

WYE SURGERY



Inspected and rated

Outstanding 



CareQuality
Commission

View at www.wyesurgery.co.uk
or ask at Reception

OUR GPs

Dr J Miles, Senior Partner

Dr A Fox, Partner

Dr J Crouch, Partner

Dr R P Xavier

Dr S Burns

Dr S Nasir

Dr G Lazz-Onyenobi

Dr J Lau

Wye Surgery

Oxenturn Road

Wye, Near Ashford

Kent TN25 5AY

Phone 01233 884 585

www.wyesurgery.co.uk

ABOUT US



NEW PATIENTS WELCOME

We can accept new patients living in our catchment area - for details look online or ask our reception.

We provide:

- Friendly and efficient service
- Free parking
- Well-equipped, modern premises
- Spacious waiting room
- Disabled access
- Suite of GP and clinic consulting rooms
- Small operating suite equipped for minor operations.

Welcome to Wye Surgery, a general partnership in the village of Wye, near Ashford in Kent. Our dedicated team of doctors, nurses and a full range of support staff is led by our Practice Manager, Mrs Helen Goodman.

Our doctors

All our patients have a named GP who is responsible for their care. If you want to see a specific GP please ask reception who will do their best to accommodate this.

Dr Jolyon Miles, Senior Partner MBBS, MRCGP, Dip FSRH
Interests: All aspects of GP care, gastroenterology, minor surgery & GP education.

Dr Allan Fox, Partner MBBS, MRCGP, FRCP
Interests: All aspects of GP care, cardiology, minor surgery & GP education.

Dr Jessie Crouch, Partner MBBS, MRCGP, DRCOG, DFSRH
Interests: All aspects of GP care, geriatric medicine, contraceptive services, maternity, gynaecology, child health & adolescent mental health.

Dr Sinead Burns MBBS, MRCP, MRCGP
Interests: All aspects of GP care, diabetes & female health.

Dr Raquel Pereira Xavier MBBS, MRCGP
Interests: All aspects of GP care.

Dr S Nasir MBBS Pakistan, MRCGP UK
Interests: All aspects of GP care.

Dr G Lazz-Onyenobi MBChB, MRCS, MRCGP
Interests: All aspects of GP care & musculo-skeletal medicine.

Dr J Lau MBChB, MRCGP, MMedSci, DRCOG
Interests: Women's and children's health.

QUALITY CARE

Patient satisfaction is a high priority for everyone at Wye Surgery. We work hard to deliver excellent care and welcome feedback from patients to help us do this.

Patient Charter

Our charter sets out our responsibilities to you and your rights and obligations to us as a patient. We also support the NHS Zero Tolerance Campaign and actively promote respect and co-operation between patients and staff.

Patient Participation Group (PPG)

A group of our patients and staff meet regularly to discuss our services and new initiatives; minutes are published at www.wyesurgery.co.uk (*Patient Involvement*). To join our PPG, please ask at Reception or look online.

Complete our patient survey - it's anonymous!

After your next appointment, please complete our anonymous online survey at www.wyesurgery.co.uk. Patient feedback from this survey is regularly viewed by us and used in our staff training.

Suggestions box

Or if you prefer, you can put written feedback into our Suggestions Box in reception.

Complaints

Should you wish to make a complaint please contact our Practice Manager who will conduct a full review using NHS guidelines.

Data protection

To protect your privacy everyone working for the NHS has a legal duty to keep your records confidential.

Full details about our practice and its policies are available at www.wyesurgery.co.uk (*About Us*) - alternatively, please ask at Reception.



GOVERNANCE

Wye Surgery is a member of the Kent and Medway Clinical Commissioning Group (KMCCG), a statutory NHS organisation responsible for commissioning local health services. The KMCCG aims to improve the health and well-being of residents by engaging with local GPs to lead this work and working in partnership with patients, councils, Public Health and other key stakeholders.

T: 03000 424815
www.kentandmedwayccg.nhs.uk

CLINICS & SERVICES



LOOKING TO THE FUTURE

Dr Fox, Dr Miles and the Practice are accredited to train doctors who intend to become general practitioners.

This means the Doctors and the Practice have achieved a number of standards as assessed by the GP Deanery for Kent, Surrey and Sussex - acting on behalf of the Postgraduate Medical Education Board.

Wye Surgery also trains and supports other doctors and medical students from time to time.

eConsult

This is an online service available via our website www.wyesurgery.co.uk. If you need non-urgent advice, instead of coming in for an appointment you can use **eConsult** to find reliable self help or message our GPs for advice.

GP Appointments

We aim to see patients quickly with our GP Access Appointments system. For an appointment just ring the surgery during opening hours (see page 5) and:

- A GP or one of our other clinicians will call you back to assess your health needs by phone - usually within the hour or at another time to suit you
- You may be given advice, a prescription or offered an appointment at the surgery.

Free 'Text reminder service' for appointments

Patients with mobile phones can help us reduce the number of missed appointments by opting-in to our FREE text reminder service. For more details contact Reception or download a 'Text reminder joining form', from www.wyesurgery.co.uk (*Latest News*).

