

Welcome to
**DEVON ROAD
SURGERY**

32 Devon Road, South Darenth, Kent DA4 9AB



Telephone

01322 862121

01322 860477 (Results)

01322 868794 (Fax)

Visit Our Website At

www.devonroadsurgery.co.uk

Welcome to Devon Road Surgery

The General Practitioners

Dr J Andrew Nicolson	MB BS MRCS LRCP FRCGP First registered London 1972
Dr Anita B Hunt	MB BS DRCOG First registered London 1982
Dr Simon P Aburn	MB BS First registered London 1986
Dr Shashi Auckloo	BSc MB BS DFFP DRCOG First registered London 2004

Surgery Opening Times

Monday and Friday	8.30am - 1.00pm	3.30 - 6.30pm
Wednesday	8.30am - 1.00pm	
Tuesday and Thursday	8.30am - 6.30pm	

Doctors' Appointment Times

Dr Nicolson	Thursday and Friday	8.40am - 12 noon	3.40 - 6.00pm
Dr Auckloo	Monday and Tuesday	8.40am - 12 noon	3.40 - 6.00pm
	Wednesday	8.40am - 12 noon	
Dr Aburn	Monday, Tuesday, Wednesday, Thursday and Friday	8.40am - 12 noon	
	Monday, Tuesday and Friday		3.40 - 6.00pm
Dr Hunt	Monday, Tuesday, Thursday and Friday	8.40am - 12 noon	
	Monday and Thursday		3.40 - 6.00pm
Extended Hours	Saturday am and Monday pm - please ask reception for dates.		

Dispensary Times

Monday and Friday	9.00am - 1.00pm	3.30 - 6.30pm
Wednesday	9.00am - 1.00pm	
Tuesday and Thursday	9.00am - 3.00pm	(after 3.00pm collections from reception)
Saturday	Closed	

Test Results

Phone after 10.00am on 01322 860477. Please note: this line is only available during surgery opening times.

Practice Area

Situated as it is in the Darent Valley, the practice sees its main function as providing medical services to the villages of Hawley, Darenth, Sutton at Hone, South Darenth and Horton Kirby.

For the latest information click to: www.devonroadsurgery.co.uk

How To Register

Please call into the surgery to collect the appropriate registration details and forms for completion. At this surgery patients are seen by their preferred doctor, who will be agreed at the time of registration. Whilst the practice will endeavour to comply with your request it may not always be possible. If this were to be the case an explanation would be offered. When your preferred doctor is not available, where appropriate, you will be seen by another doctor or health professional. If a patient wishes to see a doctor of their own gender, this can be arranged.

On registering, patients can book to see their new GP for a new patient appointment; patients on repeat medication must see their new GP before the next repeat can be issued - please call the surgery on 01322 862121 or call in to make an appointment.

Appointments

All appointments are booked for 10 minutes. If you feel your consultation may take longer please discuss this with the receptionist when booking the appointment.

We Offer A 48-Hour Appointment System

A patient will be seen within 48 hours - two normal working days (not including Saturday or Sunday) following the day when a request by a patient is made.

If you require advice or an appointment due to sudden illness and surgery is fully booked, you will be offered a triage telephone consultation with a doctor. This means a doctor will phone you during surgery time to discuss and make an appropriate decision about your illness. If your problem cannot be dealt with over the phone you will be invited to come to surgery. Please note, for reasons of confidentiality messages will not be left on answerphones.

Pre-bookable Appointments

Appointments are available each day. These can be booked up to two weeks in advance.

Telephone Consultations

In addition to routine appointments telephone consultations are available each day.

Under 16s

We offer patients under 16 a confidential telephone or face-to-face consultation with either a doctor or nurse.

Over 75s

Three year reviews and annual reviews are available at the patient's request.

Practice Manager

Mrs Barbara Westcott is the practice manager and is responsible for the administration of the practice. She would be happy to hear your views and suggestions about the services offered by the practice. She would also be happy to discuss any difficulties you may have with these services.

