



Bower Mount Medical Practice

A Guide to your Practice



1 Bower Mount Road,
Maidstone, Kent ME16 8AX

Tel: 01622 756721

Fax: 01622 356751

www.bowermountmedical.co.uk

Do not destroy – Keep in a safe place

WELCOME TO YOUR PRACTICE

The practice has been in continuous existence since the time of George III, and we have been at our present purpose built premises since March 2014. We provide a full range of primary care services, aiming for the best of care for all our patients. We are a training practice and we serve a population of approximately 10,500 patients. New patients are registered with one of the GP partners. To maintain continuity of care, patients are encouraged to make appointments as required, with their registered doctor. More urgent problems may otherwise be dealt with on the day of presentation by the duty doctor on call for the day.

PARKING

Ample Parking is available along with designated disabled parking.

DISABLED ACCESS

We have wheelchair access, toilet facilities and a lift for the disabled.

REGISTERING WITH THE PRACTICE

STEP 1:

- The receptionist will check to see if you are within our practice area.
- If you are, the receptionist will give you a new patient registration pack. Each page needs to be completed and handed back into the practice.

Please Note: Registration takes three working days. You can make a routine appointment with a doctor after this time.

- We ask that you have a photographic identification document and a proof of your address from the following table below:

Photographic ID Documents	Proof of address documents (must be dated with the past 2 months)
Driving Licence	Credit card/Bank statement
Current Passport	Mortgage Statement
Army ID card	Council tax statement
NHS staff smart card	Rental agreement

STEP 2:

- Once the new patient pack has been completed and handed back into the surgery, the receptionist will check the information to see if you require a new patient check with the doctor to set up repeat medication etc.

If you are taking **regular/repeat medication** you will need to be seen by a doctor **before** issuing. Documentary proof of your medication is essential to provide you with these prescriptions.

Blood tests, swabs and urine samples are sent to the laboratory daily. The results are computerised and usually received back two or three days later. In order for the

doctor to comment on the result it is advisable to phone the surgery after 2.00pm. Should you need further information you may need a telephone consultation with the doctor as the staff are not medically trained to discuss the result. X-Ray results are also discussed with the doctor as the receptionist can only check if it has been received, usually 10-14 days after your appointment.

Should you wish to give consent for a person phoning on your behalf to receive your results please obtain a form from reception. If there is a change of name, address or telephone number for you or a family member, it is your responsibility to update them from time to time by completing a change of name/address form available from reception.

THE PRACTICE TEAM

DOCTORS

Dr David A Newman

Dr Linda V Morgan

Dr Elizabeth C Harland

Dr Nicholas Dewar

Dr Shobha Ravindra

Dr Jaddugadde Ravindra

Dr Hannah Ladd

MA BM BCh DCH MRCP

MB BS DCH DRCOG

MB ChB DCH DRCOG

MB ChB MRCP

MB BS DFSRH MRCP PGCE

MBBS MD MRCP DFSRH PGCE

MBBS DRCOG JCPTGP MRCP

PRACTICE MANAGER

Wendy Wilkins DMS

The practice manager is responsible for the administration of the practice, its services and staff. Please feel free to discuss with her any suggestions for improving our services, or if you wish to express any concerns.

ASSISTANT PRACTICE MANAGER

Geoff Eaton

PRACTICE NURSES

Trish Hart, Angela Elliot and Nerina Wilson

The nurses also conduct chronic disease clinics including asthma and diabetes and administer childhood immunisations, travel vaccinations (it is useful to bring a list of dates from previous immunisations). They also dress wounds, remove stitches, undertake ear syringing and take cervical smear tests.

HEALTH CARE ASSISTANT

Lizzie Jeffree and Denise Roberts

They undertake certain clinical procedures for which they have received formal training. This includes blood tests, blood pressure, ECGs, flu injections and general health checks for all newly registered patients. Denise also offers one-to-one smoking cessation, ear syringing and removal of sutures and clips and anti-coagulation testing.

PHLEBOTOMIST

Jo Lord holds clinics for the taking of bloods.

DISTRICT NURSES

Emma Knibbs, Sarah Murray, Tracey Toombs

District nurses based at our practice can offer help and advice to patients and their carers at home. They can be contacted through our reception or by telephoning 01622 756721.

