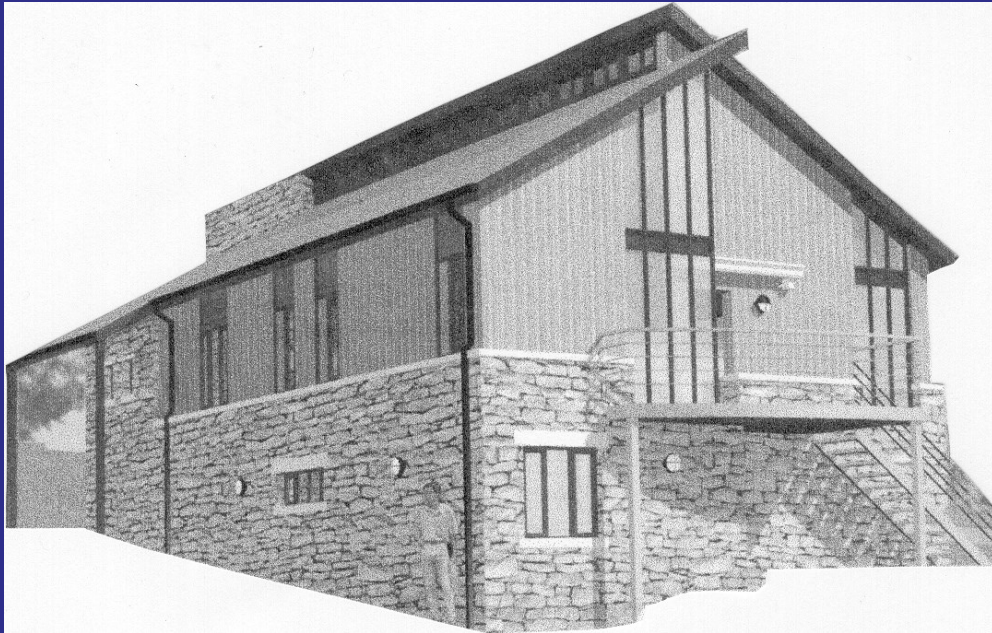


St James' Surgery



Patient Information Booklet

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

Phone: 01304 225559
Fax: 01304 229322
Email: SKCCCG.Stjamesreception@nhs.net
Website: www.st-james-surgery.co.uk
Online Access: www.patient-services.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 Ian Sutherland
Dr Stephen Hodnett
Dr Katie House
Dr Pia Holwerda

Nurse Practitioners: Nurse Carol, Nurse Becci, Nurse Tara

Practice Manager Miss Catherine Hanson

Clinical Pharmacist: Mr Shwan Rashid

Lead Nurse Mrs Liz Longley

Practice Nurses

Mrs Rebecca Iverson
Mrs Ruth Munn
Tara Maxwell

Health Care Assistant (HCA)

Mrs Jamie Hault
Miss Jazmine Pitcher
Mrs Heather Johnson

Medical Secretaries:

Mrs Sarah Pidduck, Miss Lucie Donovan
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.

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.

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.

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.

Did you know you can book appointments, access your records and order medications online? Please speak to a receptionist for further details.

Patient Participation Group

Do you think the practice could do better? Do you want to share your ideas and opinions? Do you want to help develop services for our patients?

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