

## **Hadlow Medical Centre**

Hadlow Medical Centre is a friendly village practice providing comprehensive family health care with a wide range of services. We aim to offer you a high quality service while maintaining a caring atmosphere within the practice.

### **Office hours: (receptionist available)**

A receptionist will be available at the front desk from 8am – 6:30pm Monday to Friday.

### **Surgeries:**

By appointment only. Consultations are usually for 10 minutes but can be longer by arrangement. Genuine urgent problems will be seen as soon as possible, generally on the same day.

**Home Visits:** If you are unable to come to the Surgery. **If possible, please phone before 10:30am with full details.**

**Queries / Test results: Please phone between 12 – 13.00hrs when the surgery is less busy.**

**A phone call from the Doctor or Nurse:** This can be arranged by the reception staffs.

### ***Repeat Prescriptions and dispensing:***

Please drop a paper copy of your repeat prescription request into the box on the Reception Desk or fax on 01732 852316. Out of hours, there is a small locked cabinet on the Library wall to put your requests in available 24hrs per day.

**The surgery will only accept requests for repeat prescriptions over the phone if you are elderly or housebound.** Repeat prescriptions will be ready three working days later.

If you live more than a mile away from your nearest chemist, we can dispense for you.

Please let us know whether you would like to collect your medication from Hadlow Surgery or Plaxtol Post Office.

We deliver dispensed medication to Plaxtol on Tuesday afternoons.

## **Services Provided**

**Antenatal / Maternity:** Every other Wednesday from 9.30 am with the Community midwife; antenatal checks can be performed at other times by arrangement with your midwife or doctor.

**Child health reviews:** With your doctor at six weeks old.

### **Childhood Immunisations:**

Please ask at Reception.

**Other immunisations:** Tetanus boosters and travel abroad: appointments with Nurse. Tetanus: every 10 years (until you have had a total of five tetanus jabs).

**Cervical Screening:** Three yearly for women aged 25-49 years old. Five yearly if you are aged 50-64 years. Our nurse performs most of the screening.

**Contraception:** All aspects are dealt with confidentially. The doctors and nurses are able to help you decide which method will suit you best. Vivienne Atkins is able to perform pill checks, contraceptive injections, and instruct in the use of barrier methods.

**Minor Operations:** The doctors can arrange the removal of small skin lumps and can perform certain special injections, Please ask. We do not remove lumps or skin blemishes for purely cosmetic reasons.

**Diabetes and Asthma Reviews:** With nurse (please book a double appointment for diabetic reviews). Nurse may recommend that you also see your doctor.

### **Medical Examinations & Non NHS Services:**

Private Medicals for insurance, PSV, LGV, driving etc. are completed with the doctors by arrangement. Please note that we are entitled to charge a fee for private work (private sick notes, insurance claim forms etc). A list of charges is available; please ask at reception.

### **Health Checks:**

A chance to discuss your health needs and have a physical check-up. When you first register with the Practice, the doctors find it very helpful to meet you and your family before an illness occurs. All our patients over 75 years old are welcome to book for an annual health check. This may be done at your home if you cannot get to the surgery.

### **Blood Tests:**

8:00am – 10.00am Monday and Friday. Our Nurses are able to take blood samples at other times. These tests are only taken in the morning. Please note that in order to protect confidentiality we can only give test results to the person on whom they were performed.

### **Podiatry:**

These clinics are held once a month; please ask at reception for the details.

### **Diagnostic World:**

This is an imaging service held here on a Thursday afternoon weekly. Please ask at reception for the details.

### **Suggestions and Complaints:**

If you have any suggestions or complaints about the practice please talk to one of the doctors or contact the Practice Manager, Annie Ghent. There is a suggestions box situated in the waiting area.

### **Freedom of Information Act:**

We have produced a publication scheme under the Act which provides on request standard information about the use of NHS funding by the Practice. Should you require details, please look at the Practice website [www.hadlowmedicalcentre.nhs.uk](http://www.hadlowmedicalcentre.nhs.uk) or ask at Reception.