THE PRIMARY HEALTH CARE TEAM

We also work closely with community psychiatry nurses (CPNs), Social Services, admiral nurses, home care managers (who assist with arranging care for the elderly and disabled), physiotherapists, social workers, health visitors and midwives (see Maternity Care and Children's Development). CPN clinic and memory nurse clinic are hosted in the practice.

THE ADMINISTRATION TEAM

MEDICAL SECRETARIES

Joanne Baker and Jan Watson

Medical secretaries deal with correspondence and referrals to hospital. Matters are dealt with promptly and with confidentiality. They work each morning from 8.00am to 1.00pm and you may contact them on 01622 357255 about your hospital referral. In certain circumstances they will refer you direct to Planned Care on 0845 1552 345. Secretaries cannot offer medical advice.

ADMINISTRATION STAFF AND RECEPTION STAFF

Ann Edmonds, Kerry Edmonds, Jane Corke, Jo Lord, Julie Whittaker, Janet Hall, Karen Gudge, Karen Nicolaou, Louise Hosking, Joanne Vaughan and Angela Hobbs-Fowler. Our reception staff are all trained to help you with routine queries and provide a high standard of service to our patients. Providing some details of the problem to the receptionist to pass to the doctor would be helpful when you telephone for an appointment/medical attention. They do not offer medical advice. Our private fees clerk may be contacted on 01622 357251 to deal with your enquiries about insurance papers and private fees; for travel matters phone 01622 357268.

PRACTICE INFORMATION

APPOINTMENTS

Appointments can be booked using any of the following methods:

1. Online – you can obtain the online access details at the reception and can book the pre-bookable appointments yourself.
2. You can come to surgery in the morning at 8.00am and we will book the appointments on a first come first serve basis.
3. You can telephone and ask for an appointment.
4. Emergency appointments for only serious and emergency conditions will be booked at the surgery for the same day.
5. Surgery will telephone and tell you about a required appointment for medical reasons which include, to discuss various test results, health checks for long term health conditions and vaccinations.

Currently you can book a routine appointment up to four weeks in advance.

BEFORE SEEING YOUR DOCTOR

Please note that the doctor's time is limited only to five minutes for telephone consultations and 10 minutes for face to face consultations for each patient. It may take longer depending upon the nature of the problem and solution. Therefore, prepare yourself to discuss the most important problem. It is advisable to write it down on a piece of paper, your reasons/problems for this visit and how long have you been having this problem? What remedial measures you have taken to help yourself? (Seen NHS choices, taken any over the counter (OTC) medications? Stopped smoking etc.) when did it begin to get worse? Any linkage to medications, travel or earlier problems etc.

HOME VISITS

Please telephone the Bower Mount Medical Practice before 10.30am if you are requesting for a home visit. Patients are usually telephoned by their doctor prior to the visit to make an assessment as to the suitability and requirements during their visit. Home visits are only for housebound patients who are too ill or frail to attend the surgery. (Transport responsibility remains with the patient.)

CANCELLING AN APPOINTMENT

Please do let reception know if you cannot keep your appointment so that we can offer it to someone else.

APPOINTMENT NOTIFICATION

The practice may send you a text message to your mobile phone, regarding your appointment/recall appointment.

COMMUTER CLINIC

The practice offers extended hours appointments in the early morning on Fridays and one Saturday per month for patients who have a genuine need to consult a doctor outside normal surgery hours. These appointments are available as advance booked appointments for medical problems.

OUT OF HOURS

Responsibility for providing medical cover out of hours is provided by NHS 111 and Integrated Care 24 (IC24).

In the event of an emergency outside of normal working hours between 6.00pm and 6.30pm, patients are advised to telephone Integrated Care 24 (IC24) on 03000 242424. After 6.30pm dial 111, a new NHS 111 service which is also given on the practice answer phone service when the surgery is closed.

People with communication difficulties or impaired hearing can use NHS 111 via a textphone by telephoning 18001 NHS 111.

The new NHS 111 service is simple, free to call, and is available 24 hours a day, 365 days a year to help you get urgent care when you need it. Call 111 if you need medical help fast, but it is not a 999 emergency.

Leaflets about NHS 111 are available in a number of different languages via www.nhs.uk/NHS111.

PATIENT CONTRACT

While we provide the highest standard of care and service to all our patients it is essential that we request all of them to agree to a number of practical measures.

