



GILES LANE, CANTEBRURY, KENT, CT2 7PB

Tel: 01227 469333

Website: www.umckent.co.uk

PRACTICE LEAFLET

The Doctors

Partners:

Dr. Michael Norman MA MB BChir DRCOG DOccMed	<i>GMC No: 2733399</i>
Dr. Timothy Noble BA(Hons) Fine Art MB BS MRCGP DRCOG	<i>GMC No: 3184745</i>
Dr. Philippa Katona MB BS MRCGP DRCOG	<i>GMC No: 2423551</i>
Dr. Emma Munn BM MRCGP	<i>GMC No: 7042567</i>
Dr. Einass Osman MB BS 2006	<i>GMC No: 7002631</i>
Dr. Sophie Flanagan BSc MBChB (Hons) MRCP MRCGP DRCOG	<i>GMC No: 6025173</i>

Associate GPs:

Dr. Katy Hine MB BS MRCGP FRACGP DCH DRCOG DFP	<i>GMC No: 4307787</i>
Dr. Balafama Ogboru MBBS MSC MRCGP	<i>GMC No: 7262745</i>

The Practice

Located on the University of Kent Campus, the University Medical Centre has a skilled team of clinicians delivering healthcare to students, staff and local residents. The team consists of six Partner GP's (Doctors) and two Associate GPs (listed above), along with a Nurse Practitioner (able to prescribe & refer to hospital), three Prescribing Practice Nurses, five Practice Nurses and two Health Care Assistant. Our clinical team is supported by our Reception, Secretarial and Administration staff.

To be eligible for registration with the University Medical Centre patients are required to be Students living within a six mile radius and Non Students living within a three mile radius of the surgery. A map can be found in this leaflet and on our website. The Medical Centre is accessible to wheelchairs.

Our Mission Statement:

To provide high quality medical care to those who are registered with the Medical Centre and to others who seek our help.

Our Vision:

To work in partnership with our patients and staff to provide the best quality primary care services possible to our patients within local and national governance, guidance and regulations.

Opening Hours

General Practice (GP services)

Reception	Monday to Friday	08.00 to 18.30	Tel 01227 469333 for appointment booking and queries
GP Clinics	Monday to Friday	09.00 to 12.00 14.00 to 17.00	Tel 01227 469333 for a GP appointment
GP Evening Appointments	Tuesday & Thursday	18.30 to 21.00	Evening appointments available during University Term Time & Easter Vacation
Nurse Clinics	Monday to Friday	09.00 to 12.00 14.00 to 17.00	Tel 01227 469333 for a Nurse appointment
Nurse Evening Appointments	Tuesday & Thursday	18.30 to 21.00	Pre-booked Evening appointments available during University Term Time & Easter Vacation
Nurse Clinics	Saturdays	9.00 to 12.00	Pre-booked non urgent routine appointments only

Psychological Therapies (IAPT services) – www.umcpt.co.uk

IAPT Office	Monday to Friday	08.00 to 17.30	Tel 01227 469338 for this service
IAPT Appointments	Monday to Friday	09.00 to 17.00	Use the IAPT Office number to self-refer or make an appointment

How to see a Healthcare Professional

If you wish to see a Clinician please telephone the Medical Centre on 01227 469333 or complete an e-consultation (on the website) on the day you wish to be seen. Please note that all telephone calls may be recorded and monitored for training purposes. We also have a limited number of appointments available to book in advance during term time. Nurse's appointments can also be booked in advance during term time. It is very important that you let us know if you are unable to keep your appointment.

You are welcome to consult with any of the Doctors or Nursing staff but we would advise that you see the same clinician for any one problem.

If you are too ill to come to the Medical Centre and require a home visit, please telephone before 11.00 where possible. We ask that you do not request a home visit if you are well enough to visit the Medical Centre. If you are in any doubt, then please ask to speak to a Doctor or Nurse.

Triage System

To ensure that you are seen by the most appropriate healthcare professional we operate a Triage System. This means that when you telephone for an appointment you will be asked to give very brief details as to why you need an appointment and a contact telephone number. All information given by you to any of the Medical Centre staff will be dealt with in total confidence. Your call will then be logged and a Doctor will call you back to assess your problem and make an appointment for you if appropriate.