Visit our website on: www.devonroadsurgery.co.uk

Practice Secretary/Assistant Practice Manager

Mrs Kim Gray deals with all the doctors' correspondence and hospital referrals, surgery administration and audit. She also co-ordinates the diabetic clinic.

Practice Nurses (By Appointment Only)

Practice nurses Candy Highland, Maria Kirby, Naomi Lawrence and Claire Roberts and Linda McDonald, our phlebotomist, are available by appointment as follows:

Monday	8.30am - 12 noon	
	8.30am - 12 noon phlebotomy	
Tuesday	8.30am - 12 noon	2.30 - 4.30pm
Wednesday	8.30am - 12 noon	
	8.30 - 11.30am phlebotomy	
Thursday	8.30am - 12 noon	2.30 - 4.30pm
Friday	8.30am - 12 noon	

The services the practice nurses provide include:

- Infant and adult immunisations/holiday advice
- Cervical smears
- Dressings and removal of stitches
- Ear syringing
- Clinics to monitor blood pressure, asthma and diabetes
- Well person screening
- Flu vaccines for patients with heart, lung or kidney disease, severe asthma, diabetes, residents of nursing homes and all patients over 65. (If eligible, please contact reception during the first week of September for details.)

Our nurses also assist the doctors in minor surgery and are always available to offer professional advice. Naomi Lawrence is qualified to diagnose and treat minor ailments.

Services We Provide Under The New GMS2 Contract

- Cervical smears
- Child health surveillance
- Chronic disease management
- Contraceptive services
- Maternity services
- Immediate and necessary treatment for visitors in the area for less than 24 hours
- Temporary resident - for those resident in the area from 15 days to up to 3 months
- Vaccinations and immunisations

- Anti-coagulant monitoring
- Contraceptive implants
- Hormone implants
- IUCD fittings
- Minor surgery
- Zoladex injections
- Childhood immunisations
- Influenza and Pneumococcal immunisations
- Dr Hunt and Dr Aburn are specialist GPs in older people's care homes
- Phlebotomy
- 24 hour, 7 day ECG recording
- ECGs
- 24 hours BP monitoring

Reception Staff

The staff at the reception desk will assist you in making emergency and routine appointments to see your doctor, and offer help and assistance at all times.

Dispensary Staff

Our dispensary staff manage the repeat prescriptions and dispense to patients on the dispensing register.

Community Midwives

The community midwives are employed by Dartford and Gravesham NHS Trust.

They provide antenatal clinics, antenatal relaxation and visit patients in their homes both before and after the delivery of babies. The practice midwife is based at the Children's Centre in West Kingsdown. Clinics are held there on Wednesday and Thursday mornings. The midwife can be contacted there on these mornings by telephoning 01474 854624. Outside of these times, contact the community midwives office on 01322 428753.

Counsellors

Counsellors are employed by West Kent Primary Care Trust and work from the practice. Referrals will be made via your GP.

District Nurses

The district nurses are employed by West Kent Primary Care Trust and work from the practice.

They can be contacted on 01322 861748. Their duties include visiting housebound patients of any age.

Health Visitors

The health visitors are employed by West Kent Primary Care Trust and are based at the Children Centre, Darenth.

A baby clinic is held at the surgery every Monday 1.15 - 3.00pm.

For details of other local baby clinics and parentcraft classes please contact the health visitors 01474 700620.

Out-of-Hours Urgent Treatment Or Advice

At the weekend and between 6.30pm and 8.30am Monday to Friday the surgery is closed. If you require urgent advice or treatment please call the surgery on 01322 862121. You will be connected to an answerphone which gives details for the out-of-hours service. In an emergency where the answerphone fails, you may call the out-of-hours service direct on 03000 242424. Please note this service is for conditions which cannot wait until the surgery re-opens.

The NHS Direct Helpline

This telephone helpline is staffed by specially trained nurses who can give you immediate information and friendly, helpful advice on what to do and what not to do. It is a 24-hour service and completely confidential. They also have information on local dentists and pharmacies. Phone 0845 4647 - calls are charged at local rates.

Home Visits

These are for patients who are completely housebound or too ill to leave the house. Patients are requested to telephone before 10.00am if a visit is required for that day. Emergency visits only will be arranged after that time. Please give the receptionist as much information as possible to enable the doctor to allocate priority to house calls.

