

The Practice Management- Ms Nikki James manages Administration and Clinical Care while Mrs Fiona Kite manages Finance and HR. Both are available for discussion of suggestions and complaints.

Senior Dispenser- Natasha Styles oversees the handling of prescription requests and runs our dispensary, with a team of two.

Receptionists- We have five receptionists who are here to help you with appointments and any questions you may have concerning results of tests, hospital referrals etc.

Secretaries- Mrs Vivien Coddington, Mrs Linda Cole. The secretaries will be happy to help with any queries relating to referrals made to hospital specialists both NHS & private.

Paramedic Practitioner- Matt Cooper sees acute medical problems in surgery as well as home visits.

HCA- Our Health Care Assistant Ms Yvonne Smissen, for help stopping smoking, health promotion, blood tests and some immunisations

Practice Nurses- Mrs Marianne Hamlyn RGN, Juliet Rumbelow RGN and Sam Watson RGN perform many tasks including dealing with dressings, cervical smears and many minor problems. They work with those patients with chronic illness such as diabetes, high blood pressure, asthma etc.

District Nurses- are based in Cranbrook (01580 713032) District nurses provide nursing treatment and advice to patients who are housebound or recently discharged from hospital.

Health Visitors- are based in Mole Hill Copse, their advice line is 0300 555 0506. They run a Healthy Child Clinic at the Childrens Centre in Marden on the 2nd Monday of each month 09:30am until 11:30am.

Community Midwife – Saira Tubb
The midwife provides care and advice during the antenatal and postnatal periods. Please phone 01892 638158 for a booking appointment once 8 weeks pregnant.

Counsellors- The surgery has visiting counsellors and psychologists (both NHS and private) for patients with emotional problems.

Health & Social Care Co-Ordinator- Angela Spencer advises on housing issues, benefits, blue badge, care at home & support, day care, mobility issues & aids, mental health support, hot meal delivery, shopping, key safe.

How do I make an appointment?

For all appointments please telephone 01622 831257 or book via the website having previously registered for this service and obtained a PIN from reception. We offer both pre bookable appointments and many same day appointments. We operate extended hours appointments on Monday evening 6.30 to 8pm unless there is a Bank Holiday when this may be subject to change. Please note reception is NOT open for general enquiries during this time Home visits are for those patients too ill to come to the surgery. Please telephone before 10am if possible.

On arrival at the surgery if you have booked an appointment please register your arrival using Marden's Automated Reception Service.

How do I get the results of my blood / urine/x ray etc test?

If you have had blood tests, urine tests, x-rays etc, please telephone for the results after 10am. Most blood test results are back within three days but some take a little longer. X-rays are reported on by a consultant at the hospital and can take ten days to reach us. Results of cervical smear tests will be sent to you by the Health Authority

How do I speak to the doctor?

The doctors will phone back any patient that feels their problem doesn't need a face to face consultation. Please phone reception with your best number.

How do I order a repeat prescription?

We have a fully computerised system for prescriptions. Patients should have a request slip and this may be dropped into the surgery or posted. Alternatively, if you have already obtained a PIN from reception, your prescription can be ordered via our website.

We do not take requests over the phone because of the obvious risk of error. If your repeat slip is lost please send your request in writing.

Please allow three working days to collect the prescription from us, or from either the Marden or Staplehurst Pharmacy. Items needing review or in short supply may take longer.

Patients living more than a mile from the nearest chemist may collect their drugs from us at any time during opening hours.

How do I contact a Health Care Professional in an emergency when the surgery is closed?

For Outside surgery hours please phone 111. This is a 24 hour triage service that will direct you to appropriate care. If treatment is needed they may ask you to attend our surgery or one of the local clinics or hospitals. They may send a doctor or an ambulance.

Patient Reference Group (PRG)- The Practice has an active and well supported patient reference group. Their role includes assisting with the creation of patient surveys regarding our service provision. To join or find out further information please contact them via the link on our website or ask at reception.

Friends of Marden Medical Centre- We are fortunate to be supported by this charity, which oversees all legacies and donations to the practice. Details of all items purchased over the years are available at reception. To join the committee please ask at reception for details.

