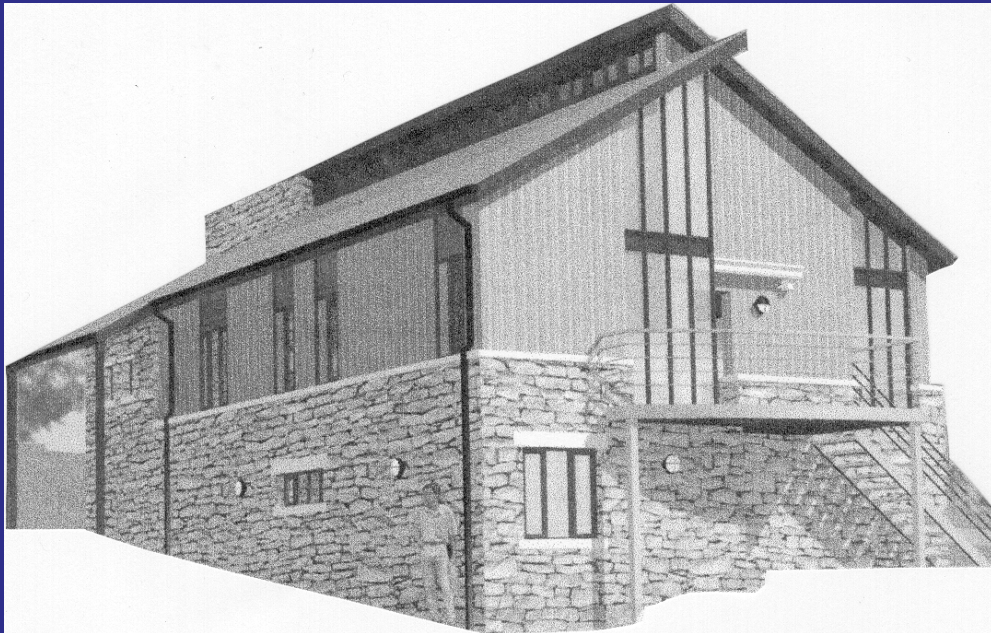


# St James' Surgery



## Patient Information Booklet

St James' Surgery  
2 Harold Street  
Dover  
Kent  
CT16 1SF

Phone: 01304 225559  
Fax: 01304 229322  
Email: [SKCCCG.Stjamesreception@nhs.net](mailto:SKCCCG.Stjamesreception@nhs.net)  
Website: [www.st-james-surgery.co.uk](http://www.st-james-surgery.co.uk)  
Online Access: [www.patientservices.co.uk](http://www.patientservices.co.uk)

# Practice Values

The practice values and slogan were decided by the current employees and GP Partners that work at the surgery. These are values that the practice bases its service on and is the framework to every encounter at the practice.

- Caring, respectful, everyone matters
- Improving and developing
- Working together
- Quality, efficient and safe practices
- Fairness, equality, choice

## **Caring, respectful, everyone matters**

Our patients are our priority. We treat our patients with dignity and we work hard to accommodate people's individual needs. We are a practice that cares; our doctors and staff ensure everyone who comes to our surgery experiences good care and a professional service.

## **Improving and developing**

We review our practices and services, and regularly discuss as a team how to Improve. We offer our staff training and encourage development. We also learn from patient feedback and adapt where necessary.

## **Working together**

We work with many other health organisations, public agencies, charities and services to ensure our patients are given choice and support. We also have a great team who empower and help one another by sharing learning's and experience.

## **Quality, efficient and safe practices**

As a practice we review patient cases and hold regular meetings to discuss processes and procedures in our practice. We encourage ideas and innovation. We review policies and procedures regularly to ensure we are a safe practice. We provide regular training for all our staff.

## **Fairness, equality, choice**

Everyone who comes into contact with our service is treated with respect, and equality. We offer choice to our patients.

