



# **The Orchard Practice**

**Dartford West Health Centre**

**Tower Road Dartford**

**Kent DA1 2HA**

**01322 223960**

**01322 228032**

**Fax No: 01322 290613**

**Website: [www.theorchardpractice.co.uk](http://www.theorchardpractice.co.uk)**

**Dr David Corbett**

**Dr Andrew Doyle**

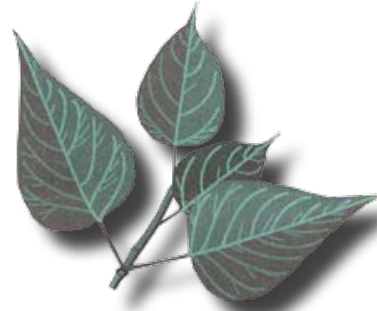
**Dr Clare King**

**Dr Regina Ehimigbai**

**Dr Neale Pimenta**

**Dr Sanjeeta Ram**

# The Orchard Practice



The Orchard Practice moved from a house in Dartford into a purpose-built Health Centre, along with three other practices in the early part of the 1980s, all using the ground floor of the building. The Health Centre has access for the disabled. The community and health authority staff use the first floor.

The practice area covers West Dartford and extends to the railway line to the north of Dartford, to Station Road to the west, to parts of Wilmington to the south and to the town centre to the east. There is a map on the back cover of this booklet.

The practice is part of the West Kent Primary Care Trust, which is part of the NHS. Their address is Gravesham Community Hospital, Bath Street, Gravesend, Kent DA11 0DG. Their telephone number is 01474 360500. When the operator answers your call, you must ask for the person you require at the PCT.

## The General Practitioners

<b>Dr David J R Corbett</b>	(Male)	BSc (Hons) MB BS (London) 1980 MRCGP DCH DRCOG FPA Cert Diploma Palliative Med FHEA
<b>Dr Andrew Doyle</b>	(Male)	MB BS (London) 1989 MRCGP DRCOG FPA Cert
<b>Dr Clare King</b>	(Female)	MB BS (London) 1989 MRCGP DRCOG DFFP
<b>Dr Regina Ehimigbai</b>	(Female)	MB BS (Nigeria) 1998 MRCGP MSc International Health (Edinburgh) DRCOG DFFP
<b>Dr Neale Pimenta</b>	(Male)	BM (Soton 1985) MRCGP Dip MS Care
<b>Dr Sanjeeta Ram</b>	(Female)	MB BS (India) DFFP

Drs Corbett, Doyle, King and Ehimigbai practise together as a non-limited partnership. Dr Pimenta and Dr Ram are salaried GPs.

## The Practice Staff

### Practice Manager

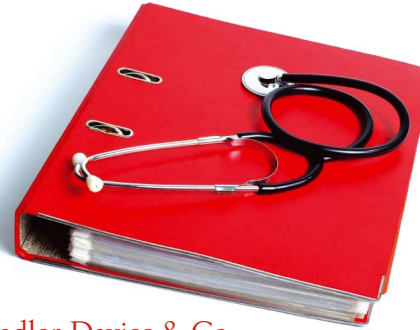
The practice manager is Helen Harrison, who oversees the whole day-to-day running of the practice. Tereasa Cook is the assistant practice manager.

### Receptionists

Our team of ten receptionists have all undertaken training and are keen to help patients in any way possible. They do not offer medical advice, but may be able to resolve queries by seeking more information from patients. All information given to receptionists is treated with strict confidentiality. Should any patient need to speak confidentially to a receptionist, please say so. We can arrange a private place in which to do this.

