

Summerhill Surgery

A Guide To  
Your Surgery

243 Margate Road, Ramsgate, Kent CT12 6SU

Telephone: (01843) 591758

Fax: (01843) 580370

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

Opening Hours: Monday to Friday

8.00am until 6.30pm

Evenings and Weekends: StourCare 0844 800 1234

## Welcome To The Practice

Please take time to read through this booklet which will tell you all about the practice, our practice team and the services we currently offer. It is designed to help you to make the best use of the services, so please keep it in a safe place for future reference.

Summerhill Surgery is a modern, purpose-built surgery that has seven consulting rooms and a large minor operation room. The building is set in landscaped gardens and has ample space for parking.

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### The Doctors

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The doctors practise together as a non-limited partnership. Details of the doctors' names, registration qualifications and date and place of first full registration are given below:

Dr O B Peters	(Male)	MD 1982 University of Groningen, Holland
Dr S P Grover	(Male)	MB BS 1988 St Thomas Hospital, London
Dr E E Adjovi	(Male)	State Diploma of Medicine, 1980 University of Paris, France
Dr P K Agarwal	(Male)	MB BS 1987 India D Ortho 1993 FRCS 1999 MRCGP 2005

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### Practice Manager

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If you have any suggestions, complaints or queries please ask to see the practice manager.

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### Practice Nurses

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Connie and Lyndsey are highly qualified nurses and are trained to carry out extensive tests and procedures. They work in conjunction with the doctors, running various health clinics. You can see them for such services as foreign travel immunisations, cervical smears, dressing wounds, irrigating ears, routine blood pressure checks, etc.

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### Healthcare Assistant

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Deborah carries out procedures including blood pressure, ECG and lung function (spirometry) tests and over 75 checks.

## District Nurses/Health Visitors

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We have close links with the community nursing service and if community help is required our practice staff will organise the appropriate service.

## Receptionists

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All our receptionists are here to help you. They have a difficult job to do, with phone calls and enquiries descending on them from every direction. They have to judge the urgency of your request, so please help them by providing them with the information they need. They have been trained to make these enquiries so that you can be helped in the most appropriate way. Provision can be made for you to speak confidentially with staff.

## Office Manager

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Our office manager is responsible for the day-to-day management of the reception and administration office.

## Personal Assistants

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Our personal assistants help the doctors with secretarial duties and general support.

## Appointments

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Doctors' appointments are available from 8.30 to 11.20am and 2.00 to 5.50pm, Monday to Friday. These times may vary according to the availability of these clinicians.

Please telephone the surgery on (01843 591758) at 8.00am on the day you wish to have an appointment. The telephones are extremely busy at this time, so please be patient. Patients are registered with the practice and not an individual doctor. Staff will endeavour to meet personal preferences but an appointment with the doctor of your choice cannot be guaranteed. We will always endeavour to see urgent medical problems on the same day.

Appointments are at 10-minute intervals and are for one patient only. Some pre-booked appointments may be available up to two weeks in advance; please ask at reception for details.

## Chaperone Policy

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Certain investigations and treatments require a doctor to undertake intimate examinations of a patient. Summerhill Surgery offers a chaperone service for these situations. You have the right to request a chaperone at any such examination. Please tell your doctor before the examination starts. Some procedures automatically necessitate a chaperone being present and your doctor will inform you of this at the time. Your comfort, dignity and privacy are our concern. Members of staff are trained for such eventualities so please do not feel embarrassed or awkward.

## Home Visits

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We are able to offer house calls for genuinely housebound patients who require examination by a doctor. If you fit these criteria your request will be assessed by one of the doctors who will decide on the next course of action. Please make your request before 10.00am to enable us to take prompt action. Visits take place after 2.00pm.

## Immunisation

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A variety of diseases can be prevented by immunisations. All patients should have immunisation and 10 year boosters against tetanus and polio and, for those at risk, a flu jab every year. A single pneumococcal (pneumonia) vaccination for those at risk is also strongly recommended. Some courses of travel immunisation, and our travel vaccination certificate are available at a modest fee. A full price list is on display in the waiting room.

## Children's Immunisation Programme

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A comprehensive programme is offered to all children. Vaccinations are given at the following ages:

2 months, 3 months, 4 months, 12 months, 13 months, 3 years 4 months to 5 years old and 13 years to 18 years old.