House calls are normally made at the end of surgery. If you feel your condition cannot wait that long, please discuss the situation with the receptionist. If your condition becomes worse after requesting a visit, you should inform the surgery. Please bear in mind that several patients can be seen at the surgery in the time it takes to do a home visit.

Disabled Patients

Wheelchair access is available via a portable ramp. We would like to be prepared for your visit so where possible please let the receptionist know when you book an appointment that you will require this facility. A disabled toilet is located at the rear of the treatment room. Please ask the receptionist for assistance if necessary.

Hearing Loop - this is installed at the reception desk, and a portable loop is available for consultations; please ask at reception.

For the latest information click to: www.devonroadsurgery.co.uk

Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion via our dispensary. Requests should be made using computer-printed repeat slips. Please allow two full working days before collection and make an extra allowance for weekends and public holidays. Repeat requests can be made by post. If you wish your prescription to be posted to you, please enclose a stamped, addressed envelope (but allow longer for this).

Patients will be required to see their GP at least once a year for a review of their repeat medication. A repeat request post box is located in the dispensary waiting area. There is also a post box in Devon Road when the surgery is closed.

Dispensing

Patients living more than one mile from their nearest chemist can collect medication from our dispensary but must register for this service. Requests for repeat medications are made in the same way as for repeat prescriptions.

Clinics

Diabetic clinic, counselling service, wart and minor surgery clinics are also available at the surgery.

Access to these is via referral from your doctor.

Referrals

If you wish to have a copy of a referral which has been made for you, please ask at reception.

Medical Records

Patients can normally see their own computer records in the consulting room as the doctor or nurse enter data. Patients can request access to their written and computer records if requested. However, the records cannot be removed from the premises. Please ask for an application form at reception.

If copies of records or computer printouts are required a charge will be made to cover costs incurred.

Confidentiality

It is a legal requirement that confidentiality of patients' records is maintained at the highest level by all members of staff. The information we hold in your medical records and on the computer will be used for your continuing care. It may also be used for training, audit and research but anonymity is assured.

Complaints Or Suggestions

We aim to provide a high standard of service to our patients. If you have any suggestions or if you are unhappy with any aspect of the practice please contact Mrs Barbara Westcott, by phone or in writing.

Visit our website on: www.devonroadsurgery.co.uk

Violence Or Abusive Behaviour

Violence or abusive behaviour to any doctor, member of staff or other persons on the practice premises will result in the patient being removed from the list.

Non-NHS Examinations

Medical examinations for special purposes eg elderly drivers, pre-employment, fitness for sports, HGV etc are arranged through the reception. To make an appointment please ask the reception staff.

Non-General Medical Services

Please see the list of fees displayed in reception or alternatively please ask at reception.

Freedom Of Information - Publication Scheme

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception or alternatively by downloading from our website.

The Devon Road Charter

We are committed to giving you the best service we can. This is only possible if we work together. **Please help us to help you.**

What We Will Do For You

- We will treat you with respect and courtesy at all times
 - Assure you of an absolute right to confidentiality in all medical matters
 - ...and the right to information and answers to all questions about your health
 - Give you information on the services we offer
 - Give you the most appropriate care by suitably qualified staff
 - Provide you with emergency care when you need it
 - Refer you to a consultant when your GP thinks it necessary
 - Give you access to your medical records subject to the limitations of the law
 - Give you a full and prompt reply to any complaints you make about our service
- If we fail to meet these standards please tell us so that we can improve our services.**

What You Can Do For Us

- Treat us with respect and courtesy at all times
- Tell us if you are unsure about the treatment we are offering you
- Request out-of-hours calls only in a genuine acute emergency
- Allow 48 working hours for repeat prescriptions
- Please keep your appointments made for any special clinic and let us know as soon as possible if you are unable to attend an appointment
- Telephone after 10.00am for results of investigations or other queries
- Try to help yourself by taking sensible lifestyle measures
- Let us know when you change your name, address or telephone number

For the latest information click to: www.devonroadsurgery.co.uk

Kirsty's Beauty

Choose from a wide selection of treatments tailored to suit your needs and tastes all carried out to the highest possible standards.

