

## REGISTERING A NEW PATIENT

Anyone wishing to become a new patient should make themselves known to the reception staff. Form GMS1 will need to be completed and handed in. All new patients joining the practice are encouraged to see our practise nurse for a new patient check and consultation, and if appropriate, a blood test will be advised. Please bring urine specimen.

Details of Primary medical services in the area can be obtained, if necessary, from: NHS MEDWAY CCG  
50 Pembroke Court,  
Chatham Maritime, Chatham, Kent  
Tel: 01634 335020

## NON NHS SERVICES

Insurance medicals, examination for Heavy goods and private goods vehicle examination, DNA tests, and passport/driving license photo signing services etc, will incur a cost, please enquire at the reception.

## DATA PROTECTION AND CONFIDENTIALITY

All Patient information as well as any information that can ascertain the identity of an individual is strictly controlled. Such information is available only to Practice Staff, (Clinical and Clerical including GP's, receptionists and Practice Nurses). Information may be only be divulged to third parties with the consent of patients.

## FOREIGN TRAVEL

Please make an appointment to see the practice nurse at least 2 months before travelling and some of the service will incur a cost.

## MAKE THE MOST OF OUR SERVICES.

Please read notices posted inside the Surgery.  
Make sure you:

- \*are familiar with the opening times of the surgery
- \*find out how to arrange home visits, repeat prescriptions and urgent appointments.

You may not always need to see a doctor, ask what services the nurse can provide.

Take a list of questions with you when you see your doctor or nurse and ask appropriately to your doctor or nurse.

Take a friend or relative with you if necessary.

**Interpretation services are available.**

Tell the receptionist if you require more time to speak to the doctor so they can arrange a longer, double appointment.

Think twice before making an appointment - do you really need to see a doctor? Have you tried simple home treatments first?

## HOW YOUR LOCAL PHARMACIST CAN HELP

Ask your pharmacist for advice about choosing the right medicines for common ailments. Your pharmacist will advise you if you are

unsure about seeing a doctor. He or she can offer services about a problem if you are unsure what is causing it. Ask for advice about staying healthy - be sure to tell your pharmacist if you are taking other medicines because some medicines are not compatible.

## LOOK AFTER YOUR HEALTH

Choosing the right food for good health is very important. Eating a good balanced diet, taking regular exercise, not smoking and reasonable amount of alcohol consumption gives the best chance of living a healthy life.  
If you have a medical condition, please check with your doctor before altering your diet.

HEALTHY EATING CAN HELP PREVENT MANY ILLNESSES SUCH AS HEART DISEASE, DIABETES, CONSTIPATION, BOWEL TROUBLE AND TOOTH DECAY.

Avoid sugary or fatty foods, do not add too much salt to your food, eat a more high fibre diet, and drink less alcohol and more water. Men should drink no more than 21 units per week, women, no more than 14 units per week. One unit is typically a half pint of beer, lager or cider, a single measure of spirits, a standard glass of wine or a small glass of sherry.

EXERCISE need not mean going to the gym twice a week or taking up long distance running! Simply keeping active, walking more, using the stairs, gardening or swimming are all good ways of increasing the amount of energy you use and help you keep a sense of wellbeing.

We have a ramp available for access by disabled patients in wheelchairs and those with pushchairs. We have reasonable disabled toilet facilities.

Our surgery premises is a strictly NO SMOKING area.

**OUR SURGERY PREMISES ARE A ZERO TOLERANCE AREA - ANYBODY WHO IS ABUSIVE TO RECEPTIONISTS, NURSES, DOCTOR AND OTHER STAFF MEMBERS WILL BE REMOVED FROM THE LIST IMMEDIATELY.**

It is our intention and aim to provide a high standard of medical care in a friendly and professional manner.

You can help us to achieve our aim by providing feedback or any suggestions - we will value it most gratefully.

We wish you an enjoyable stay with us.

# Upper Canterbury Street Surgery



**DR. RANWEER SILHI**  
M.B.B.S. D.T.D.  
MEDICAL PRACTITIONER  
MEDICAL HYPNOTHERAPIST

UPPER CANTERBURY STREET SURGERY  
511 CANTERBURY STREET  
GILLINGHAM  
KENT ME7 5LH

**Tel: 01634 573020**  
**Fax: 01634 281287**

<http://www.uppercanterburystreetsurgery.co.uk/>

**NHS 111**  
Dial 111 from landlines and mobile phones for free

## PRACTICE INFORMATION

I am a married male physician and surgeon. I now have two wonderful children, both who are qualified doctors in NHS. I was first registered in November 1970 at Nagpur University in India.

### THE FOLLOWING STAFF ARE ATTACHED TO THE PRACTICE

Practice: Practice Manager	District: Nurses
Receptionist	Health Visitor
Secretary	Midwife
Practice Nurse	Social Worker
Health Care Assistant	

## SURGERY OPENING HOURS

Monday to Friday 8.00a.m. to 12.00noon  
2.00p.m. to 6.00p.m.