- We work as a "ZERO TOLERANCE PRACTICE". Please treat all members of the practice team and patients with courtesy and respect.
- Inform the practice about your changed personal details (telephone, address and email) especially when moving your house.
- Book your appointments at the surgery, online or over the telephone and maintain punctuality. Remember to cancel any appointments with plenty of notice when unable to attend.
- One appointment is for one patient and one problem only.
- Home visits are only for housebound patients who are too frail and ill to attend the practice. Transport is the responsibility of the patient.
- Patients endeavour to do whatever possible to improve their own health (prevention is better than cure).
- Out-of-hours service is only for GENUINE EMERGENCIES and please use it judiciously.

SURGERY TIMETABLE

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
AM	NEWMAN HARLAND MORGAN DEWAR S RAVINDRA J RAVINDRA H LADD	NEWMAN MORGAN J RAVINDRA H LADD	HARLAND DEWAR S RAVINDRA	NEWMAN DEWAR J RAVINDRA	NEWMAN MORGAN DEWAR H LADD
PM	NEWMAN DEWAR J RAVINDRA H LADD	NEWMAN MORGAN J RAVINDRA H LADD	HARLAND DEWAR S RAVINDRA	NEWMAN DEWAR J RAVINDRA	NEWMAN DEWAR S RAVINDRA H LADD

TRAINING IN THE PRACTICE:

Our practice has been accredited as being suitable for the training of those doctors intending to become General Practitioners. In addition Foundation doctors (FY2), Physician Assistants (PhA), Medical Students, Nurses and Paramedics (PrM) are also trained in this practice. This means that the practice and the doctors had to achieve a number of standards, which have been assessed by the Health Education for Kent, Surrey and Sussex (HEKSS).

These are some points for your information:

- Those doctors training to become GPs are called GP registrars in various stages (ST2, ST3). They are supervised by the Educational Supervisors (doctors accredited to train by HEKSS).
- The GP registrar is a fully qualified doctor who is likely to have a lot of experience of hospital medicine.
- Sometimes, other doctors (FY2) are also trained and supported in the practice.

- If you are seeing these doctors, you can expect to receive the quality of service you would from your own GP. If you have any concerns, please mention this to a member of staff.
- In order for the GP registrars to successfully complete their training, they need to be assessed on their consulting skills. Viewing a video of the registrar's consultations may do this. You may be asked for your written permission to have your consultation recorded in this way. If you agree, you will need to complete a consent form available at the desk, which you will be offered. If the doctor appears to be recording your consultation and you have not signed a consent form, then you should indicate this to him/her immediately. The recording will be used for educational purposes only. Further information about this process and the confidentiality of it, can be obtained from the reception staff.

To ensure that the practice continues to meet the standards for training in the HEKSS, the practice and the doctors will be subject to regular inspection visits (normally every three years). At this inspection, another doctor (Associate Dean) will assess the quality of the patient records. If you do not want your own record to be available for inspection, then please inform the practice of your wishes and they will be respected. If you need further information please ask any member of the reception staff.

FY2 (FOUNDATION DOCTORS)

These doctors have been qualified for a year and are here to get GP experience. They may however go on to specialise in any area from brain surgery to general practice. Our FY2 doctors will often (but not always) speak to the supervising doctor when you see them. (Usually with us for a four month block.)

MEDICAL STUDENTS

Our medical students are all within their final year at University College (UCL), London or Imperial College, London. If a medical student sees you, you will always be seen by a senior doctor as well.

We are very grateful for the continued support of our patients in the training of this next generation of doctors.

REPEAT PRESCRIPTIONS

Patients on regular medication are issued with computerised repeat prescriptions. Each time a new prescription is printed, a new request form is also attached for you to keep, so as to do your next request. Requests must be given in writing: they may be posted to us or delivered in person. **We are not able to take repeat prescription requests by phone.** Please allow two working days for your reviewed repeat prescriptions to be processed, and five or more working days for other types of prescription requests. Prescriptions may be collected from the surgery. They can be posted to you if a stamped, self-addressed envelope is enclosed with the request. We can also forward the prescription to a local chemist for you, either printed or sent electronically. (Please ask at the reception for an information leaflet and further details.)

Repeat prescriptions are reviewed every six months to one year and you may be asked to make an appointment with your doctor for a review when expired.