### **Access for the disabled:**

Full access for patients with disabilities is provided. We have a wheelchair available to help patients from car to surgery. Please let the Receptionists know if you need any assistance.

## **GP CLINIC TIMES:**

### ***Monday***

08.30am – 11.30am Dr Scally  
08.30am – 11.30am Dr Palin  
15.30pm – 17.30pm Dr Scally

### ***Tuesday***

08.30am – 11.30am Dr Baldwin  
08.30am – 11.30am Dr Scally  
15.30pm – 17.30pm Dr Scally

### ***Wednesday***

08.30am – 11.30am Dr Baldwin  
08.30am – 11.30am Dr Palin  
15.30pm – 17.30pm Dr Baldwin  
**17.00pm – 20.00pm Dr Scally**

### ***Thursday***

08.30am – 11.30am Dr Scally  
10.00am – 11.30am Dr Palin  
15.30pm – 17.30pm Dr Palin

### ***Friday***

08.30am – 11.30am Dr Palin  
10.00am – 11.30am Dr Baldwin  
15.30pm – 17.30pm Dr Baldwin

## **Emergencies**

Phone: 01732 667443

Out of Hours: 111

Ambulance: 999

In an emergency between 13.00 – 15.00hrs:

**Please call Hadlow Medical Centre on: 07990788076**

## **Practice Staff**

**Receptionists:** We have four receptionists – Jane, Sue, Nicola and Katrina. They arrange all appointments for Doctors, Nurses and clinics. They are also responsible for registration and clerical details. **You will be asked your reason for seeing a GP, if the reason is of a personal nature, please just tell the receptionist this.**

**Senior Practice Nurse:** Vivienne Atkins carries out all nursing procedures and cervical screening.

**Practice Nurse:** Moira Lord carries out all nursing procedures and cervical screening.

**Administrator:** Melodie Scott deals with medical reports, new patient notes and practice administration.

**Practice Manager:** Annie Ghent oversees the running of the practice and manages the practice computer systems.

## **Community Health Staff**

In addition to the practice staff we also have Community Health Staff who work with us:

**District Nurses:** Nursing care at home. Community nurses can be contacted via reception or telephone 01732 359685.

### **Health Visitor:**

Telephone 01732 357106

### **Community Midwife:**

Telephone 01892 633488

### **Diagnostic Imaging, Podiatrist & Counsellor:**

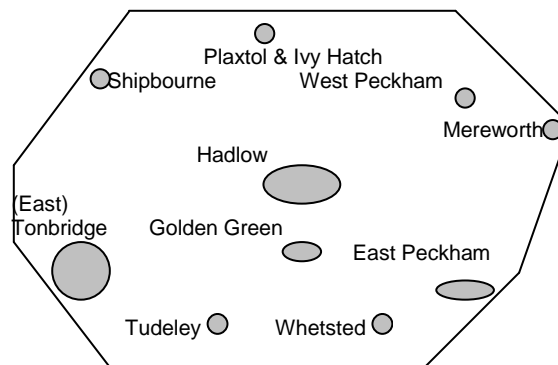
please ask

## **Hadlow Pharmacy**

Telephone 01732 850259

## **Practice Area**

(Approximate area covered by the practice)



[www.hadlowmedicalcentre.nhs.uk](http://www.hadlowmedicalcentre.nhs.uk)

Hadlow Medical Centre  
Hadlow Old School  
School Lane  
Hadlow  
Tonbridge  
TN11 0ET



## **Doctors:**

**Dr Anissa Baldwin** (female)

MA(Cantab) MBBS MRCP DFFP

**Dr Jon Palin** (male) MBChB DRCOG MRCP

**Dr Laura Scally** (female)

BSc MBChB MRCP DRCOG MRCP

## **ALL PRACTICE PATIENTS ARE NOW ALLOCATED A**

### **NAMED GP**

Please ask at reception if you have questions regarding this.

**Telephone**  
**01732 667443**

(Calls charged at BT local tariff

Rates from other providers and mobile phones may vary)