Wye clinics

Wye Surgery offers patients the following on-site clinics. Your GP may refer you to one of these, if necessary, and appointments are made by our Reception:

- Asthma
- Blood testing
- Female health/cervical smears
- Diabetes
- Family planning
- Minor injuries (see page 6)
- Physiotherapy
- Pregnancy and maternity.



Wye outpatients and other services

Wye Surgery is an approved host for a range of outpatient clinics and enhanced services. Any GP in East Kent can refer their patients here to see hospital consultants and other special practitioners. This alternative to a hospital setting is more relaxing and means patients will be seen by the same consultant for both initial and any follow up appointments:

- Cardiovascular - Cardiology GPSI, Ambulatory BP, ECG monitoring 12 lead and Novacor
- ENT (ear, nose and throat) - Audiology (hearing), Aural Care Microsuction (ear care)
- Surgery - Colorectal (bowel), General Surgery, Vasectomy and Minor Operations
- MSK and Joint Injections
- Ultrasound.

Private services

In addition to our NHS services we can also provide a range of fee-based, non-NHS services. A list of these is available from Reception and at www.wyesurgery.co.uk (*About Us, Private Services*). Please note we do not accept private patients.

Wye Surgery online

Visit our website www.wyesurgery.co.uk where you can:

- View all about our practice, clinics and services
- Register as a patient
- Order repeat prescriptions
- Download health apps, forms and leaflets
- Give us your feedback using our patient survey
- Find reliable self help and check symptoms
- Look up local health services
- And, do much more ...



REPEAT PRESCRIPTIONS

Patients with repeat prescriptions can request them in any of the following ways:

- Bring in your prescription slip to reception
- Post it to us
- Email: accg.wyesurgerydispensary@nhs.net
- Re-order online at www.wyesurgery.co.uk using our link to *Patient Access*.

OUR DISPENSARY

We have a Dispensary at Wye Surgery for patients who meet current criteria.

APPOINTMENTS & ADVICE

Phone 01233 884 585

Monthly closures for staff training: Usually 1-5pm, on 2nd Wednesday (this can vary).

SERVICES	DAYS	TIMES
RECEPTION And, outside doors open	Mon, Weds, Fri Tues, Thurs	8.00 am - 6.30 pm 8.00 am - 8.00 pm
eConsult - Online Self-help and non-urgent health advice from our GPs	Always available via our website	GPs will reply by email usually within 24 hours on weekdays.
GP APPOINTMENTS	Mon to Thurs Fri	8.30 am - 7.00 pm 9.00 am - 5.00 pm
FLEXIBLE PRE-BOOK APPOINTMENTS*	Evenings, weekends bank holidays	Call after 8.00 am
TELEPHONE CONSULTATIONS	Mon to Fri	8.30 am - 5.30 pm Clinicians will call back during surgery hours
HOME VISITS	Mon to Fri	Call before 10.00 am
MINOR INJURIES	Mon to Fri	8.00 am - 6.30 pm
WYE CLINICS & OUTPATIENT CLINICS	Various days/times	Call after 8.30 am
TEST RESULTS	Mon to Fri	Call 8.30 am - 4.00 pm
DISPENSARY	Mon, Fri Tues, Thurs Weds	9 - 12 and 2 - 5 9 - 12 and 2 - 6.30 9 - 1, closed in afternoon

**Flexible pre book, primary care appointments may be held at either Wye Surgery or other local GP practices in the Ashford area - contact us to book these appointments.*



Advice

Vomiting and diarrhoea

Please do not come into the surgery - phone us first for advice.

In a life threatening or emergency situation

Go to Accident and Emergency (A&E) or Dial 999 for an ambulance. The nearest A&E to Wye Surgery is at: William Harvey Hospital, Kennington Rd, Willesborough, Ashford TN24 0LZ.

Minor injuries

Some injuries can be easily dealt with at our own Minor Injuries Clinic, open Monday to Friday. Ideally, please call before coming in. Typically we see things like:

- Small cuts or infected wounds
- Minor burns and scalds
- Foreign bodies in the eye
- Insect or animal bites
- Bangs, twists, sprains and other minor injuries - please note X-rays are not available.

When we are closed

For all available options when we are closed, go to our website www.wyesurgery.co.uk (*Appointments & Out of Hours*).

If you can't wait for us to re-open please dial 111 for medical advice from NHS 111; they will arrange an out of hours doctor or other appropriate service, if necessary.

How to find local or national health services

- www.healthhelpnow-nhs.net - find local services based on your symptoms and postcode
- www.nhs.uk - find all NHS services in the UK
- www.wyesurgery.co.uk (*Appointments & Out of Hours*) - find useful numbers in our local area.



ONLINE ADVICE at www.wyesurgery.co.uk

If you're not sure what to do, need help recognising symptoms or want to find local services, go to www.wyesurgery.co.uk

Self Help

Our website covers a wide range of health matters and includes a symptom checker, health apps, videos and more.

eConsult

Instead of coming in for an appointment, you can message our GPs for non-urgent advice using eConsult on the home page of our website.

CONTACT US

Visit our website

www.wyesurgery.co.uk

Visit or write to us

Wye Surgery

Oxenturn Road

Wye

Kent TN25 5AY

Phone us

01233 884 585