**For 24 hour information click to: [www.theorchardpractice.co.uk](http://www.theorchardpractice.co.uk)**

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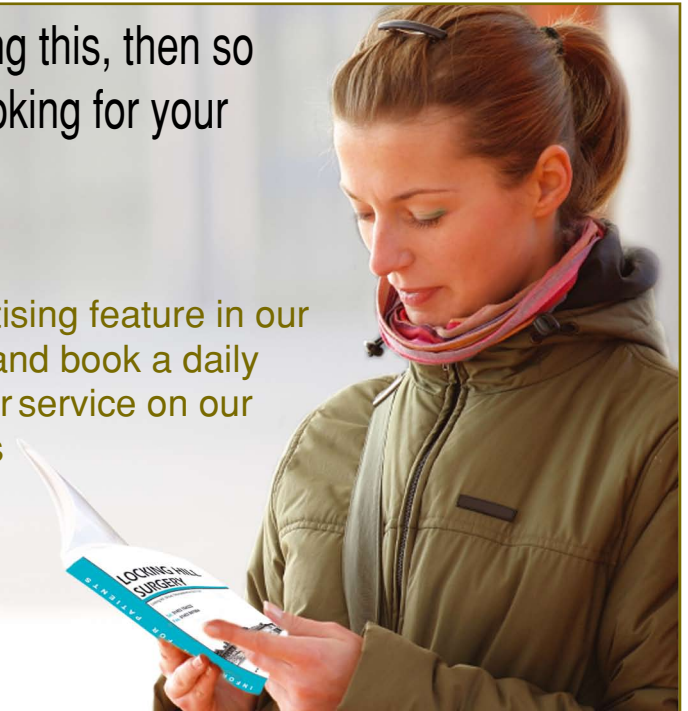
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Advertising Feature

## Administration Staff

We employ a secretary and six office staff to deal with the administration of the practice.

## Practice Nurses

Jill Batchelor	BSc (Hons) SRN Diabetic specialist nurse
Ella Edwards	RGN
Sue Harris	Staff Nurse
Avril Edgar	Health Care Assistant

Our nurses see patients by appointment. Urgent cases will be seen the same day. The practice nurses will treat minor illnesses and monitor chronic diseases eg asthma, diabetes, COPD and heart disease. The practice nurses' roles include health promotion, wound care, travel and routine vaccinations, cervical smears and ear syringing. The health care assistant helps the practice nurses.

## District Nurses

The Primary Care Trust also employs a team of district nurses and community nurses, who look after patients who need nursing at home. The nurses are based on the first floor of the Health Centre. They can be contacted by leaving a message with reception staff, or by ringing them direct on 01322 622529.

## Health Visitors

The doctors have a team of health visitors who cover the practice area. They look after new mothers and children. The health visitors are based at Maypole Children's Centre, Franklin Road, Dartford DA2 7UZ. They can be reached by ringing 01322 552623.

## Training

Our practice is a training/teaching practice. Our registrars are fully qualified and have a great deal of hospital experience. Registrars are attached to our practice for 12 months after which time they may join a practice as a partner. They are at all times encouraged to seek advice when required from the practice partners.

We are also fortunate to have medical students attached to our practice for short periods. If you do not wish to have the student present during your consultation, please inform the reception staff prior to seeing the doctor.

When booking an appointment you may be asked if you would consult with one of our registrars who are excellent doctors, appointed by the practice.

Our two GP trainers are Dr Corbett and Dr King.

**For the latest information click to: [www.theorchardpractice.co.uk](http://www.theorchardpractice.co.uk)**

## Surgery Times

### Dr D Corbett

Monday	8.00 - 11.00am	3.00 - 5.00pm
Tuesday	8.00 - 11.00am	3.00 - 5.00pm
Wednesday	8.00 - 11.00am	-
Thursday	-	-
Friday	8.00 - 11.00am	-

### Dr A Doyle

Monday	8.00 - 11.00am	-
Tuesday	8.00 - 11.00am	-
Wednesday	8.00 - 11.00am	3.00 - 5.00pm
Thursday	8.00 - 11.00am	-
Friday	-	-

### Dr C King

Monday	8.10 - 11.00am	2.50 - 5.00pm
Tuesday	8.10 - 11.00am	2.50 - 5.00pm
Wednesday	-	-
Thursday	8.10 - 11.00am	2.50 - 5.00pm
Friday	7.20 - 11.00am	-

### Dr R Ehimigbai

Monday	8.10 - 11.00am	2.50 - 5.00pm
Tuesday	-	-
Wednesday	8.10 - 11.00am	2.50 - 5.00pm
Thursday	8.10 - 11.00am	2.50 - 5.00pm
Friday	8.10 - 11.00am	2.50 - 5.00pm

### Dr N Pimenta

Monday	-	-
Tuesday	-	-
Wednesday	-	1.00am - 2.10pm
Thursday	-	-
Friday	-	3.00 - 5.00pm

### Dr S Ram

Monday	9.00am - 12 noon	1.00 - 3.00pm
Tuesday	9.00am - 12 noon	1.00 - 3.00pm

## Appointments

Appointments may be made by telephoning 01322 228032/223960 or by calling at the surgery. Routine appointments may be made in advance (maximum one month), which will enable us to offer you an appointment at a time more suitable to your requirements. If you cannot keep an appointment, please inform us as soon as possible as this will assist in over-subscribed situations.

