

CHANGE OF ADDRESS OR TELEPHONE NUMBER

If you change your address or telephone number please let us know in writing as soon as possible to enable us to update our records

NHS NUMBER

Please ensure you have your NHS Number with you at all times as you may be asked to provide this when contacting the surgery/hospital. This number can be obtained from reception upon request.

COMPLAINTS PROCEDURE

We operate a practice based complaints procedure. If you need any help, advice or have any concerns about the day to day administration/staff working within the Medical Centre please contact the practice manager in the first instance.

Although every effort will be made to deal with your request on the same day on occasions it may be necessary for you to book an appointment.

There will not be any discrimination against other family members as a result of a formal complaint being made against the practice.

FREEDOM OF INFORMATION—PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

DETAILS OF OUR PRIMARY CARE TRUST

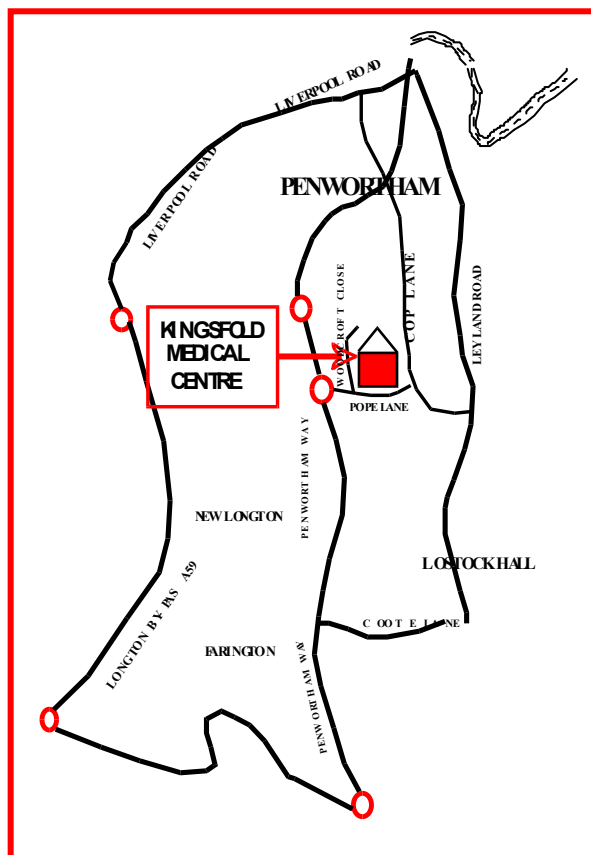
CENTRAL LANCASHIRE PRIMARY CARE TRUST

Can be contacted at:

Jubilee House
Lancashire Business Park
Centurian Way
Leyland
PR26 6PR
Telephone 01772 644400

POLICY CONFORMATION

This practice conforms to the Data Protection Act 1998 and the NHS Confidentiality Code of Practice



KINGSFOLD MEDICAL CENTRE

Woodcroft Close
Penwortham
Preston
PR1 9BX

Contact Numbers:

Appointments: 01772 746492
Facsimile: 01772 909141

www.kingsfoldmedicalcentre.co.uk



**KINGSFOLD
MEDICAL CENTRE**

Practice Leaflet



KINGSFOLD MEDICAL CENTRE

Dr Gautam Chikhalikar MBBS
Woodcroft Close
Penwortham
Preston
PR1 9BX

Practice Nurses
Mrs Jackie Parsonage

Contact Numbers:

Appointments: 01772 746492
Facsimile: 01772 909141

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INTRODUCTION

The Practice partnership is currently run by two full-time male doctors. The practice is part of the Central Lancashire Primary Care Trust. The Medical Centre was purpose built in 1985 and fully equipped for the disabled with ramps and toilet etc. There are two separate car parks, one for patients and one for staff.

REGISTRATION

If you wish to register with this practice, please bring your medical card to Reception. If you are unable to find your medical card, the Receptionist will be able to give you appropriate advice.

