health questionnaire

- If you have your medical cards from your previous practice, please hand these to the receptionist as well
- Arrange to have a new registration medical, if you wish
- If you take medication on a regular basis and will require a repeat prescription, please hand your repeat prescription slip to the receptionist

Anyone can register with a GP practice without needing proof of ID, address or immigration status.

### **Appointments**

Appointments can be made by telephoning either surgery. You can also book on-line using one of the on-line apps. You will need to register with the practice to obtain your PIN number. You can also use this facility to book/cancel an appointment with the doctors, but not with nurse or health care assistant (different times for different procedures).

### **HALLING MEDICAL CENTRE – 01634 240238**

Ferry Road, Halling, ME2 1NP

<b>Monday</b>	<b>8.30am to 1.30pm</b>	<b>3.30pm to 6.30pm</b>
<b>Tuesday</b>	<b>8.30am to 1.30pm</b>	<b>3.30pm to 8.00pm (lines close at 1830)</b>
<b>Wednesday</b>	<b>8.30am to 1.30pm</b>	<b>closed</b>
<b>Thursday</b>	<b>8:30am to 1.30pm</b>	<b>3.30pm to 6.30pm</b>
<b>Friday</b>	<b>8.30am to 1.30pm</b>	<b>closed</b>

### **CUXTON MEDICAL CENTRE – 01634 714317**

19A Wood Street, Cuxton, ME2 1LT

<b>Monday</b>	<b>8.30am to 1.30pm</b>	<b>3.30pm to 6.30pm</b>
<b>Tuesday</b>	<b>8.30am to 1.30pm</b>	<b>closed</b>
<b>Wednesday</b>	<b>8.30am to 1.30pm</b>	<b>3.30pm to 6.30pm</b>
<b>Thursday</b>	<b>7:15am to 1.30pm</b>	<b>closed</b>
<b>Friday</b>	<b>8.30am to 1.30pm</b>	<b>3.30pm to 6.30pm</b>

If you work and find it difficult to make an appointment, please note that you can book for an early morning on Thursday at Cuxton and late evening on Tuesday at Halling. The early and late evening shifts will vary when a Bank Holidays falls on either of these days.

### **Urgent cases are seen on the same day**

- If your condition is **non-urgent** you can expect to see a GP within 7 working days. The wait may be longer if you want to see a particular GP. If you don't need an appointment within two working days, you can have the option to book up to 4 weeks in advance.
- You can book to have a telephone consultation with a doctor. He or she will ring you at an agreed time on the telephone number you have given.
- Nurses based in our practice treat patients for a wide range of common conditions. You can access the nurse from either Halling or Cuxton. You can also book a telephone consultation appointment with the nurse when she will ring back at the end of clinic.
- Let us know if more than one person in the family needs to be seen.
- Tell us if you want someone to accompany you during an examination or a private room to discuss any matters.
- **Remember that the results of tests can only be given to the patient**

#### **How you can help us:**

- Be on time for your appointment
- Tell us if you need to cancel
- Call for a home visit or urgent appointment before 10 am
- Ring for test results after 11 am

### **Home visits**

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if possible. However, we can visit you at home if your condition is such that you cannot attend one of our centres. Please ring before 10 am on weekdays to arrange this.

### **Clinics**

We run a range of clinics. For an appointment or further details, please call and speak to our reception staff.

- **Antenatal (Expecting Mothers)**

This is on Thursdays at Halling from 8.30am with the midwife from Medway Hospital. If you are pregnant you can book yourself into the service on line, please ask our receptionist who will supply you with the details. You will be seen regularly throughout your pregnancy either at the practice or at the local hospital, or both.

- **Child health and immunisations**

All new babies are invited for regular check-ups from the age of six weeks. Immunisations are done by our practice nurse by appointment.

- **Diabetes**

This is led by our nurses. This clinic offers advice and general health check-up to patients diagnosed with diabetes, as well as a detailed annual review.

- **Asthma**

Patients suffering from Asthma can be seen by our nurse for advice and support. Patients are encouraged to have a yearly review.

- **New patients**

If you wish to register with us we will offer you a health check arranged by the practice nurse or health care assistant.

