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 or submit the update your details form online from our website

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.

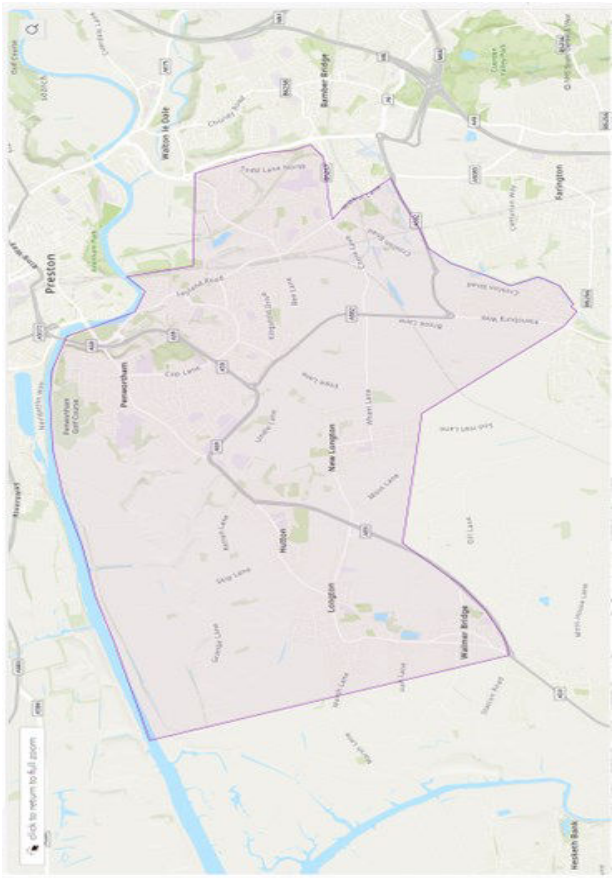
This scheme is available from reception.

DETAILS OF OUR INTEGRATED CARE BOARD

NHS Lancashire and South Cumbria Integrated Care Board
Level 3, Christ Church Precinct
County Hall
Fishergate Hill
Preston
PR1 8XB

POLICY CONFORMATION

This practice conforms to the Data Protection Act 1998 and the EU General Data Protection Regulation which came into force on 25th May 2018.



KINGSFOLD MEDICAL CENTRE

Woodcroft Close
Penwortham
Preston
PR1 9BX

Contact Numbers:
Appointments: 01772 503200
www.kingsfoldmedicalcentre.co.uk

www.facebook.com/
kingsfoldmedicalcentre

KINGSFOLD MEDICAL CENTRE

Practice Leaflet

KINGSFOLD MEDICAL CENTRE

Dr Ravi Gokul MBBS/DGM/ DFSRH/MRCGP

Woodcroft Close
Penwortham
Preston
PR1 9BX

Practice Manager
Mrs Varunika Gokul

Practice Nurse
Mrs Diane Staines
Mrs Diane Dickinson

Contact Numbers:
Appointments: 01772 503200
www.kingsfoldmedicalcentre.co.uk
Email: lscicb-csr.kingsfoldmedicalcentrep81181

INTRODUCTION

The Practice partnership is currently run by one full-time male doctor. The practice is part of the Lancashire and South Cumbria ICB.
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, The Receptionist will be able to give you appropriate advice. Details will need to be verified by passport, or birth certificate and 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 you 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, your appointment may be with any doctor or another health professional. If you need an appointment telephone 01772 503200 at 8.00 am for a morning appointment and at midday for an afternoon appointment.
You can also book your appointments via the NHS app. Please ask for a PIN number to access this service at reception.
You can also submit your non-urgent medical queries online through our website by using our online triage form.
Visit our website: www.kingsfoldmedicalcentre.co.uk

LATENESS

Please ensure that you arrive on time for your appointment. If you are late we will do our best to see you, If you arrive more than 10 minutes late this will be classed as a DNA and you may be asked to re-book.

ZERO TOLERANCE POLICY

The practice operates a Zero Tolerance Policy. Abusive or violent behaviour will not be tolerated and could result in your registration with the practice being terminated. This includes rudeness to doctors and staff or any threatening behaviour.
(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	6.30 Evening
Tuesday	8.00 Morning	6.30 Evening
Wednesday	8.00 Morning	6.30 Evening
Thursday	8.00 Morning	6.30 Evening
Friday	8.00 Morning	6.30 Evening
Saturday	**ENHANCED ACCESS 9.00—12.00 PM**	

INCREASED ACCESS SCHEME

If you need a GP appointment outside of normal surgery opening times please ring NHS111
If no appointments are available NHS111 will direct you to an alternative service.
Please Note we are open every Saturday from 9am-12pm. The Saturday clinics are pre-booked appointments only however, you can book an appointment on the day by ringing 01772 529200. Please be aware that you may be asked to travel to a different practice to be seen.

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 10.30am, 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, online via Patient Access or by downloading the NHS App.
To order via patient access you will need to bring in your ID and obtain a PIN number from reception..

SERVICES OFFERED BY THE PRACTICE

BABY CLINIC

This is a joint Clinic run by Doctor and Practice Nurse every Monday from 1.30 p.m. to 3.30p.m. Routine development checks and immunisations are carried out by appointment. **Please note: Sick/unwell children will need to be seen during normal consultation times.**

PRACTICE NURSING STAFF

The practice has two part-time nurses and a GPA who manages our clinics. Their work includes childhood immunisations, routine injections, Spirometry, ECG's when ordered by the Doctor. They offer a full travel vaccination programme which can be organised by appointment. They are also available for all general health matters, family planning advise, cervical smears and breast care advice and general health checks.
We also run asthma, COPD and diabetic clinics.

NON-NHS SERVICES

Our Doctor provides 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.

PATIENT GROUP

Our patient group meets approximately twice a year. For further information please contact :
Tom Dudson……01772 748577