**Practice Slogan:** Our Patients, Our Priority

# Our Team

## General Practitioners (GP)

Dr Michael Reinecke  
Dr John Allingham  
Dr Ian Sutherland  
Dr Stephen Hodnett

## Nurse Practitioner Nurse Carol

**All patients at St James Surgery have an allocated GP. Please ask at reception if you are unsure who your GP is.** You are able to see any GP of your choosing, though your allocated GP will coordinate your health care.

## GP Speciality Trainee

St James Surgery is a training practice and Dr Allingham is a GP trainer. We host Speciality GP Trainee's. These are qualified Doctors who have passed all of their exams and are training for a further 3 years to become a GP.

## Practice Manager Miss Catherine Hanson

## Lead Nurse Mrs Liz Longley

## Practice Nurses

Mrs Rebecca Iverson  
Mrs Ruth Town

## Health Care Assistant (HCA)

Mrs Debbie Crook  
Mrs Jamie Houlton  
Mrs Heather Johnson

## Medical Secretary

Mrs Sarah Pidduck  
Sarah is a qualified medical secretary and she ensures all reports and doctors' correspondence is dealt with promptly.

## Receptionists and Administrators

The receptionists and admin team are here to help you, and always do their best to provide you with the best possible service.

## Visiting Staff

A number of health professionals also visit or have surgeries in our premises. These include but are not limited to, District Nurses, Specialist Nurses, Health Visitors and Counsellors.

## Caretaker, and Cleaners

The premises and grounds are kept clean, tidy and in good repair by the cleaning team and our own caretaker.

# Services

## St James' Surgery is proud to provide our patients with the following services;

Routine and emergency consultations  
Home Visiting  
Minor surgery  
Vaccinations  
Immunisations  
Child health surveillance  
Baby Clinic  
Maternity Service  
Asthma  
Diabetes  
COPD

Hypertension (blood pressure)  
Cervical smears  
ECG  
Blood testing  
Travel vaccinations and advice  
NHS health checks  
Dressings  
Removal of sutures/staples  
Ear syringing  
General health advice  
Weight and diet advice  
Online Access to your records  
Text Message Appointment Reminders

# Opening Hours

Reception Hours	Front Desk		Telephones	
	From	To	From	To
Monday	07.30 am	18.00 pm	08.00 am	18.30 pm
Tuesday	07.30 am	18.00 pm	08.00 am	18.30 pm
Wednesday	07.30 am	19.30 pm	08.00 am	18.30 pm
Thursday	07.30 am	20.00 pm	08.00 am	18.30 pm
Friday	07.30 am	18.00 pm	08.00 am	18.30 pm
Saturday	Closed	Closed	Closed	Closed
Sunday	Closed	Closed	Closed	Closed

GP Consulting Hours	Book on the Day Appointments		Routine Appointments	
	From	To	From	To
Monday	08.30 am	17.30 pm	08.00 am	17.30 pm
Tuesday	08.30 am	17.30 pm	08.00 am	17.30 pm
Wednesday	08.30 am	17.30 pm	08.00 am	19.30 pm
Thursday	08.30 am	17.30 pm	07.30 am	20.00 pm
Friday	08.30 am	17.30 pm	07.30 am	17.30 pm
Saturday	Closed	Closed	Closed	Closed
Sunday	Closed	Closed	Closed	Closed

Please note that we can only deal with emergency phone calls after 6.00 pm. For routine queries please call back the next day.

Home visits are scheduled for the middle of the day. Evening Surgeries are for routine appointments only; unfortunately we cannot deal with prescriptions and queries during evening surgeries.

## Patient Participation Group

**Do you want to share your opinions and help our practice develop?**

We have a Patient Participation Group (PPG) who meet regularly to discuss matters relating to the surgery.

If you would like to join our PPG please call us on (01304) 225559 or email the surgery on [skcccg.stjamesreception@nhs.net](mailto:skcccg.stjamesreception@nhs.net)