

## Practice Information

### Brenchley – Office Hours

Monday	8.30 – 1.00	2.00 – 4.00
Tuesday	8.30 – 1.00	2.00 – 4.00
Wednesday	8.30 – 1.00	2.00 – 6.00
Thursday	8.30 -	6.00
Friday	8.30 – 1.00	2.00 – 6.30

### Horsmonden – Office Hours

Monday	8.00 – 12.00	3.00 – 6.30
Tuesday	8.00 – 10.00	Closed
Wednesday	8.00 – 1.00	Closed
Thursday	8.00 – 11.00	Closed
Friday	8.00 – 1.00	Closed

**Surgery times are as advertised at Reception and may vary from time to time. If you cannot keep an appointment please let us know so that we can offer it to someone else.**

### Appointment Only Surgeries

Where possible the Doctors prefer to see patients by appointment. Appointments can be made at Reception or by telephone. We allow 10 minutes per booked consultation. If you require a longer consultation please ask at the time of booking.

### Non-appointment (walk-in) Surgeries

These surgeries are for problems that cannot reasonably wait for the next available booked appointment and are for 5 minutes per consultation. You must **register in person** at Horsmonden by 9.00am and at Brenchley by 9.30am and you will be given an approximate time to see the doctor.

All appointments are for one person only and separate appointments should be made for each individual.

Friday afternoon walk-in Surgeries are **strictly for emergencies only**.

### Telephone Calls

Some problems can be dealt with over the phone. However, a Doctor may not be immediately available in which case they will call you back or suggest an alternative course of action.

### Home Visits

Requests for home visits should be made before 9.30am whenever possible. Visits are at the Doctor's discretion; you may be telephoned first to discuss your problem.

## Repeat Prescriptions

To obtain a repeat prescription please tick the box on the duplicate page of your prescription and either bring it or send it to your normal Surgery. Repeat prescriptions can be posted back to you if you provide a stamped, addressed envelope.

## Dispensing

Patients living more than 1 mile from their nearest chemist can obtain their medicines from our dispensary at Brenchley Surgery.

- Other than in exceptional circumstances we require **48 hours' notice** (excluding weekends and Bank Holidays) to fulfil repeat prescription requests.
- In order to prevent mistakes we regret that we **cannot** accept telephone requests for repeat prescriptions.
- In accordance with NHS guidelines a one month supply of drugs will normally be issued.
- Prescription charges are payable upon collection of your medication by cash or cheque; unfortunately we cannot accept credit/debit cards.

## Ante-natal Care

There is an ante-natal clinic by appointment with the Midwife at Brenchley each Wednesday morning, 9.30am to 12.30pm.

## Child Health Care

Routine checks are carried out by the Health Visitor and Doctor as required. There are regular non-appointment clinics run by the Health Visitors at Woodlands Health Centre, Paddock Wood each Wednesday from 10.00am to 12 mid-day and 2.00 to 4.00pm, and at Pembury Baptist Church, Romford Road on the 1<sup>st</sup> and 3<sup>rd</sup> Thursday each month 1.30 to 3.30pm. A Health Visitor advice line is available on 01892 839428 - Monday to Friday (excluding Bank Holidays) from 9.30am to 12 mid-day – when a Health Visitor is at the end of the phone to answer your questions and offer advice.

## Commuter Appointments

Appointments are available for patients who cannot come during normal Surgery times (eg commuters) on Tuesdays between 7.00 and 8.00am and Wednesdays between 6.30 and 7.45pm. Please contact Reception to make an appointment.

## Disabled Patients

Both Surgeries are wheelchair accessible.

## Family Planning

By appointment with a Doctor or Practice Nurse.

## New Patients

A health questionnaire is given to all new patients and we offer a health check with the Health Care Assistant. You are registered with the Practice and are free to consult any of the Doctors.

## Other Medical Examinations

Please speak to a Receptionist to make arrangements and discuss any charges.

## Patient Comments and Complaints

We aim to provide high quality medical care in a friendly and informal way. If you have any suggestions for improvements we are happy to receive them. We are also aware that sometimes there are problems. If you wish to complain or make any suggestions please contact Jenny Foulser, Practice Manager, to discuss the issue.

## Phlebotomy Service / Blood Tests

We have regular sessions at each Surgery for routine blood tests. Please contact Reception to make an appointment.

## Ready Call

These local voluntary organisations can provide transport, care for housebound relatives, advise about support agencies, shopping and arranging special equipment:

Brenchley Residents: 01892 833885 / 722434 / 722885

Horsmonden Residents: 01892 723850

## Test Results

Most test results are available within 5 days, although x-ray results take longer. Unless other arrangements are made please ring the Surgery for your results between 2.00 and 3.30pm.

## Travel Advice and Immunisations

By appointment with the Practice Nurse. There is a charge for some immunisations which is payable at the time of the appointment. Please ask for details of charges.