Please contact one of our nurses if you would like more information. You will receive a letter from the surgery when any immunisation is due.

## Cervical Smears

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If you are female between 25 and 65 then your doctor strongly recommends that you have a regular cervical smear test. These tests are carried out routinely every 3 years between the ages of 25 and 49, and every five years between the ages of 50 and 64. This test makes it possible to detect and treat the early stages of abnormalities of the cervix before they have a chance to become apparent to you. The test is quick, simple and painless and may be performed by the nurse. Please ask if you require further information.

## Contraceptive Services

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### Family Planning

Please make an appointment to discuss the options with the nurse. We can offer all methods, including emergency contraception and coil fitting.

## Travel Clinic

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Please make an appointment at least two weeks in advance of your holiday as you may need a course of vaccinations. A charge will be made for certain immunisations and vaccinations which are not covered by the NHS.

## Influenza Vaccination

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Influenza is responsible for many deaths and much disability each year. We have an active programme of annual influenza vaccination and the doctors strongly recommend vaccination for those most at risk.

You may require influenza vaccination if you:

- are 65 or over
- have chest or heart trouble
- are diabetic
- have kidney disease
- are taking certain medicines
- have low immunity
- have a long-standing disease

Please contact the surgery in early October to arrange for your injection. Ask the doctor or nurse for advice if you are unsure.

## Child Health Surveillance

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This is carried out in conjunction with the health visitor at our baby clinic and includes a 6-8 week baby check.

## Emergencies

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For out-of-hours (after 6.30pm) emergencies, please phone StourCare, on 0844 800 1234 to contact a duty doctor. Please restrict out-of-hours calls to emergencies only. This service is not for patients to use for non-urgent problems when we are unable to offer you an appointment. You may be invited to attend for treatment at the StourCare facility at the Queen Elizabeth the Queen Mother Hospital, Margate.

NHS Direct is a nurse-led advice service which patients may call at any time by ringing 0845 46 47. NHS Direct is available during the day and night and will take calls from patients seeking advice even when the surgery is open.

## Repeat Prescriptions

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Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. If you have more than one repeat prescription, try and request all of your items together. Requests can be made on our website [www.summerhillsurgery.co.uk](http://www.summerhillsurgery.co.uk) or by handing in or posting your prescription slip, ensuring that you allow at least two whole working days for processing (this does not include weekends or bank holidays). This is to allow time for the doctors to check your medicines, as they are legally responsible for them. For patient safety, requests for repeat prescriptions cannot be taken over the telephone or via fax. Occasionally the prescription will include a message asking you to see the doctor/nurse before the next prescription is given. This is to check your health and ensure no changes are needed to your medicines. Please note that the doctors will not issue repeat prescriptions during consultations; please do not offend them by asking.

Most local pharmacies offer a repeat prescription collection service; please advise us if you would like to use this service.

## Prescription Charges

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### Exemptions

People in the following categories are automatically exempt from prescription charges:

- children under 16 years of age
- under 19s who are in full-time education
- people over 60 years of age
- pregnant women and women who have had a baby in the last 12 months
- people receiving DSS benefits
- people with specific medical conditions

### 'Season Tickets'

It is sometimes worthwhile to buy a season ticket for pre-payment of prescription charges. These are available from [www.ppa.org.uk](http://www.ppa.org.uk) and some pharmacies.

## Sickness Certificates

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You do not require a doctor's sickness certificate for any illness lasting seven days or less. Your employer may, however, require you to complete a self-certification form (SC2) that is available from your employer. For any illness lasting longer than seven days you will need to see a doctor for a sickness certificate (FPmed3) to be issued. Any extension can be requested in writing, you do not need to see a doctor.

Please note that should an FPmed3 be required for the first seven days of any illness, a charge of £20 will be made.

## Specimens

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Hospital specimens are collected daily Monday to Friday at 12 noon. Please ensure your specimens are at the surgery for collection by this time.

## Private Fees For Non-NHS Work

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Like other professionals, doctors are entitled to charge a fee for work that does not fall under the umbrella of the NHS. This includes insurance forms, private sick notes, holiday cancellation forms, local council letters and many others. Fees start at £20 and increase according to the amount of work involved and responsibility taken. Please note that payment in full is required at the time of the

request. Our fees are displayed in the reception area. Some requests may take four to six weeks to complete.