This system has several advantages:

- Telephone calls are answered quickly
- Your problem may be dealt with by phone
- If you require an appointment we will ensure you are seen by the most appropriate healthcare professional
- You will always speak to a Doctor or Nurse Practitioner regarding your problem

What to do if the Medical Centre is closed

If you require medical attention between 18.30 to 08.00 out of hours care is provided by **NHS 111 (please dial 111 on your telephone to access this service).**

Out of Hours Advice or Care	Monday to Friday	18.30 to 8.00	Dial 111
	Weekends	00.00 to 23.59	Dial 111

Care is given by a range of Healthcare Professionals including Doctors & Nurses. You may be given telephone advice, (please note that all conversations are recorded), be asked to attend the nearest base, or visited at home as appropriate.

Alternatively in term time, if you are a student of the UoK, you can contact University Nursing Services in room EG3 in Keynes College on 01227 823503 or Internal extension 3503

In a life threatening emergency please dial 999.

NURSING TEAM/CLINICS

Our skilled team of practice nurses can help you with:

- Minor Illnesses
- Immunisations
- Contraceptive services
- Health Education
- Dressings
- Removal of Stitches/Staples
- Cervical Smears
- Wound Management
- Travel Vaccines & Advice
- Emergency Contraception
- Chronic Disease Management
- Ear Syringing
- General Health Problems
- Pregnancy Testing
- Blood Test
- NHS Health Checks

Our Practice Nursing Team is supported by fully skilled **Health Care Assistants** who are also able to deal with some of the above problems. For full list see website at www.umckent.co.uk

Contraception

All the Doctors and Nurses are trained in contraception and the Practice Nurse can provide most methods of contraception. Where contraception fails we believe that women should have the opportunity to choose the outcome of their pregnancy.

Long Acting Reversibly Contraceptive (LARC) methods are available i.e. Implants and coil – please let reception know if you would like to discuss these methods.

Sexual Health

For patients experiencing signs or symptoms of infection or are a known contact of an individual with a STI or have any specific worries or concerns please call the Gate Clinic based at K&C hospital on 0300 7900245. More information can be found on our website.

Travel Advice

Please contact Reception for a Travel Form or fill in the On-Line Form on our website www.umckent.co.uk. Once this is completed you can then book an appointment with the Practice Nurse. If you are travelling to exotic places it is important to think about this at least **two months** ahead.

Note: We are able to accept cash and bacs for any travel vaccinations requiring payment. Payment must be made in full at the time of your first travel appointment. For current prices please see our website

Special Services Available

Cervical Smears	Appointment with Doctor or Practice Nurse
Child Development Assessment	Appointment with Doctor
Hearing Tests for Children	Appointment with Health Visitor
Immunisations	Appointment with Practice Nurse
NHS Health Checks	Appointment with Health Care Assistant or Practice Nurse
Minor Surgery	Appointment with Doctor
Maternity Care	Appointment with your Doctor

Commissioned Services

University Medical Centre is also commissioned to provide the following specialty services:

Physiotherapy	Services provided by Canterbury Physiotherapy at UMC.	See your Doctor for referral
Primary Care Student Mental Health Service	Service based at University Medical Centre	See your Doctor for referral
Gynaecology	Service based at University Medical Centre provided by the East Kent Hospital University Foundation Trust	See your Doctor for referral
Psychological Therapies (CBT & Counselling)	Services based at University Medical Centre and other locations – please contact for full list of locations	Self-refer directly to the service 01227 469338 or see GP for options or follow link at www.umcpt.co.uk

Enhanced Services

The University Medical Centre is able to deliver the following Enhanced Services to our patients. Please note – *these services are only available to access by referral from your GP or Nurse Practitioner.*

Phlebotomy	Clinics held by Health Care Assistants (HCA)
ECGs	Appointment with HCA or Practice Nurse
24 Hour BP Check	Appointment with HCA or Practice Nurse
Implants for Contraceptive Purposes	Appointment with Specialist Nurse
NHS Health Checks	Appointment with HCA or Practice Nurse
Oral Glucose Tolerance Testing	Appointment with HCA or Practice Nurse
Professional Standards for Urgent Care	Delivered by the whole team
Treatment of Leg Ulcers	Appointment with Practice Nurse
Additional Nursing Services	Appointment with Practice Nurse
Women's Health (Non-contraceptive SDI/Coil)	Appointment with Consultant for fitting/removal

As you are probably aware the NHS is changing and GP's and Patients are being encouraged to work together to redesign services and pathways to allow more cost effective care, closer to home.

