

Opening hours

	Monday – Friday (excluding public holidays)	Saturday-Sunday and Bank Holidays
St Werburgh Medical Practice	8am – 6:30pm (Main site) 8am – 6pm (Mon, Wed and Fri – Yellow Suites, Balmoral Gardens)	CLOSED
Marlowe Park Medical Centre	8am – 6:30pm	CLOSED
King's Family Practice	8am – 6:30pm	CLOSED
The London Road Medical Centre	8am – 6:30pm	CLOSED
Conway PMS	8am – 6:30pm (Main site) 9am – 2pm and 3:30pm - 6:30pm (Mon, Tues) and 9am – 6:30pm (Thursday) – Welling Branch	CLOSED
Parrock Street Surgery	8am – 6:30pm	CLOSED

Are you using the right service?

<p style="text-align: center;">SELF-CARE</p> <p style="text-align: center;"></p> <p style="text-align: center;">What's in your medicine cabinet?</p> <p style="text-align: center;">Visit NHS choices at www.nhs.uk</p> <p style="text-align: center;">Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p style="text-align: center;">PHARMACY</p> <p style="text-align: center;"></p> <p style="text-align: center;">Feeling unwell and unsure what medication is right</p> <p style="text-align: center;">Need advice or help on medicines</p> <p style="text-align: center;">To help you self-care</p>	<p style="text-align: center;">NHS 111 (24/7)</p> <p style="text-align: center;"></p> <p style="text-align: center;">Still unsure and want more advice then dial 111</p> <p style="text-align: center;">It's urgent but not an emergency</p> <p style="text-align: center;">NHS 111 is available 24 hours a day</p>
<p style="text-align: center;">GP ADVICE</p> <p style="text-align: center;"></p> <p style="text-align: center;">Self-care not working or persistent symptoms</p> <p style="text-align: center;">Chronic pain</p> <p style="text-align: center;">Long term conditions such as asthma or diabetes</p>	<p style="text-align: center;">WALK IN CENTRE</p> <p style="text-align: center;"></p> <p style="text-align: center;">Minor injury or illness</p> <p style="text-align: center;">Symptoms not getting better and you cannot see your GP</p>	<p style="text-align: center;">A&E or 999</p> <p style="text-align: center;"></p> <p style="text-align: center;">Emergencies only</p> <p style="text-align: center;">Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>

Further information can be sought from www.nhs.uk



Providing NHS services



Aspire Medical Health

Patient Information Leaflet

Aspire Medical Health is a partnership providing NHS Services from below practices under an NHS England General Medical Services Contract.

St Werburgh Medical Practice	98 Bells Lane, Hoo, Rochester, Kent, ME3 9HU Tel: 01634250523 KMICB.stwerburghadmin@nhs.net , www.stwerburgh.co.uk
Marlowe Park Medical Centre	Wells Road, Strood, ME2 2PW Tel: 01634719692 Marlowe.parkmedicalcentre@nhs.net www.marloweparkmedicalcentre.nhs.uk
King's Family Practice	30 - 34 Magpie Hall Road, Chatham ME4 5JY Tel: 01634 810040 kingsfamilypractice@nhs.net , www.kingsfamilypractice.nhs.uk
The London Road Medical Centre	32 London Road, Sittingbourne, Kent, ME10 1ND Tel: 01795 472109 www.thelondonroadmedicalcentre.nhs.uk themedicalcentre@nhs.net
Conway PMS	44 Conway Road, Plumstead, SE18 1AH Tel: 020 8854 2042 www.conwaypms.nhs.uk , greccg.conwaypms@nhs.net
Parrock Street Surgery	186 Parrock Street, Gravesend, Kent, DA12 1EN, Tel: 01474567888 www.parrockstreetsurgery.nhs.uk , gp.q82062@nhs.net

The practice team

These practices operate under a partnership agreement and provide services on behalf of the NHS.

Partners

Dr Subhro Mukherjee (m), GMC No: 6122892, MB BS, DRCOG, DFSRH, MRCGP;

Dr Anouska Hari (f), MBBS (hons) London, MRCGP, DCH, DRCOG, DLM

List of practice staff including Clinician and non-clinician are listed in the practice website.

Appointments and accessing practice services

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please visit the practice website. Should you be unable to access the website, please contact the practice and a member of our Patient Care Navigator will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

Threats of violence or abuse of our staff

Our staffs work hard to provide you with the best possible service. Please treat them with the courtesy and respect they deserve.

We operate a zero-tolerance policy and may refuse to provide services to individuals or those accompanying individuals who are

violent, threaten violence, commit or threaten to commit a criminal offence

Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available on the practice website.

Alternatively, contact Practice Team Leader who is the nominated point of contact for all PPG matters.

Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

NHS England Contact

Aspire Medical Health provides NHS services on behalf of NHS England, PO Box 16738, Redditch, B97 9PT.

Telephone: 0300 311 2233

Email: england.contactus@nhs.net

Home visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back. A clinician will then telephone you to discuss your request.

Home visits are usually carried out by paramedic on Monday to Friday.

When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via www.nhs.uk

How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

You will also be offered a health check when you join the practice for the first time (see the practice website for a full list of your rights and responsibilities).

Services we provide

Along with routine appointments, the practice offers the following services:

- **Family planning** – All our GPs and the practice nurse offer a full range of family planning services
- **Immunisations** – The nursing team administers vaccines for both adult and child immunisations.
- **Minor surgery** – Your GP will advise on minor operations

- **Cervical smear testing** – For women aged 25 – 65. These tests are undertaken by the nursing team.
- **Well-Man and Well-Women clinics** – Nurse-led, these clinics are aimed at encouraging a healthy lifestyle for our male and female population
- **Chronic disease management** – We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other services** – Health checks for adult patients aged 16 to 74 years and 75 years and over are also available especially for those who have not seen a clinician at this practice. Details are available from reception and on the practice website.

We also offer the following clinics and checks: antenatal, baby, post-natal, smoking cessation, musculoskeletal, social prescriber.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box or at the reception desk.
- By telephone (only vulnerable patient) – Please call the practice between 10am and 6pm.
- Online – Please log in and order via our website

Please allow at least 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.

Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. Please visit our website or email us your feedback.