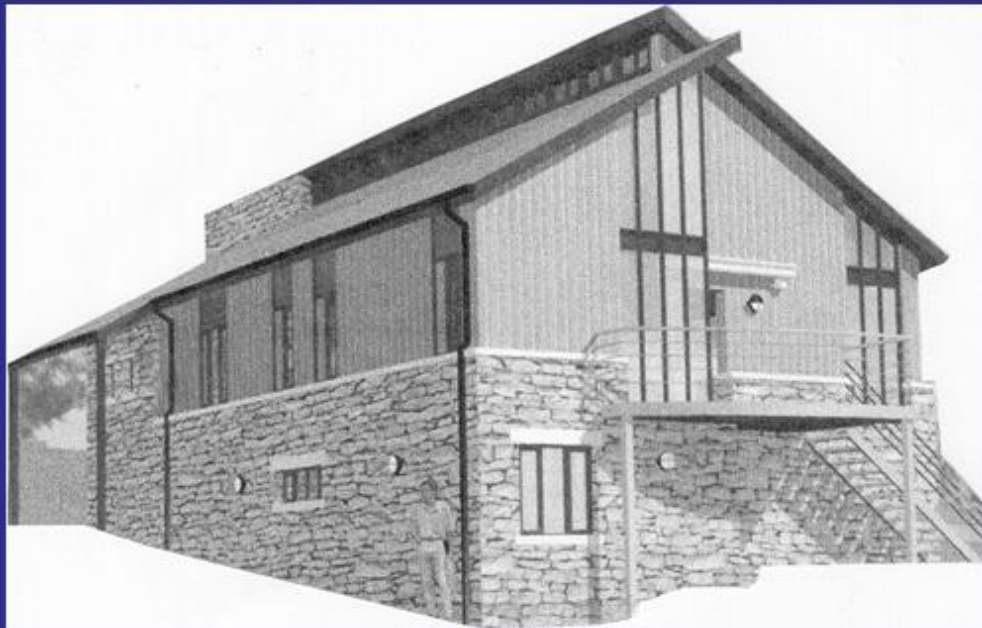


# St James' Surgery



## Patient Information Booklet

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

Phone: 01304 225559  
Email: [kmccg.stjamesreception@nhs.net](mailto:kmccg.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.

# Our Team

## General Practitioners (GP)

Dr Michael Reinecke

Dr Ian Sutherland

Dr Pia Holwerda

## Practice Managers:

Mrs Lesley Wright & Miss Jazmine

Pitcher

## Nurse Practitioner:

Mrs Rebecca Iverson & Mr Daniel Partridge

## Lead Nurse:

Mrs Rebecca Iverson

## Practice Nurses:

Mrs Rebecca Iverson

Mrs Ruth Munn

Mrs Tara Maxwell

Mrs Liz Longley

## Clinical Pharmacist:

Mr Shwan Rashid

## Health Care Assitants (HCA):

Miss Jazmine Pitcher

Ms Gry Kampestuen

## Medical Secretary:

Mrs Sarah Pidduck

## Assistant Secretary:

Mrs Moya Kelk & Miss Melissa Jaconelli

Our secretaries ensure all reports, referrals 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. The Reception team are trained to allocate your appointment to the most appropriate clinician, please give them as much information as possible to enable them to help get you the best possible care.

## Services

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

Routine and emergency consultations

Home Visiting

Minor surgery

Vaccinations

Immunisations

Hypertension (blood pressure)

Removal of sutures/staples

General health advice

Online Access to your records

Text Message Appointment Reminders

Blood testing

ECCG

Cervical smears

Travel vaccinations and advice

NHS health checks

Dressings

Ear Irrigation

Weight and diet advice

Text Message Appointment Reminders