When I am not available, for holidays, days off etc. a locum doctor will be present.

## CONSULTATION HOURS

Monday to Friday 8.30a.m. to 11.00a.m.  
4.00p.m. to 6.00p.m.

Extended Hours Booked appointments only for those unable to attend during normal hours.  
(Wednesday and Friday)  
7.30a.m. to 8.30a.m.

Dr. Silhi has half day on Thursdays.

We operate a bookable appointment system with most non-urgent appointments given within two working days. Urgent appointments may only be given on the same day for emergency cases.

**Please do NOT abuse this system.**

## HOME VISITS

Requests for home visits should be made between 9.00a.m. and 10.00a.m. except in cases of emergency.

Home visits are meant for severely/terminally ill patients, and as such, please use this service thoughtfully.

Please attend surgery to help us to run the practice smoothly.

## CANCELLATIONS

Please advise us if you wish to cancel your appointment at the earliest opportunity, giving us plenty of time so that the appointment may be offered to those in need. Please attend your appointment promptly.

## THE EMERGENCY DOCTOR

To obtain the out of hours emergency service, please ring 01634 573020 first. You will then be asked to listen to a recorded message giving further instructions and the telephone number to dial for the emergency doctor.

### WE PROVIDE THE FOLLOWING SERVICES:

**Once a week:**

Ante Natal	Cervical Smear	Travel Vaccinations
Post Natal	Hypertension	Minor-surgery (injections)
Vaccination	Child Surveillance	Well Person (Male and Female)

### Once a month:

Asthma	Lipid	Obesity
Thyroid	Anti-smoking	

Other clinics, including minor operations and hypnotherapy are performed as and when required. Please enquire at the reception for more information on these and many other clinics and for bookings etc. A female practice nurse may also perform cervical smears if so wished.

## REPEAT PRESCRIPTIONS

Please note that it is not possible to guarantee receipt of a fax and that there will be nobody to receive or act upon faxes out of hours. You can request a repeat prescription personally in writing at reception. You may also request a repeat prescription by post. Please include a stamped, self-addressed envelope so that we may post your prescription back to you. We also allow on-line repeat prescription requests. Please see the Practice Manager for further details. **Please give us 48 hours notice for all repeat prescriptions.**

**Please do not ask for a repeat prescription on the telephone as this will jam the telephone** switchboard and stop urgent calls coming in.

## CHECK-UPS

People aged over 75 are invited to participate in an annual check-up facility. Visits may be organised for those unable to travel.

We also offer a three yearly check-up for adults either with the doctor or the practice nurse.

## FAMILY DRUG CHEST

Please keep the following medications at home in case of emergency:-

1. Piriton, Phenergan.
2. A simple analgesic e.g. Aspirin, Paracetamol, Calpol etc.
3. Dressing material.
4. Crepe and Triangular bandage.
5. Rehydrate, Dioralyte sachets etc.
6. Selection of plasters in assorted sizes.
7. Sterile dressing in assorted sizes.
8. Sterile eye pads (at least 2).
9. Tweezers to remove splinters.
10. Thermometer for fever.
11. Calamine lotion and antiseptic cream to treat sores, insect bites, stings and sunburn.
12. Vapour-rub for steam inhalation and to rub on the chest/nose of a child with stuffy nose/dry cough.
13. Scissors to cut dressing.
14. Indigestion remedy.
15. Mild laxative.

Always remember to keep these in a safe location, out of reach of any young children.

This is to help you sort out an immediate problem until you are seen by the doctor or nurse.

## COMPLAINTS AND SUGGESTIONS

If you have any problems or complaints, the best way to sort them out is by mutual discussion with the doctor. Please do not hesitate to contact the doctor or reception to iron out any differences. If you are satisfied, either with the explanation or implementation of your suggestions towards complaints process, this will be very welcome.

It is our intention to provide you with the best service we possibly can. You can help us by being as cooperative as possible. We welcome any suggestions to improve our services.

## CHILDHOOD IMMUNISATION

We provide all childhood immunisations in accordance with the recommended guidelines. Please liaise with the practice nurse or practice staff for details.

## CHAPERONES

If you wish to have a chaperone present at the time of consultation, please ask at the reception desk or with the doctor in consultation.

## MOBILE PHONE POLICY

We operate a strict no mobile phone policy - please turn off mobile phones before entering building.

## ONLINE SERVICES

The practice allows online booking of appointments and online requests for repeat prescriptions. Please liaise with the Practice Manager to find out more about these services.

## USEFUL NUMBERS

Medway Hospital: 01634 830000  
Mental Health (crisis number): 0300 222 0123  
Samaritans (call free): 116 123  
Turning Point (alcohol, drug addiction): 01634 583660