We have a 48 hour turnaround from handing in your specimens when checking in. If you would like a chaperone present during your consultation then please advise the receptionist when booking your appointment or when checking in. Chaperones are only for patients who require a home visit we can send them the prescription through to them electronically.

**Registrations.** Our receptionists will help you to fill out the necessary form to register with our practice. Please bring with you your NHS number as this will help us to trace your medical records promptly. You will be asked to fill in a short questionnaire about your health and personal details. As from the 5th January 2015 practices in England can consider registering patients outside of the practice area where it is practical and clinically appropriate to do so. Patients registered in this way would not be entitled to home visits from the practice and would have to register temporarily with another surgery for treatment. **Home visits** must be phoned through to Brandon Road before 10.30am; this service is only for patients who cannot physically get to surgery. **All** patients registering with us are given a **named doctor as part of the registration process**. However a patient is able to choose any doctor when they need the practices services. Once registered you will be offered an appointment with the practice nurse, this will give you and your family the opportunity to have a medical check-up and identify any potential problems.

**Missed appointments**
It is extremely important that patients attend booked appointments. If you arrive late for your appointment you may not be seen as you would then be in another patient’s time slot. If you do need to cancel please give us as much notice as possible so that the appointment can be re-booked. We also send out text messages to remind you about your appointment, if you want to cancel this way, reply CANCEL to the text message and this automatically cancels on our system. Our computer system holds a record of all missed appointments where notification has not been received of non-attendance. The doctors may remove patients from the list who continually miss booked appointments.

**Repeat prescribing**
We operate a repeat prescribing service via our website. You can also request a repeat prescription by handing in the right hand side of your prescription at reception; we have a 48 hour turnaround from handing it in to issuing. If you have a nominated pharmacy we can send them the prescription through to them electronically.

**Mrs Maxine Simmonds**
Cert MHS.MHSM is the practice business manager and is responsible for the smooth running of the practice, staff and finance. If you should have a complaint about the practice please direct all correspondence to Mrs Simmonds.

We have a Patient information panel that meet on a bi monthly basis. New members are welcome to join. We also have a virtual panel.

**Please make enquiries via the business manager**

**Our practice area**
We will look after any patient who is registered with us in this area.
If you have a friend or relative who is visiting you, we will be happy to see them if there is a medical problem. If you move out of the area you can remain on our list, but should you require a home visit we would be unable to do this and you would need to register as a temporary patient at a local surgery local to your home.

**Outside of surgery hours Thursdays only,** call 01926 310 360. At other times call free NHS 111 service and speak to a triage nurse. You will be assessed and advice offered or arrangements made to see a doctor. The walk in centre is open every day of the year 8am to 10pm call: 0300 200 0060

**Governing body**
NHS England, PO Box 16738, Redditch, B97 9PT. Email: england.contactus@nhs.net

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**Kenyon Medical Centres**

**www.kenyonmedicalcentres.gpsurgery.net**

**Partnership**

Dr Mark Lawton. MBChB GPT
Dr James McMorran. BM B.Ch (Oxon)
MRCGP, PhD, DCH, DRCOG

Dr Herpal Kaur Gill, MBBS, MRCGP, DRCOG, DCH (London) DFSRH

Dr P S Kenyon LRCP (London) MRCS (England)

Dr E Cowan. MBChB, MRCGP

Dr P C Hastings. MBChB (Hons) MRCGP

Dr N Bradshaw. MBChB, PhD, BSc, MRCGP

We are an accredited training practice and support between two and five junior doctors throughout the year. Please tell us at any time if you do not wish to be part of this training.

**SCR (summary care records)**
In an emergency the doctor treating you may need certain information regarding your medication, allergies or any medications that makes you ill. You have the right to opt out. Please ask for the Summary Care leaflet.

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**108 Brandon Road, Coventry CV3 2JF**
Phone: 02476453634. Fax: 02476636886

Opening times: Monday, Tuesday 8am-6.30pm Wednesday 8am to 8pm

Thurs 8am to 3.00pm., Friday 8am-7pm

Saturdays every two weeks 8.30am-12pm

Pre bookable only

We operate a ZERO tolerance policy towards violence and abusive behaviour. Action may be taken to remove a patient from the doctor’s list if the patient is violent or abusive to the doctors, member of staff or any other person.

**Additional Clinics**
Smoking cessation, Retinal screening, IAPT, Health trainers, Midwife and a community drug advisor.

**We are happy to carry out other services not covered by the NHS, but it must be recognised that our NHS commitments will take priority. This includes** private medical certificates, passports, holiday cancellations, medical reports. A fee will be charged for this work.

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**15 Chace Avenue, Coventry, CV3 3AD**
Phone: 02476307024. Fax: 02476306255

Opening times:
Monday, Tuesday, Wednesday 8am to 6.30pm
Thursday 8am to 5pm, Friday 7.30 am to 6.30pm

Chaperones
If you would like a chaperone present during your consultation then please advise the receptionist when booking your appointment or when checking in.

Specimens
Specimens should be handed in before 11am. Blood and urine results usually take a week to return and

**Patient records and confidentiality**
Doctor’s and staff have access to medical records. **ALL** information is treated as strictly confidential.

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**Our practice nurse, midwife and a community drug advisor**

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**Dr Hannah Lawton MRCGP, PhD, BSc, MRCGP, MBBS, MBChB (Hons) MRCGP**

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**Dr P S Kenyon LRCP (London) MRCS (England)**

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**Dr E Cowan. MBChB, MRCGP**

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**Dr P C Hastings. MBChB (Hons) MRCGP**

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**Dr N Bradshaw. MBChB, PhD, BSc, MRCGP**

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Please make enquiries via the business manager

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**Both sites have disabled access. Please ask for a downstairs room when making your appointment**

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**Governing body**
NHS England, PO Box 16738, Redditch, B97 9PT. Email: england.contactus@nhs.net