This brief note is to ensure you are clear that this has produced a potential conflict of interest where clinical staff sometimes needs to take on the role of both referrer and provider. As a result they have a commercial interest in the provision of such services.

Patients should be aware that all consultation and referral discussions are around choice of providers. Any financial interest there may be in an organisation providing healthcare will *not* influence the way our GPs prescribe, treat or refer.

The practice keeps a register, recording a declaration of any financial interests in provider organisations and services. This register is available for inspection by the general public. Please contact the management team either in person at the surgery or by emailing: mcentre@nhs.net

Clinical Commissioning Group

The University Medical Centre is a member of the Kent & Medway Clinical Commissioning Group (CCCCG) – please visit their website <https://www.kentandmedwayccg.nhs.uk/> for further information.

Access to Medical Records

Under the Data Protection Act 1998, patients have a right to view their medical records. Patients are asked to make a request in writing. There may be a charge for this

Confidentiality

You can be absolutely sure that anything you discuss with any member of the Practice Team (Doctor, Nurse, Receptionist etc.) will stay confidential and nothing will be said to anyone (parents, family or Tutors) without your permission. Information regarding your health is shared with other NHS organisations such as hospitals, in order to ensure proper care. The NHS Caldicott Guardian Scheme is specifically designed to ensure medical information is secure and that organisations maintain high levels of confidentiality. Clinical data may sometimes be anonymously shared with other NHS organisations- no information which may identify patients is included. Please note we do not have access to data from the University of Kent.

Zero Tolerance

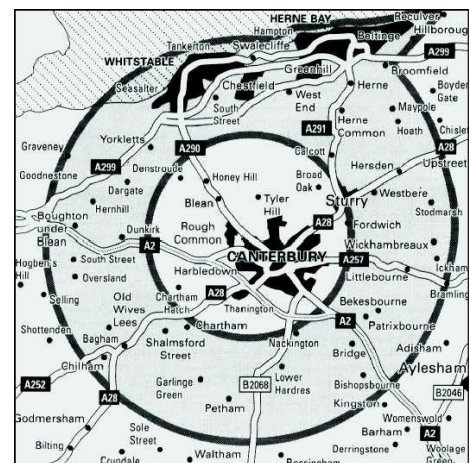
Violence in the surgery will not be tolerated and the police will be called if necessary.

Practice Area with Map

Non students must live within the inner circle to register (3 mile radius).

Students can live within the outer circle to register (6 mile radius).

All registrations can be made online at our website www.umckent.co.uk



Freedom of Information

The Freedom of Information Act 2000, recognises that members of the public have the right to know how public services are organized and run, how much they cost, and how decisions are made. This Practice fully complies with this Act, and if you require further information please see our website www.umckent.co.uk

Online Access

Patients will need to visit the Practice with a form of I.D (passport, utility bill, student card or diving license). A sign-up form will then need to be completed at which point a secure username and password will be issued to you. Please speak to a receptionist if you would like more information regarding this service. Once on-line access is authorised you will also have access to your coded medical records which can indicate your immunisation records, allergies, coded diagnosis etc.

Chaperones

Please request a chaperone, if you require one, at the time of booking your appointment or discuss at your consultation.

Training

We are an accredited Training Practice, hosting qualified doctors who are undertaking General Practice training. We believe that involvement in the education and training of future GPs will be beneficial for the practice as a whole. Their presence will enhance and improve the service we can offer to our patients.

Translation Service

A translation service is available at three days' notice, or sooner in an emergency. Please ask at reception or during a consultation.

Investigations

The results of blood and urine tests are usually available **after 4.00 pm at least five days** after the specimen was taken. Many tests do take longer.

Prescription Charges

If you are under 19 years old and in full time education prescriptions are free. Over the age of 19 years many patients (depending on their income) will be able to claim financial assistance for prescriptions by submitting a form HC1 to the NHS (available from reception). Contraception is free. We do not acknowledge receipt of requests.

Requesting Repeat Prescriptions

If you are taking long term medication and the Doctor has agreed you may renew your prescription at the University Medical Centre either by:

1. Use the **Order Repeat Prescription Form** on our website umckent.co.uk
2. Electronic Prescription request (see below)

The practice is able to offer electronic prescription requests – there are two options for this service:

(1) To request a prescription electronically a patient will need to sign up to on-line “Patient Access”. Patients will need to visit the Practice with a form of I.D. (passport, utility bill, student card or driving license) and you will be issued with a secure user-name & password. When possible ask that patients visit in the afternoon (or evening opening) to request this.

