

Riverside Medical Practice

Ferry Road, Halling, Rochester, Kent, ME2 1NP (01634 240238)
19A Wood St. Cuxton, Rochester, Kent, ME2 1LT (01634 714317)

riversidemedicalpractice.com

Practice Leaflet

Welcome to Riverside Medical Practice, we are a dispensing practice and provide services from two purpose-built surgeries in Halling and Cuxton villages.

We provide General Practice Healthcare to patients living in the area highlighted in the map below. Halling (ME2), Cuxton (ME2) and Holbrough Lakes (ME6).

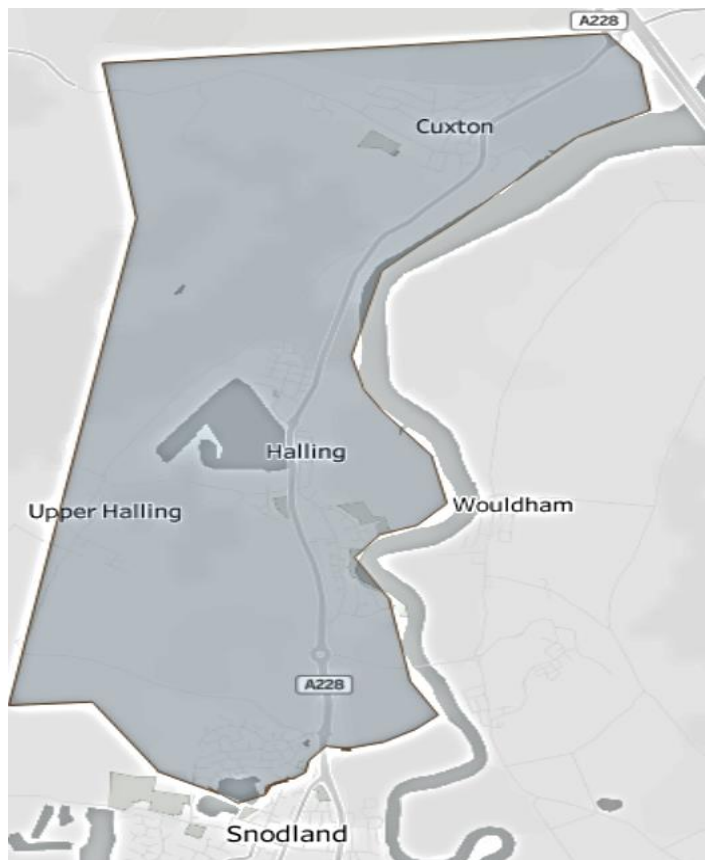
Wheelchair access is available in both surgeries.

We are also a part of Strood Primary Care Network.

When the practice is closed – If you need urgent advice and treatment you can call 111 or access 111 online for help.

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

- Dr Krishna Malladi
- Dr Catherine Gardiner
- Dr Ponet Ndlovu
- Dr Sumitra Rai
- Sr Joanne Coombs – Practice Nurse
- Deena Arbon – 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 Gardiner 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, 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 more than 1 mile from the closest pharmacy (as the crow flies).

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 a registration pack
- 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.

HALLING MEDICAL CENTRE – 01634 240238

Ferry Road, Halling, ME2 1NP

Monday	8.30am to 1.30pm	3.30pm to 6.30pm
Tuesday	8.30am to 1.30pm	3.30pm to 8.00pm (lines close at 18.30)
Wednesday	8.30am to 1.30pm	Closed
Thursday	8:30am to 1.30pm	3.30pm to 6.30pm
Friday	8.30am to 1.30pm	Closed
Saturday	9.00am to 11:45am (for prescription collection only)	

CUXTON MEDICAL CENTRE – 01634 714317

19A Wood Street, Cuxton, ME2 1LT

Monday	8.30am to 1.30pm	3.30pm to 6.30pm
Tuesday	8.30am to 1.30pm	Closed
Wednesday	8.30am to 1.30pm	3.30pm to 6.30pm
Thursday	7:15am to 1.30pm	Closed
Friday	8.30am to 1.30pm	3.30pm to 6.30pm

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 7 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 themselves**

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.

- **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 if they qualify for dispensing services.

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), in person at reception or use our by using online services such as the NHS App (You will need to register for this facility with the practice.) Your prescription will be available for you to pick up in **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

This practice is constituted as a non-limited partnership.

Updated on: October 2024

Next Review: October 2025

RIVERSIDE MEDICAL PRACTICE
Privacy Notice – Direct Care, (routine care and referrals)

This practice keeps data on you relating to who you are, where you live, what you do, your family, possibly your friends, your employers, your habits, your problems and diagnoses, the reasons you seek help, your appointments, where you are seen and when you are seen, who by, referrals to specialists and other healthcare providers, tests carried out here and in other places, investigations and scans, treatments and outcomes of treatments, your treatment history, the observations and opinions of other healthcare workers, within and without the NHS as well as comments and aide memoires reasonably made by healthcare professionals in this practice who are appropriately involved in your health care.