### Same-day Appointments

If you feel you have a problem which cannot wait until the next routine appointment, an appointment can be made for you with the duty doctor.

### Emergency Appointments

If you need to see a doctor in an emergency and there are no appointments left, an appointment can be made at the end of the morning and evening surgeries, but we cannot guarantee which doctor you will see. Depending on demand, sometimes it may be necessary to wait. **These are for emergencies only and routine matters will not be dealt with.**

If you require to speak to a doctor or nurse on the telephone, you may leave a message with reception, and the doctor or nurse will ring you back. Unless urgent, most calls will be after the morning surgery. For non-urgent queries for the doctor please try to ring the surgery from Monday to Thursday only.

### Severe Emergencies

**If you are confronted by a serious problem such as severe chest pain or severe bleeding call an ambulance (tel: 999) before calling the surgery.**

## Home Visits

Patients are asked to telephone our emergency telephone number before 10.00am if a visit is required that day. Please only ask your doctor to call if the patient is genuinely too ill to come to the surgery. Emergency visits only will be arranged after that time.

Please give the receptionist as much information as possible to enable the doctor to prioritise the house calls. Remember several patients can be seen in the time it takes to do one visit.

## Saturday Mornings

To comply with Government guidelines, the practice is now open on Saturday mornings from 7.45am until 12 noon. These appointments are pre-booked appointments which can be booked two weeks in advance. Patients arriving more than 10 minutes late will be asked to rebook. Although there is a receptionist on duty, her role is purely to mark patients in; prescriptions will be locked away. If you do not have an appointment you will be turned away and advised to telephone Out of Hours.

Emergencies will still be dealt with by Out of Hours on 01322 223361.

## Weekend and Night Cover

There is an out-of-hours service run by the West Kent PCT. A trained operator at the out-of-hours headquarters will arrange the appropriate action for you. This may mean a phone call from the doctor on call, a trip to the local out-of-hours centre, or a visit from one of the mobile doctors, for severe illness. All of your calls for this service will be recorded.

## Repeat Prescriptions

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. Requests for prescriptions should be made in writing and either posted to us or put in the prescription box at reception. We are unable to take orders or issue repeat prescriptions at weekends, public holidays or out of normal surgery hours. Please allow two complete working days before collection and make allowances for weekends and public holidays. Where possible give exact drug names when ordering.

Patients sending a stamped, addressed envelope with their prescription request can have them posted back to them. Please allow one week for this service.

**TO AVOID ERRORS, REPEAT PRESCRIPTION REQUESTS ARE NOT TAKEN OVER THE TELEPHONE OR FAX (EXCEPT FOR THE HOUSEBOUND AFTER AGREEMENT WITH THE DOCTOR).**

## Results of Tests

You are requested to telephone the surgery after 2.00pm. This gives the doctors time to assess the results that they have received during the morning. Reception may give you the result or ask you to make an appointment with the doctor. It is practice policy to give results to the patient personally or, if in the case of a child, to the parents only.

## Clinics

### Antenatal Clinic

**Thursday 1.00 - 3.00pm**

Patients are seen by the midwife at this clinic by appointment during surgery hours.

### Baby Clinic

**Alternate Tuesdays and Wednesdays 2.00 - 2.50pm (6 week checks - with GP)**

**Wednesday 9.00am - 1.00pm (childhood immunisations - with Ella)**

The baby clinics are run by Dr Doyle and Dr Ehimigbai for child developmental checks and allow an opportunity to discuss other problems eg sleeping, feeding and child health worries, with a doctor.

### Diabetic Clinic

This is run by practice nurse Jill in conjunction with Dr Corbett/Dr Doyle, by appointment only on Tuesdays and Fridays. A letter will be sent inviting patients to attend.

### Family Planning

Contraceptive care is provided by all the doctors during surgery hours.

### Well Person Checks

Appointments can be made at reception to see a nurse for these checks.

### Over 75 Years Checks

If you are 75 years or over, you can have an annual check with the practice nurse.

### Anti-coagulation Clinic

This is run by practice nurse Jill, by appointment only.