(2) Repeat Prescriptions can be electronically sent direct to the Pharmacy of your choice. Please complete the relevant form in reception to nominate a pharmacy or complete the form online via our website www.umckent.co.uk.

Please note - Repeat prescriptions are available **48 hours** after request. Please bear this in mind if you are due to travel or need extra medication. If you are unable to get to the Medical Centre you may send us your request via post with a self-addressed stamped envelope and we will return your prescription to you via post.

PLEASE NOTE – WE DO NOT ACCEPT PRESCRIPTION REQUESTS OVER THE TELEPHONE.

SMS Text Reminder System

When registering with the University Medical Centre you opt in to our Text Reminder System. This system enables us to send you a reminder of your forthcoming appointment by texting the time, date and clinician you are seeing to your mobile – you are also able to text back to cancel your appointment. We can also send you urgent messages this way regarding information about your results, prescriptions or health promotion messages.

Parents – please note that when registering your child of under 16 years of age we advise that you provide your own mobile number. Once they become 16 years of age we advise that they update us with their number.

Suggestions or Complaints

We welcome any comments that you would like to make about the services we provide. We have a Practice Based Complaints Procedure and any complaints should be addressed to the Practice Manager. A feedback box is prominent in the waiting room for use also. We would encourage all patients who have a consultation to complete our Friends and Family Test in the Waiting Room, or via the texting facility.

Patient Participation Group

In order to be able to continuously improve and better the services we offer to our patients we have a Patient Reference Group. This group offers ideas and feedback on decision making and ideas within our Practice and helps us understand how our patients perceive our surgery and staff.

We have set up a Virtual Patient Representation group in order to make it easy for as many patients as possible to have their say. Our membership comprises of both Student and Non-Student representatives. In collaboration with the Chair Person (Student Welfare Officer) of our Patient Reference Group we undertake an annual patient survey about any proposed changes and current services. Contact with our Patient Reference Group is normally via email and we always try to gain as many responses as possible from all patients from our practice to ensure we get a fair representation of opinions on change. To view results of recent surveys please visit our website at www.umckent.co.uk.

Please ask Reception if you would like to become a member of our Patient Participation Group or via the contact form on our website.

University Nursing Services – University of Kent Canterbury Students Only – Central Campus

You will find The University Nursing Service (or UNS) on central campus next to Campus Security. The University Nursing Service facilities are available to all students and staff at the University of Kent at Canterbury.

UNS is open seven days a week during term-time from 07:00 until midnight and for emergencies after midnight and is staffed by Nurses.

The University Nursing Service is available for:

- Support
- Advice
- Treatment of minor illness
- Treatment of injuries
- Contraceptive advice (including supply of [emergency contraception](#))

The service provides a 'drop-in' and booking facility to discuss health problems with the nurse and receive treatment where appropriate. We also provide nursing care for up to two in-patients.

Inpatients: You may be offered a bed in the University Nursing Service rooms if the Doctor or Nurse feels it is appropriate. UNS is run with an informal atmosphere. If you need to stay in the University Nursing Service, you will have your own room, and there is a day room with television for use at any time. **What to Bring:** If you are staying in the University Nursing Service you will need to bring night clothes & toiletries for washing, towels are provided.

The University Nursing Service: telephone 01227 823503 or University internal extension 3503

Other Health Care Services

Dentists - There are no Dentists on Campus. You should try to register with a NHS dentist as soon as you arrive, rather than waiting until you need emergency treatment. In the event of an emergency, contact the Dental Helpline on 0808 238 9797.

Opticians – Local opticians are listed in the Yellow Pages or the Telephone Directory.

Pharmacies - There is a pharmacy on campus next to the Medical Centre – telephone 01227 763949. In addition there are shops in and around Canterbury where prescriptions can be dispensed.

Local Hospital – Kent & Canterbury Hospital: Minor Injury Unit only, Ethelbert Road, Canterbury.
Telephone: 01227 766877

Access to hospital services is only available by referral from your **Doctor**, except in cases of accident or acute emergency. Accident & Emergency services are provided by the Queen Elizabeth Queen Mother Hospital in Margate and the William Harvey Hospital in Ashford.

PLEASE NOTE: If you require any of our information in another format, please do enquire at Reception Desk and we can organise this for you.