ONLINE PRESCRIPTIONS

The surgery offers on-line prescription requests. In order to create an account please attend the surgery with photo ID and complete a form, hand this into reception and they will print your confirmation letter with the Practice ID and your patient ID to allow access. You will then sign into: www.myvisiononline.co.uk then click on the register tab. They are in the process of moving patients from myvisiononline to their new Patient Services website. You will then need to create a username and password and then activate your account. Following this process, you will be able to login and use the Vision Online Services for repeat order items.

ELECTRONIC PRESCRIPTION SERVICE (EPS)

What does this mean for you? If you currently collect your repeat prescriptions from your GP, you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the pharmacy, saving you time. You can choose where to get your medication from and it can be collected from a pharmacy near your home or workplace. You may not have to wait as long at the pharmacy as there will be more time for your repeat prescriptions to be prepared.

CHEMISTS

The name of the duty chemist can be obtained from the local press, IC24 (03000 242424) or the police.

NON-NHS EXAMINATIONS AND SERVICES

Medical examinations and services for specific purposes e.g. pre-employment, fitness for sport, fitness to travel, elderly drivers etc., are provided. These are not available under the NHS and consequently there is a charge. Patients are advised to ask at reception beforehand for the cost of a particular service. Please allow a minimum of 10 working days for completion.

We are obliged to treat non-UK residents and foreign national visitors as non-NHS patients. There is a fee for consultations and for any private prescriptions, which may be issued (details from reception). This rule applies except in the case of a medical emergency.

TRAVEL ABROAD

To assist patients travelling abroad there are foreign travel forms available from the surgery or by clicking a link on our website. When this form is completed with details of dates, destinations and other relevant information such as previous vaccination dates, if known, the doctor can then advise on immunisations required and other precautions such as anti-malarial tablets.

Most treatments are available under the NHS, but some are not and must be purchased, and this may include a charge for vaccine administration. A list of these charges is held at reception. It is advisable to complete the travel form at least six weeks before departure, to allow time to arrange the appropriate vaccinations. We require a minimum of 10 working days to process travel forms.

DATA PROTECTION ACT 1998

Our staff are bound by strict rules governing the confidentiality of medical records.

ZERO TOLERANCE POLICY

As a practice we are very aware that visiting your GP can, at times, be stressful and worrying for patients. We always strive to meet patient expectation and deliver the highest standards of healthcare. For the vast majority of our patients we achieve this, despite the finite resources and steadily increasing demand for services that exists today within the NHS.

Following serious incidents that have occurred in other GP practices around the country, we have a Zero Tolerance Policy for unacceptable behaviour towards our staff and clinicians. Violence against NHS staff is a crime and threatening or violent behaviour will not be tolerated in any form whatsoever. The Police will be called in all cases of violence and the patient will be removed from the practice list.

WEST KENT CLINICAL COMMISSIONING GROUP

West Kent Clinical Commissioning Group has the responsibility for commissioning healthcare for the population of this part of Kent. The consortium is made up of 62 general practices.

STAFF TRAINING

The Clinical Commissioning Group (CCG) actively supports developing general practice, to improve the care of our patients. Protected learning time is set aside periodically for half-days during the year. This time will be used to bring together staff for educational programmes. Dates are normally advertised in the practice well in advance and also on our website. On those occasions the practice will be closed from 1.00pm.

COMPLAINTS

Please contact our practice manager if you have cause for complaint or wish to comment on our service.

YOUR RIGHTS AND RESPONSIBILITIES

- You will be treated as an individual and will be given courtesy and respect at all times.
- You have the right to be treated confidentially.
- Respect for religious and cultural beliefs will be honoured.
- We will do everything we can to answer the telephone promptly and courteously.
- You have the right to see your medical records subject to the law (there will be a maximum fee of £50 payable).
- You may choose whether to take part in medical research or to be seen by a Registrar undertaking training in the practice. We ask you to respect the rights of our staff. Violent, threatening or abusive behaviour will not be tolerated.
- We may choose to inform the police and make arrangements to remove offenders from our medical lists.

HEALTH CARE AND INFORMATION

HEALTH PROMOTION

For health promotion advice and suggestions for healthy eating see the practice website: www.bowermountmedical.co.uk or ask at reception for a leaflet or diet sheet.