### Addiction Clinic

Dr Doyle has a shared-care clinic with the community addiction services for those dependent on opiates.

### Phlebotomy Clinic

**Monday, Tuesday and Friday 8.10 to 10.30am**

**Thursday 11.00am to 1.30pm**

Patients are seen by appointment only. The first seven appointments of these three clinics are set aside for patients who need a fasting blood test.

Should you require a Glucose Tolerance Test an appointment will be sent to you with the next available appointment.

## Health Promotion

The aim of our practice in this respect is to identify any possible risk factors early on and to prevent them from causing ill health later in life. For this reason, you may be asked about your drinking, smoking and exercise habits occasionally. This is wise when patients have a family history of stroke, heart disease and diabetes etc.

Visit our website on: [www.theorchardpractice.co.uk](http://www.theorchardpractice.co.uk)

## Minor Surgery

Practice nurse Jill Batchelor/Dr King both carry out minor surgical procedures at the surgery by appointment and the doctors will be happy to advise you on this. We also have a visiting consultant, Dr Paul Aggarwal, who carries out surgical procedures on a Thursday afternoon by appointment only.

## Non-NHS Examinations

Special medical examinations such as pre-employment, insurance and driving medicals usually take place outside surgery hours. Please ring the surgery and request the information that you require. There may be a charge for these examinations.

## Counselling

To help people with their emotional problems, we employ skilled and sympathetic counsellors. Appointments can be made via your doctor or nurse. This important service is an integral part of our holistic approach to patient care.

## Travel Immunisations/Vaccinations

If you require travel immunisations you should contact the medical advisory service MASTA either on the internet ([www.masta.org](http://www.masta.org)) or by telephoning 09065 501 402.

You will be asked questions regarding your travel arrangements. MASTA will produce for you a list of travel immunisations you require along with general travel information for all who are travelling.

There is a small cost involved if you use the internet or a charge per minute by telephone (the call will take three to four minutes). Only one call per family is required as this information is not person specific.

Once you have received your information from Masta you can then book an appointment for your travel immunisations with the surgery. **Please ensure that you bring with you the information you received from MASTA or we will be unable to provide you with your immunisations. Also, please bring with you any information regarding vaccinations you may have had in the past so we can update our records if necessary.**

## Flu and Pneumonia Vaccine

Influenza and pneumonia vaccinations are recommended to everyone over 65 years of age. They are also recommended for patients under 65 with heart, lung or kidney disease, asthma, diabetes or any other 'at risk' group.

Please contact the reception staff in September for details of the vaccination dates and to make an appointment. If you are unable to attend the surgery on medical grounds, we will arrange for one of our nursing staff to visit you. To arrange this please telephone the surgery with your details.

## How to Register as a Patient

New patients moving into the catchment area (see the map on the back cover of this booklet) need to apply to reception for registration forms for each member of the family. An appointment should be made for a new patient check with the nurse. Patients will become a patient of the practice, although they have a right to express a preference of practitioner. The practice will endeavour to comply with any request but it might not be possible, in which case an explanation would be offered. Our registration clerk is available Monday to Friday from 9.00 to 11.30am if you have any queries.

## Comments and Suggestions

All members of the Primary Health Care Team at this practice are keen to provide patients with the best possible care. Therefore, if any patient has a suggestion or constructive criticism for improving our services, please contact our practice manager.

For the latest information click to: [www.theorchardpractice.co.uk](http://www.theorchardpractice.co.uk)

## Zero Tolerance

The practice maintains a zero tolerance towards any violence, threatening or abusive behaviour towards any member of staff or persons on the premises. Should you not respect this policy, the police will be informed and you may be removed from the doctor's list.

## Wheelchair Access

Wheelchair access to the building is through the main door. A disabled patients' WC is provided alongside the waiting area. Access to the first floor can be reached by a lift, just inside the main front door.

## Complaints Procedure

We always try to provide the best services possible, but there may be times when you feel this has not happened. The following information explains our in-house complaints procedure, drawn-up to respond to patient grievances. Our practice procedure is not able to deal with questions of legal liability or compensation. We hope you will use it to allow us to look into and, if necessary, correct any problems that you have identified, or mistakes that have been made. If you use this procedure it will not affect your right to complain to the Health Services Authority. Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by the patient in person. If you wish to make a complaint, please telephone or write to our practice manager. Full details will be taken and a decision made on how best to undertake the investigation.