Some of the treatments available include:

- Waxing
- Reflexology
- Indian Head Massage
- Body Treatments
- Hand and Feet Treatments
- Eye Treatments
- Hopi Ear Candles
- Facial Treatments
- Nails
- Pregnancy and Baby Massage

KIRSTY IS A FULLY QUALIFIED THERAPIST AND IS DERMATOLOGICALLY TRAINED.

If you haven't visited us before, you are in for a real treat. Situated in the heart of the Kent countryside you can relax undisturbed by the hustle and bustle of town traffic.

Please call us on 01474 360189 for a copy of our current price list - We hope to see you soon!

The Studio, Rabbits Farm, Rabbits Road, South Darenth, Nr Dartford, Kent DA4 9JZ

Indulge yourself – You deserve it....

We all deserve to be pampered, and in this busy, stressful world, what better way to relax and unwind than to escape to Kirsty's Beauty, your local beauty salon.

Whether you have a simple manicure, or indulge in a morning or afternoon packed with pampering, Kirsty's is the place to visit.

Kirsty's Beauty offers a wide range of beauty treatments, including facials, body massage, waxing, and spray tanning among others. The list is almost endless.

A free consultation is a good way for you to discuss with an experienced beauty therapist the perfect treatments to suit you.

Or, why not treat a loved one? What better present than a gift voucher for that special someone?

Pay a visit to Kirsty's Beauty today - your local beauty spa, to see what special offers we have running today.

We have regular monthly promotions, so why not take advantage?

It's great therapy - Looking good makes you feel good, and increases your self confidence.

Go on, spoil yourself. You deserve it!



Visit us on Facebook, or visit our website www.kirstysbeauty.co.uk

Telephone: 01474 360189 or 07818 424758.

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.



Focusing on how the body's structures are working together and how they can be improved to obtain pain relief and better health, using safe, manual treatments to correct joint and tissue imbalances.



Most of us at some stage in our lives will benefit from osteopathic treatment, so why not have a healthier future and give me a call on:

07545 642223

**Devon Road Surgery
32 Devon Road, South Darenth
Dartford DA4 9AB**

Email: osteopath4all@googlemail.com

www.osteopath4all.co.uk

What Is Osteopathy?

For many people the pain from back problems, headaches, sports or work injuries, pregnancy and arthritis can stop them from enjoying the active life they would like. Whether the pain is constant or periodic, it can disrupt and encroach on their working life as well as their leisure activities.

Osteopathy is a caring, natural treatment approach that can help you work towards relieving the causes and symptoms of pain. Osteopathic treatment is individually tailored to the person - not just the disorder. Listening to and examining each patient, osteopaths focus on the structure of the body.

Osteopathic treatment can benefit all ages, from newborn babies to the elderly. A very gentle, manual treatment approach I often use is known as cranial osteopathy, which can be used for all ages but is particularly useful in the treatment of babies and older children. Specific gentle pressure is applied wherever necessary (not only on the head) to enable the inherent healing ability of the body to release stresses. Conditions such as colic, wind, sleep problems and constant ear infections can often be helped by cranial osteopathy.

Advertising Feature

If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



Notes

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Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD PUBLISHING GROUP LTD

Keenans Mill, Lord Street, St Annes-on-Sea, Lancs FY8 2ER

Tel: 01253 722142 Fax: 01253 714020

Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



Useful Telephone Numbers

Hobbs Pharmacy	01322 860019
West Kent Primary Care Trust Helpline.....	freephone 0800 085 0850
Darent Valley Hospital	01322 428100
Fawkham Manor Hospital	01474 879900
Kent County Addiction	01474 567581
Kent Primary Care Agency.....	01622 655000
Gravesham Community Hospital.....	01474 360500
Minor Injuries Unit - Gravesend & North Kent Hospital	01474 564333
NHS Direct Helpline	0845 4647
Out of Hours	03000 242424
Police	01322 280055
Social Services.....	01474 328664