CERVICAL SMEARS

Cervical smears are recommended at three-yearly intervals for women aged between 25 and 49 years and five-yearly intervals for women aged between 50 and 64. Results are sent out direct from the health authority.

FAMILY PLANNING

A full range of contraceptive advice and treatment is available within the practice. Advice is given within normal surgery hours but special appointments will be made for the fitting of intra-uterine devices (coils), contraceptive implants or diaphragms. Patients not registered with the practice are able to register for family planning only, should they wish to do so. Anyone wishing to discuss contraceptive options is invited to book an appointment with their doctor.

Patients requesting a six month repeat of the combined oral contraceptive pill are asked to make an appointment with our health care assistants for a blood pressure pill check. Providing there are no problems they may collect their prescription when they attend the appointment.

MATERNITY CARE

In conjunction with the Maidstone and Tunbridge Wells Trust, we provide full antenatal, delivery and postnatal care. Each doctor provides antenatal and postnatal care for their own patients with the assistance of our midwife.

Antenatal clinics are held as follows:

Every Thursday 9.00am - 3.00pm

Appointments for antenatal and postnatal checks with the doctor or midwife may be made at the practice reception. Patients can make an appointment with their own doctor as soon as they find that they are pregnant. Alternatively, when they are between 8-10 weeks pregnant, complete a 1st booking form, available at the reception desk, which is passed to the Midwife who will make contact with an appointment for you to attend the Birthing Centre, Maidstone Hospital.

CHILDREN'S DEVELOPMENT CHECKS AND IMMUNISATIONS

Immunisations are administered with the carer's consent in accordance with current national guidelines. You should discuss this with your own doctor or the nurse in-charge. Children are at greater risk from catching the disease than from suffering a reaction to the vaccine. Development checks are offered in accordance with national guidelines by our GPs trained for child health surveillance.

Baby clinics are held every Tuesday and every other Wednesday subject to rota.

CHILD HEALTH CLINICS IN THE MAIDSTONE AREA

Monday	Eastborough Children's Centre, Vinters Road, ME14 5DX	1.30-3.30pm
Tuesday	Greenfield's Children's Centre, Rutland Way, ME15 8DF St Faith's Church Hall, Ringlestone, ME14 2PY	9.00-10.45am 9.30-10.30am
Wednesday	West Borough Children's Centre, Greenway ME16 8QH	9.15-11.30am
Thursday	Meadow Children's Centre Furfield Close, ME15 9JR Sunshine Children's Centre, Southborough School, ME15 6TL	9.15-11.30am 10.00-11.45am
Friday	West Borough Children's Centre, Greenway ME16 8QH Memorial Hall, Manor Rise, Bearsted, ME14 4DB	1.30-3.00pm 2.00-4.00pm

Please remember your child's red book

WHEN SHOULD CHILDREN BE IMMUNISED?

When to immunise	What vaccine is given
Two months old	Diphtheria, tetanus, pertussis, polio and Hib (DTaP/IPV/Hib) Pneumococcal conjugate (PCV) Rotavirus . Men B vaccine.
Three months old	Diphtheria, tetanus, pertussis, polio and Hib (DTaP/IPV/Hib) Meningococcal C conjugate (MenC) Rotavirus
Four months old	Diphtheria, tetanus, pertussis, polio and Hib (DTaP/IPV/Hib)Pneumococcal conjugate(PCV) Men B vaccine second dose
Between 12 and 13 months of age (i.e. within a month of the first birthday)	Hib/MenC conjugate Pneumococcal conjugate (PCV) Measles, mumps and rubella (MMR) Men B vaccine third dose.
Two years to less than 17 years old, annually	Influenza
Three years four months old or soon after	Diphtheria, tetanus, pertussis and polio (DTaP/IPV or dTaP/IPV) Measles, mumps and rubella (MMR)
Girls aged 12 to 14 years old	Human papillomavirus (HPV)
Around 14 years old	Tetanus, diphtheria and polio (Td/IPV) MenC conjugate

During specific campaigns, children who have missed vaccinations will be recalled.

Prior to vaccination you should consider the following points:

- Is your child suffering from any feverish illness? (Don't worry about a runny nose without a fever)
- Is your child taking steroid tablets?
- Does your child suffer from any disease affecting their immune system?
- Does your child suffer from a SEVERE reaction to eggs?
- Has your child suffered from a reaction to a previous vaccination?