Data Confidentiality- Marden Medical Centre is registered with the ICO, as such all patient data is obtained and processed within the law and is bound by confidentiality and conforms to the provisions of the Data Protection Act.(revised by GDPR from 25th May 2018)Details of our Privacy Notice are available on our website or on the Surgery Notice Board.

Named accountable GP- All patients have a named GP who is responsible for your overall care at the practice. This doctor is referred to as your usual GP and we prefer you to see this doctor where possible. There will be occasions when this is neither desirable nor possible and we remain flexible if you wish to see another doctor. If you would prefer to change your usual GP please discuss with a doctor.

Services

The practice provides healthy living advice and ongoing disease management advice, often arranged via the practice nurses.

Services include:

- (1) **Family Planning** with Mrs Marianne Hamlyn.
- (2) **Mirena or Coil** fitting with Dr Potter and the practice nurse.
- (3) **Contraceptive implants** with Dr Morgan, Dr DeCourcy-Hallinan and the practice nurse.
- (4) **Asthma management** checks with Practice Nurse.
- (5) **Diabetic reviews** with Mrs Marianne Hamlyn Practice Nurse.
- (6) **Adult immunisations**, including **flu** (from October onwards), **holiday vaccinations**, tetanus and polio boosters. These may incur a private charge. We are also a Yellow fever vaccination centre.
- (7) **Cervical smears** with the practice nurses.
- (8) **Minor Surgery** is performed by all the doctors.
- (9) **Maternity services** are largely midwife led. Her clinic is on Tuesday
- (10) **New patient health checks** new patients are asked to complete a general health check.
- (11) **Smoking Cessation Clinic** is run by the H.C.A

Private services by prior appointment

Podiatry

Suggestions and complaints

Suggestions from patients to improve the way the practice is organised on a day to day basis are welcomed and can be relayed to the practice manager.

Complaints are taken very seriously by our practice and we have established, with appropriate guidance, a Practice Based Complaints Procedure in order to respond quickly, sympathetically and fully to any complaint made. Please, should the need arise, make direct contact with one of the partners or practice manager so that this procedure can be initiated in order to adequately deal with your complaint.

If you are seriously unhappy with us or the service we provide, you have the right at any time to leave our list and register with another practice.

Patients' rights and responsibilities

We endeavour to offer high standards of medical care with a strong belief in looking after the whole person and the family as well as in prevention of ill health.

Patients should expect courteous and prompt response to need with urgent problems and contact with a doctor within a working day. Patients may see whichever doctor they wish subject to availability but we prefer you to stay with one GP with a single problem.

Our building is freely accessible to the disabled and we have policies in place to assist those with visual, hearing or learning impairment. We have policies for patients under 16 years of age.

Patients can expect confidentiality, respect for their autonomy, and to be involved in the choice of treatment.

The patient also has responsibility to try, where possible, to use our service in accordance with the guidelines in this leaflet. We actively monitor for patients who fail to attend for appointments or who arrive late. We shall not tolerate violent or abusive behaviour to any of our team. We also do not expect any dishonesty.

We reserve the right to remove patients from our list or we may suggest patients re-register if the relationship seems to be breaking down.

If you have communication difficulties and would prefer this leaflet in another format please let reception know.

Only service dogs allowed on the premises.

No smoking of cigarettes or vaping in or near the building.



Church Green, Marden, Tonbridge, Kent
TN12 9HP

Tel: 01622 831257

Website: www.mardenmedicalcentre.nhs.uk

Dr Graham Streeter MBBS, MRCGP, DRCOG DCH.
Dr Neil Potter MA, MB, Bchir, MRCGP, DCH, DFFP
Dr Julie Morgan BM, MRCGP
Dr Richard Estall MA, MBBS, MRCGP, DRCOG
Dr Hannah DeCourcy-Hallinan MBBS, BSC, MRCGP
Dr Peter Wilford BSc, MB, DCH, DRCOG, MRCGP

Opening hours

Monday - Friday 8.30am -1pm and 2 - 6.30pm
Monday evening pre-booked only 6.30-8.00pm
subject to change if Bank Holiday

We are closed all Bank Holidays and on occasional staff training afternoons.

Please note all telephone calls to & from the surgery are recorded for training & monitoring purposes

Closed circuit television (CCTV) is installed at the practice premises for the purpose of staff, patient & premises security