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### Telephone Advice And Results

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Please telephone the surgery if you need advice from the doctor or nurse.

Doctors are not able to speak to patients on the telephone during surgery but staff can seek advice on your behalf. The doctor may choose to call you back when convenient. To minimise disruption to the surgery, please ring for non-urgent advice and test results after 3.00pm.

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### Clinics

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At the current time the following clinics are operating:

Asthma and Respiratory	Diabetes
Blood Pressure	Hearing
New Registration Medicals	Physiotherapy
Family Planning	HRT Advice
Antenatal and Postnatal Care	Warts and Verrucas
Travel Immunisation	Epilepsy
Counselling	Phlebotomy (Blood tests) [over 16s only]
Well Woman - including smear tests	

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### Health Education And Health Promotion

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If you require information regarding any health issue please enquire. If we do not have the information to hand we will endeavour to obtain it for you.

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### Registration Checks

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If you are new to the surgery you will be invited to attend for a registration medical, which includes filling in a form about your past and current medical history, a short medical examination, including height/weight and blood pressure. Your registration will not be completed until you have attended your 'New Patient Check'. Should you choose not to attend this essential appointment, you will not be included on the surgery's patient list and you will need to arrange an alternative health care provider. Please bring a urine specimen with you. This service is also extended to patients not seen in the surgery for 3 years.

## Parking

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We are pleased to be able to offer parking for 18 vehicles, including two disabled parking bays. Patients are requested not to park outside of the designated spaces. If the car park is full, please park on Margate Road. Please be aware that we will be forced to introduce vehicle clamping if patients park in the disabled bays without displaying a valid Blue Badge, park on double yellow lines, double park, or obstruct the driveway.

## Access For The Disabled

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The practice has reserved disabled parking spaces, toilets and access for wheelchair users. If access proves difficult to any of our disabled patients please ask for assistance. We are always happy to consider any suggestions for improvement.

## Confidentiality

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We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on the computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. No information can be given to another person (other than for a patient under the age of 16 to parent/guardian) unless a signed letter of authorisation is provided.

## Practice Charter

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The practice fulfils equal opportunities, disability discrimination and sex discrimination regulations, ensuring that everyone receives fair and equal treatment. Copies of the practice charter are available from reception. It explains your rights and responsibilities when using practice services, our principal quality standards of general medical services and how you can help yourself and us.

## Zero Tolerance

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We have a Zero Tolerance policy towards verbal or physical abuse. Patients are asked to be considerate and act reasonably. All incidents will be followed up and you will be sent a formal warning or removed from the practice if your behaviour has been unreasonable.

## Freedom Of Information

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The surgery conforms to the requirements of the Freedom of Information Act 2000. We have produced a publication scheme in accordance with the Act, a copy of which is available from reception.

## Comments And Suggestions

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Patients' comments are always welcome and may be made in person or in writing to any member of staff. The practice manager is particularly keen to hear the views of patients on delivery of services at the practice, both medical and administrative. A suggestion box is located in the waiting room.

## Complaints

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We operate a practice complaints procedure to deal with complaints about the services we provide. Our practice manager can give you further information. Our aim is to give you the highest possible standard of service and we will try to deal swiftly with any problems that may occur. The procedure meets national criteria, as part of the NHS system for dealing with complaints. We hope that most problems can be resolved easily and quickly, preferably at the time they arise and with the person concerned. If, however, you wish to make a complaint, it should be addressed to the practice manager or to any of the doctors. Please ask at reception for details of how to complain. If you want independent advice contact PALS (Patient Advice and Liaison Service) on 0845 601 5890.

## Data Protection

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The practice fully complies with the Data Protection Act 1998. Under the act patients have a right to be informed whether personal data about them is being processed and have a right to access this data. Patients can review the data processed and formal applications for access should be made in writing to the practice manager. A fee of £10 to £50 is charged for this.

## Personal Health Information

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We ask you for information about yourself so that you can receive proper care and treatment. We may use some of this information for other reasons, eg to help

us protect the health of the public.



## Practice Boundary

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Please see the map on the back cover for our practice boundaries, which shows the area our doctors can cover.