- **Health Checks**

Patients who have not attended the surgery for three years will be offered an appointment to attend for a health check by the Nurse.

- **Travel advice and holiday immunisation**

We currently offer advice and all NHS vaccinations for travel. Please note that certain vaccinations are not covered by the NHS and will therefore be chargeable. This includes malaria tablets. Remember to allow sufficient time before you travel.

### **Prescriptions**

Riverside Medical Practice has on-site dispensaries in the Halling and Cuxton surgeries where patients can have their prescriptions dispensed.

### **Repeat prescriptions**

If you take medication on a long-term basis, you can request a repeat prescription by either dropping the request slip into our box (placed by the entrance door), leave at reception or use our on-line facility through [www.patient.co.uk](http://www.patient.co.uk) . (You will need to register for this facility with the practice.) Your prescription will be available for you to pick up within **THREE WORKING DAYS**.

Please remember that there is a charge for prescriptions if you do not have exemption rights. If you have an appointment and you think you will require medication, please remember to bring some form of payment with you. Staff must check the exemption cards on each occasion whilst that medication is collected from the dispensary.

***Do you have any unwanted medicines at home? If so, please return them to the dispensary where we will dispose of them safely.***

## **Specialist and hospital care**

If your doctor believes you need hospital treatment or specialist care elsewhere they will usually arrange that through the e-referral system.

## **Complaints**

Riverside Medical Practice aims to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our services please let us know. Speak to whomever you feel most comfortable. Your GP or any of our reception staff will be happy to help.

In most cases, concerns can be addressed by means of explanation. However, if you feel we have not dealt with the issues you have raised then please let us know.

## **Patients with Special Needs**

Each of our surgeries is accessible to patients using a wheelchair. We have hearing loop fitted in both surgeries.

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.

## **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 available to those parties who are involved in your care. Please see our website to see how information may be shared with third parties in certain circumstances.

Confidential information from your electronic medical record can be used by the NHS to improve the services offered so we can provide the best possible care for everyone. This information along with your postcode and NHS number (but not your name) is sent to a secure system where it can be linked with other health information.

How your information is used and shared is controlled by law and strict rules are in place to protect your privacy. **You have a choice.** If you are happy for your information to be used in this way, nothing more is required to be done from your end. However, if you would like us to flag your record to prevent data being released from your records please let us know.

You have a right to know what information we hold about you. If you would like to see your records, please call our practice and ask for Kim Stoner/ Sandra Holland at Halling Medical Centre.

**Named GP - You may be asked by a third party who your named GP is.  
For all patients registered with this practice your named GP is Dr Krishna  
Malladi.**

## **Other local NHS services**

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

- Paracetamol
- Mild laxatives
- Anti-diarrhoeal medicines
- Indigestion remedy (for example antacids)

- Travel sickness tablets
- Sunscreen – SPF15 or higher
- Sunburn treatment (for example calamine)
- Tweezers and sharp scissors
- A thermometer
- A selection of plasters, non-absorbent cotton wool, elastic bandages and dressings

#### **Remember**

- Keep the medicines in a secure, locked location 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 expiry date

#### **Minor injuries unit - Gravesend**

Open 7 days a week 8.00am to 8.00pm based at Gravesham Hospital, Bath Street, Gravesend, Kent. Tel: 01474 360500. No appointments required they deal with burns, bumps, sprains, cuts, bruises and illnesses such as fevers and rashes.

#### **Accident and emergency / 999**

Whatever the day or time, if you or someone else experiences 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.

If you need medical help fast, but **it isn't a 999** emergency, you can now call **111**. **NHS111** will assess you, provide advice and direct you straight away to the local service that can help you best. Available 24 hours a day, 7 days a week and calls are free, including from mobiles.

*We aim to treat our patients courteously and expect our patients to treat our staff in a similarly respectful way. We take any threatening abusive or violent behaviour against any of our staff or patients seriously. If a patient is violent or abusive they will be warned to stop this behaviour. If they persist, we may exercise our right to have them removed from our list of patients.*

**Our website is: [riversidemedicalpractice.com](http://riversidemedicalpractice.com)**

**This practice is constituted as a non-limited partnership.**

**Updated on: July 2021**  
**Next Review : July 2022**