We believe it is important to deal with complaints swiftly, so you will be offered an appointment for a meeting to discuss the details within 10 days. Occasionally it may take longer, but we will keep you informed throughout. You may bring a friend or relative with you to the meeting. We will try to address your concerns, provide you with an explanation and discuss any action that may be needed.

## Confidentiality

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the team.

## Freedom of Information

The practice has produced a Publication Scheme, which is a guide to information that the practice may make available. This was produced in accordance with the Freedom of Information Act 2000, and a copy is available from the practice manager.

## Practice Charter Standards

These are the local standards set within this practice for the benefit of our patients. It is our job to give you treatment and advice. Following discussion with you, you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent. In the interest of your health it is important for you to understand all the information given to you. Please ask us questions if you are unsure of anything.

**For 24 hour information click to: [www.theorchardpractice.co.uk](http://www.theorchardpractice.co.uk)**

## Our Responsibility to You

We are committed to giving you the best possible service.

**Names:** People involved in your care will give you their names and ensure that you know how to contact them. The surgery should be well signposted and the doctors' or nurses' names are indicated on their surgery doors.

**Waiting Time:** We run an appointment system in this practice. You will be given a time at which the doctor or nurse hopes to be able to see you. You should not wait more than 20 minutes in the waiting room without receiving an explanation for the delay.

**Telephone:** We will try to answer the phone promptly and to ensure that there is sufficient staff available to do this. You should be able to speak to a doctor by telephone.

**Respect:** Patients will be treated as individuals and partners in their healthcare, irrespective of their ethnic origin or religious and cultural beliefs.

**Information:** We will give you full information about the services we offer. Every effort will be made to ensure that you receive that information which directly affects your health and the care being offered.

**Health Records:** You have the right to see your health records, subject to limitations in the law. These will be kept confidential at all times.

**Referrals:** Routine referral letters for hospitals will normally be dispatched within three working days of the referral being agreed with the doctor. Urgent referrals may be faxed, hand-written or telephoned to the relevant hospital normally the same day.

## Your Responsibility to Us

Help us to help you.

Please let us know if you change your name, address or telephone number.

Please do everything you can to keep your appointment. Tell us as soon as possible if you cannot. Otherwise, other patients may have to wait longer.

We need help too. Please ask for home visits by the doctor only when the person is too ill to visit the surgery.

Please keep your phone call brief and avoid calling during the peak morning time for non-urgent matters.

Test results take time to reach us, so please do not ring before you have been asked to do so. Enquiries about tests ordered by the hospital should be directed to the hospital, not the practice.

We ask that you treat the doctors and practice staff with courtesy and respect.

Please read our practice booklet. This will help you to get the best out of the services we offer. It is important that you understand the information given to you. Please ask us questions if you are unsure of anything.

Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.

Please ask if you wish to see your doctor.

## If We Should Need To Evacuate Dartford West Health Centre

In the event of an evacuation of Dartford West Health Centre, The Orchard Practice has made arrangements with Lowfield Medical Centre 65-67 Lowfield Street, Dartford, Kent DA1 1HP (tel no 01322 224550) where limited facilities would be set-up.

**For the latest information click to: [www.theorchardpractice.co.uk](http://www.theorchardpractice.co.uk)**

## Self Treatment of Common Illnesses and Accidents

Many common aches and pains can be simply treated at home without the need to consult a doctor.

### Back Pain

Back pain causes 13 million working days to be lost in Britain each year. The spine supports the whole weight of the upper body so it is understandable that it sometimes goes wrong.

Because of the complex nature of the spine it is advisable to consult your doctor if back pain persists for more than a few days. If, as is usual, the pain has been caused by abuse ie lifting too heavy weights etc, be sensible and take things easy. Take care to sit as upright as possible with a support for the small of the back.

Take aspirin or paracetamol which will not only relieve the pain but will help to relieve inflammation. Your doctor may well prescribe stronger drugs, heat treatment, gentle exercise or some kind of supportive corset.

### Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than four or five inches in diameter or if the skin is broken, consult your doctor as soon as possible.

### Chickenpox

On the first day a rash appears as small red patches about 3-4mm across. Within a few hours of these developing, small blisters appear in the centre of these patches. During the next three or four days further patches will appear and the earlier ones will turn 'crusty' and fall off.