When registering for NHS care, all patients who receive NHS care are registered on a national database, the database is held by NHS Digital, a national organisation which has legal responsibilities to collect NHS

GPs have always delegated tasks and responsibilities to others that work with them in their surgeries, on average an NHS GP has between 1,500 to 2,500 patients for whom he or she is accountable. It is not possible for the GP to provide hands on personal care for every one of those patients in those circumstances, for this reason GPs share your care with others, predominantly within the surgery but occasionally with outside organisations.

If your health needs require care from others elsewhere outside this practice, we will exchange with them whatever information about you that is necessary for them to provide that care. When you contact healthcare providers outside the practice but within the NHS it is usual for them to send us information relating to that encounter. We will retain part or all those reports. Normally we will receive equivalent reports of contacts you have with non NHS services but this is not always the case.

Your consent to this sharing of data, within the practice and with those others outside the practice is assumed and is allowed by the Law. People who have access to your information will only normally have access to that which they need to fulfil their roles, for instance admin staff will normally only see your name, address, contact details, appointment history and registration details in order to book appointments, the practice nurses will normally have access to your immunisation, treatment, significant active and important past histories, your allergies and relevant recent contacts whilst the GP you see or speak to will normally have access to everything in your record.

You have the right to object to our sharing your data in these circumstances, but we have an overriding responsibility to do what is in your best interests. Please see below. We are required by Articles in the General Data Protection Regulations to provide you with the information in the following 9 subsections.

1) Data Controller contact details

Riverside Medical Practice
Ferry Road, Halling
Rochester, Kent ME2 1NP

2) Data Protection Officer contact details

Dr K S Malladi,
Riverside Medical Practice,
Ferry Road, Halling
Rochester, Kent ME2 1NP.
Tel: 01634 240238
Email: riversidemedicalpractice@nhs.net

3) Purpose of the processing

Direct Care is care delivered to the individual alone, most of which is provided in the surgery. After a patient agrees to a referral for direct care elsewhere, such as a referral to a specialist in a hospital, necessary and relevant information about the patient, their circumstances and their problem will need to be shared with the other healthcare workers, such as specialist, therapists, technicians etc. The information that is shared is to enable the other healthcare workers to provide the most appropriate advice, investigations, treatments, therapies and or care.

4) Lawful basis for processing

The processing of personal data in the delivery of direct care and for providers' administrative purposes in this surgery and in support of direct care elsewhere is supported under the following Article 6 and 9 conditions of the GDPR:

Article 6(1) (e) '...necessary for the performance of a task carried out in the public interest or in the exercise of official authority...'

Article 9(2) (h) 'necessary for the purposes of preventative or occupational medicine for the assessment of the working capacity of the employee, medical diagnosis, the provision of health or social care or treatment or the management of health or social care systems and services...'

We will also recognise your rights established under UK case law collectively known as the "Common Law Duty of 'Confidentiality'".

5) Recipient or categories of recipients of the processed data

The data will be shared with Health and care professionals and support staff in this surgery and at hospitals, diagnostic and treatment centres who contribute to your personal care

6) Rights to object

You have the right to object to some or all the information being processed under Article 21. Please contact the Data Controller or the practice. You should be aware that this is a right to raise an objection that is not the same as having an absolute right to have your wishes granted in every circumstance

7) Right to access and correct

You have the right to access the data that is being shared and have any inaccuracies corrected. There is no right to have accurate medical records deleted except when ordered by a court of Law.

8) Retention period

The data will be retained in line with the law and national guidance.

<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016> or speak to the practice.

9) Right to Complain.

You have the right to complain to the Information Commissioner's Office, you can use this link <https://ico.org.uk/global/contact-us/> or calling their helpline Tel: 0303 123 1113 (local rate) or 01625 545 745 (national rate) There are National Offices for Scotland, Northern Ireland and Wales, (see ICO website)

* "Common Law Duty of Confidentiality", common law is not written out in one document like an Act of Parliament. It is a form of law based on previous court cases decided by judges; hence, it is

also referred to as 'judge-made' or case law. The law is applied by reference to those previous cases, so common law is also said to be based on precedent.

The general position is that if information is given in circumstances where it is expected that a duty of confidence applies, that information cannot normally be disclosed without the information provider's consent.

In practice, this means that all patient information, whether held on paper, computer, visually or audio recorded, or held in the memory of the professional, must not normally be disclosed without the consent of the patient. It is irrelevant how old the patient is or what the state of their mental health is; the duty still applies.

Three circumstances making disclosure of confidential information lawful are:

- where the individual to whom the information relates has consented;
- where disclosure is in the public interest; and
- where there is a legal duty to do so, for example a court order.

Your Data Matters to the NHS

Information about your health and care helps us to improve your individual care, speed up diagnosis, plan your local services and research new treatments.

In May 2018, the strict rules about how this data can and cannot be used were strengthened. The NHS is committed to keeping patient information safe and always being clear about how it is used.

You can choose whether your confidential patient information is used for research and planning.

To find out more visit: nhs.uk/your-nhs-data-matters