Details will need to be verified by passport, birth certificate and/or utility bill.

As a new patient, you will be expected to attend for a pre-registration health check, which we strongly advise you to attend. Failure to attend without good reason could result in your being removed from the practice list.

TO MAKE AN APPOINTMENT WITH THE GP

Kingsfold Medical Centre uses the "Same Day Access" policy that means you will usually be seen on the same day. However, you may not always be able to see the doctor of your choice. If you need to see a doctor telephone 01772 746492 at 8.00 am for a morning appointment and at mid-day for an afternoon appointment.

You can also make appointments via the internet. Please ask for a PIN number to access this service at reception.

Visit our website: www.kingsfoldmedicalcentre.co.uk
In order to start the surgery the first few appointments can be pre-booked but on a strict "first come, first served" basis.

LATENESS

Please ensure that you arrive on time for your appointment. If you are late we will do our best to see you, but you may be asked to rebook.

ZERO TOLERANCE POLICY

This practice follows the Central Lancashire PCT Zero Tolerance Policy and as such is committed to ensuring as far as is reasonably practicable, mechanisms are in place, to protect its employees, local contractors and their staff against violent incidents. (A copy of this policy is available on request).

SURGERY OPENING TIMES

Reception Staff are available to deal with queries by telephone or face to face, during normal opening hours.

Monday	8.00 Morning	6.00 Evening
Tuesday	8.00 Morning	6.00 Evening
Wednesday	8.00 Morning	6.00 Evening
Thursday	8.00 Morning	1.00 Afternoon
Friday	8.00 Morning	6.00 Evening
Saturday	CLOSED	
Sunday	CLOSED	

WHEN SURGERY IS CLOSED

Chorley Medics Ltd. deal with all Out of Hours emergencies. Please Telephone 01257 418010 or Telephone NHS Direct 08454647.

TELEPHONE ADVICE

If you want to speak to a Doctor and feel an appointment is not necessary, the Receptionist will be happy to book a telephone consultation appointment for you.

HOME VISIT

If you are too ill to come to the Medical Centre, a home visit can be arranged. Please telephone before 10.30 a.m, if possible. You will be asked by the Receptionist to give brief details of your condition in order to assess the urgency of the visit by the Doctor.

CONFIDENTIALITY POLICY

We provide a confidential service to all patients regardless of age. This means, we do not tell anyone about your visit unless you ask us to do so, including patients under 16 years. The doctors and staff working in the Medical Centre have an unbiased and open minded approach to gay and bisexual patients.

REPEAT PRESCRIBING

When ordering repeat prescriptions please allow **TWO FULL WORKING DAYS BEFORE COLLECTION.** Requests for repeat prescriptions can be made by bringing your request slip to the surgery, by e-mail or via your local pharmacist.

To order by e-mail via our web site www.kingsfoldmedicalcentre.co.uk, you will need to obtain a PIN number from reception.

SERVICES OFFERED BY THE PRACTICE

BABY CLINIC

This is a joint Clinic run by Doctor, Health Visitor and Practice Nurse every Monday from 1.30 p.m. to 3.30p.m. Routine development checks and immunisations are carried out by appointment. However, appointments are not required to see the Health Visitor to discuss any health queries, feeding problems, baby weighing etc. **Sick/unwell children will need to be seen during normal consultation times.**

MATERNITY SERVICES

A Midwife led Ante Natal Clinic is held every Tuesday from 1.00 p.m. by appointment only.

PRACTICE NURSING STAFF

The practice has one nursing sister who manages our treatment room work which includes dressings, routine injections, ear syringing and ECG's when ordered by the Doctor. She offers a full travel vaccination programme which can be organised by appointment. She is also available for all general health matters, family planning advice, cervical smears and breast care advice.

We also run asthma, COPD and diabetic clinics.

NON-NHS SERVICES

Our Doctors provide some services which are not covered under the NHS, including some medicals, certificates and travel vaccinations. A charge will be made for all non-NHS services. The receptionist will advise you of the costs involved.