If the answer to any of these questions is yes, then tell your doctor. If the answers are all "no" then there should be no problem with the vaccination.

BEATING CERVICAL CANCER

The Department of Health have recommended that girls and women aged 15 to 25 years complete a course of the HPV vaccine. The HPV vaccine has been tested and found to be very safe and very effective. This consists of three doses, spaced over 6-12 months administered by the school nurse.

CHRONIC DISEASE CLINICS

It is recommended that patients with asthma, diabetes, coronary heart disease and other chronic disease attend for annual review with their doctor or our practice nurse to ensure they are receiving appropriate treatment. Where appropriate your doctor will arrange for regular recall letters to be sent and care is offered in co-ordination with specialist nurses and hospital clinics.

FLU AND PNEUMOVAX CLINICS

Every year we hold flu immunisation clinics for people at risk from flu including those with diabetes, asthma and chest conditions or aged over 65. Patients advised by their doctor to have the vaccine should contact the surgery in **mid-September, after 10.30am** to make an appointment for the flu clinic, which commence in October. The Health Authority no longer send reminders. The pneumovax vaccine, which is available throughout the year, is also offered to patients at risk and those over 65 years of age.

MINOR OPERATIONS

These are carried out at specific times as arranged with your doctor.

CHAPERONES

There are occasions when patients need to be examined by a doctor, which may involve intimate examinations.

This practice is committed to putting patients at ease whenever possible, and if you wish a trained chaperone to be present during your examination please do not hesitate to ask the doctor.

It may not be possible for such a chaperone to be provided immediately and you may have to return for the examination to be carried out at a mutually convenient time.

Trust is important in the relationship between general practitioner and patient and we would, at all times, wish you to feel able to ask for a chaperone, should you require it.

CHLAMYDIA SCREENING

This is available at the practice for those aged 15-25 years. Please book an appointment with the nurse to discuss this further.

PATIENT PARTICIPATION GROUP (PPG)

The practice currently has a Patient Participation Group and welcomes new members. Please contact Mrs W. Wilkins, practice manager if you have an interest in joining this group.

PPG Chair is Elizabeth Chapman, Vice Chair is John Thorne.

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PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd

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USEFUL TELEPHONE NUMBERS

Integrated Care 24 (IC24) between 6.00am-6.30pm	03000 242424
Age Concern	01622 753618
Alcoholics Anonymous	08457697555/751842
Boots Pharmacy - King Street.....	01622 690751
Central Pharmacy - High Street.....	01622 754246
Health Visitor Advice Line	0300 555 0506
Child Health Customer Care Team.....	0300 123 1807
Citizens Advice Bureau.....	01622 752420 / 757882
CRUSE (bereavement counselling).....	671011
Department of Social Security.....	01622 402400
District Nurses (through our reception).....	01622 756721
Family Planning.....	01622 226071
Foster Street - Chiropody.....	01622 226071
Involve Kent (car drivers service, seven days' notice required, if possible).....
.....	01622 235833
Kent County Council Help Centre	01622 691640
Kent Primary Care Agency	01622 655000
Link Pharmacy - King Street.....	01622 752990
Lloyds Pharmacy - Allington	01622 756477
Lloyds Pharmacy - Bower Mount.....	01622 752523
Maidstone Borough Council.....	01622 602000
Maidstone Hospital.....	01622 729000
Maidstone Hospital x-ray Department.....	01622 225686
MIND.....	692383
NHS 111 - After 6.30pm	111
NHS 111 - Routine and daytime emergency dental care	111
NHS Smokers' Support Service	0300 1231807
G4S Healthcare (non-emergency patient transport).....	0800 096 0211
Planned Care (hospital appointments)	0845 1552345
Red Cross (for short-term wheelchair loan)	0800 0280 831
RELATE.....	01892 529927
Samaritans.....	01622 674444 / 674445
Social Services (out of hours) (For home help, concern about elderly relatives, or in connection with respite care).....	0845 762 6777
Somerfield Hospital	01622 208000
Spire Alexandra Hospital	01634 687166
The Tunbridge Wells Hospital at Pembury	01892 823535
Turning Point (drug and alcohol counselling)	01622 690944