Calamine lotion may be applied to soothe the often severe itching. Cool baths may also help. The most infectious period is from two or three days before the rash appears and up to five days after this date. Children may return to school as soon as the last 'crusts' have dropped off.

### Colds

Even in this day and age there is still no magic cure for the common cold. Go to bed, take plenty of drinks. If you have a headache or are feverish, take aspirin or paracetamol. Do not bother to take antibiotics as these will have no effect!

### Gastroenteritis

Gastroenteritis describes a group of diseases affecting the stomach or part of the intestine. Symptoms are often diarrhoea, sickness and stomach ache. Because the lining of the stomach is likely to be inflamed medicines are often immediately vomited up.

Water, weak orange juice or thin soup should be taken to counter the effects of dehydration. Consult your doctor if symptoms persist for more than a day or, in the case of babies or young children, 12 hours.

### German Measles (Rubella)

The rash appears during the first day and usually covers the body, arms and legs in small pink patches about 2-4mm across and doesn't itch. No other symptoms are usually present apart from occasional aching joints.

It is infectious from two days before the rash appears, until the rash disappears in about four or five days from that date.

The only danger is to unborn babies and, therefore, it is important that all contacts are informed in order that anyone who may be pregnant can contact their doctor.

Immunisation can prevent this disease.

### Head Lice

These creatures, contrary to popular belief, prefer clean hair and are, therefore, not a sign of poor hygiene. Medicated head lotion can be obtained from the chemist without prescription.

### Insect Bites And Stings

Antihistamine tablets can be obtained from the chemist without prescription and will usually relieve most symptoms.

Note: bee stings should be scraped away rather than 'plucked' in order to avoid squeezing the contents of the venom sac into the wound.

### Measles

The rash is blotchy and red and appears on the face and body around the fourth day of illness. It is at its most infectious from two or three days before the rash appears until eight or ten days after that date.

Immunisation can prevent this disease.

### Mumps

Symptoms are swelling of the gland in front of one ear often followed, after a couple of days, by swelling in front of the other ear. It is infectious from two or three days before the swelling appears until eight or ten days after that date. If the pain is severe you should consult your doctor.

Immunisation can prevent this disease.

### Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. Avoid hot drinks or hot food for 24 hours. If symptoms persist, consult your doctor.



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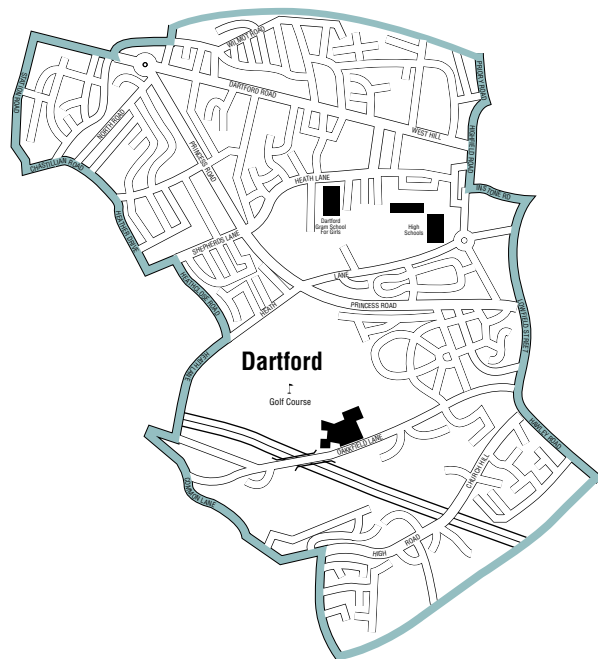
for Drs Corbett, Doyle, King, Ehimigbai, Pimenta & Ram of Dartford

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## Practice Area Map



## Useful Telephone Numbers

### Hospitals

Darent Valley .....	01322 428100
Urgent Care Centre .....	01322 428335
Gravesend & North Kent .....	01474 564333
Queen Mary's, Sidcup .....	020 8302 2678
Livingstone (ask for department).....	01322 622222

### Other Services

Out of Hours .....	01322 223361
Minor Injuries Unit .....	01474 564333
Primary Care Trust.....	01474 360500
NHS Direct.....	0845 46 47
NHS On-Line.....	www.nhsdirect.uk
Social Services .....	01322 277744

### Chemists

West Hill Pharmacy .....	01322 276661
M D Moore.....	01322 220863
Boots (Dartford) .....	01322 223664
Lloyds.....	01322 311753