

BUCKLAND MEDICAL PRACTICE



Welcome to Buckland Medical Practice.

We are committed to providing high-quality, compassionate care, working in partnership with our patients to make the best use of health resources.

Practice Sites & Opening Hours

<u>Surgery</u>	<u>Address</u>	<u>Opening Hours</u>
Buckland Medical Centre T: 01304 206353	Brookfield Place, Buckland Avenue, Dover, Kent, CT16 2AE	Site: Mon – Fri: 08:00–17:00 Phones: Mon- Fri 08:00-18:30
Peter Street Surgery T: 01304 216890	Peter Street, Dover, Kent, CT16 1EF	Site: Mon–Fri: 08:00–18:30 Phones: Mon- Fri 08:00-18:30
Tara, The Surgery T: 01304 852291	The Droveaway, St Margaret’s Bay, Dover, Kent, CT15 6BT	Site & Phones: Mon, Tue, Thurs, Fri: 08:30–12:30 & 15:30–18:00; Weds: 08:30–12:30

Note: Staff training closures alternate between Wednesday and Thursday some weeks. Certain clinics may still run; check with the surgery.

When the surgery is closed:

- For medical advice: NHS 111
- In an emergency: 999

About Us - Practice Team

Doctors

- **Dr Tej Bahadur** (Male), BSc MBBS
- **Dr Preeti Kaushal** (Female), MBBS, MRCGP, DCH, DRCOG, DFFP, BSc
- **Dr Baldev Kang** (Male), State Exam, Giessen Germany 1989, BSc DFFP
- **Dr Amit Kaushal** (Male), MUDr MRCGP
- **Dr Lenka Piknova** (Female), MUDr MRCGP DrCOG
- **Dr Narinder Dass** (Male), BSc (HONS) MBChB DRCOG MRCGP

Paramedic Practitioner

- **Annelies van Wamel** (Female)

Nurses

- **Jessica Ratcliffe** (Female)
- **Penelope Hughes** (Female)

Healthcare Assistants

- **Peri Evans** (Female)
- **Frauke Parrish** (Female)
- **Suzanne Tyrie** (Female)

Practice Management

- Katharine Manser (Practice Manager)
- Amy Thatcher (Office Manager)
- Heather Smith (Senior Receptionist)

Secretary

- Isla Gurraj

Dispensers

- Julie Penn
- Lewis Baker
- Melanie Maeers

Appointments & Access

- Online via eConsult: All submissions reviewed and triaged by the duty GP.
- **Urgent Appointments** – the Practice has a number of urgent clinical appointments each day for the GP and Paramedic Practitioner and Practice Nurse -This should be requested by contacting the Practice via Telephone or attending in person. (Urgent appointments are not for repeat prescriptions, fitness to work certificates or for signing forms).
- By phone: pre-bookable GP appointments up to 1 month in advance; Nurse appointments up to 2 months.
- Telephone advice: A Clinician can call you back if needed.
- Home visits: Should only be requested by those who are unable to come to the Surgery because of serious illness and infirmity. Requests to be in by 11am if at all possible. . Paramedic or Nurse Practitioners may visit in some cases.

- Cancellations: Notify reception as soon as possible so the appointment can be offered to others or you can cancel via SMS when the reminder comes through. Repeated “Did Not Attend” may lead to registration review

Chaperones

- All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to the clinician.

Car Park

- The car park is available at Peter St Surgery for our disabled patients with a Blue Badge and parking is at your own risk. There are disabled bays near the entrance to the Practice. The Practice accepts no liability for any losses or damage caused whilst parked on its premises.

Services Offered

Nursing Services

NHS Health Checks

Child Immunisations

Minor Surgery

Cervical Screening

Family Planning and Contraception

Physiotherapy & Acupuncture

Non obstetric Ultrasound Scan

Audiology Clinic

Adult & Child Mental Health Practitioner

Online Services

- The practice covers three locations. Peter St Surgery is our main site in Dover, we have two Branch Sites which are Buckland Medical Practice and Tara the Surgery.
- eConsult: eConsult is available for all patients over the age of 6 months. All eConsults are triaged by a GP and responded to within 24 working hours.
- Non-internet users: if you cannot use the eConsult form please speak to Reception who will be able to assist you either over the phone or at the front desk.

Prescriptions

- If you are on repeat medication, please use the re-ordering slip attached to your repeat prescription and remember to tick the boxes for the items required. Requests for medication can be submitted on line, by hand to the receptionist, by post (please include a SAE if you need us to post it back to you), dropped off either in our letter box or in the box in reception. Please allow 48 hours (2 working days) for processing the prescription. You can also nominate a pharmacy to electronically receive your prescription.

Out-of-Hours Care

- Urgent Treatment Centre (UTC): Buckland Hospital, 08:00–20:00, seven days a week (walk-in or via NHS 111).
- Out-of-Hours Advice: Use NHS 111 when surgeries are closed.
- In case of a medical emergency dial 999 for Ambulance.

Interpreter & Accessibility Services

- Interpreter / translation services available for face-to-face, phone, or video appointments.
- BSL / hearing support interpreters can be arranged.
- Hearing loop available at Peter Street Surgery.
- Text Relay service for patients who are deaf, hearing-impaired, or have speech impairments.

Complaints & Feedback

- Speak to reception or follow the Complaints Procedure on our website.
- We follow the NHS complaints procedure and aim to resolve concerns promptly.
- Feedback helps us improve services.

Patient Confidentiality & Data Protection

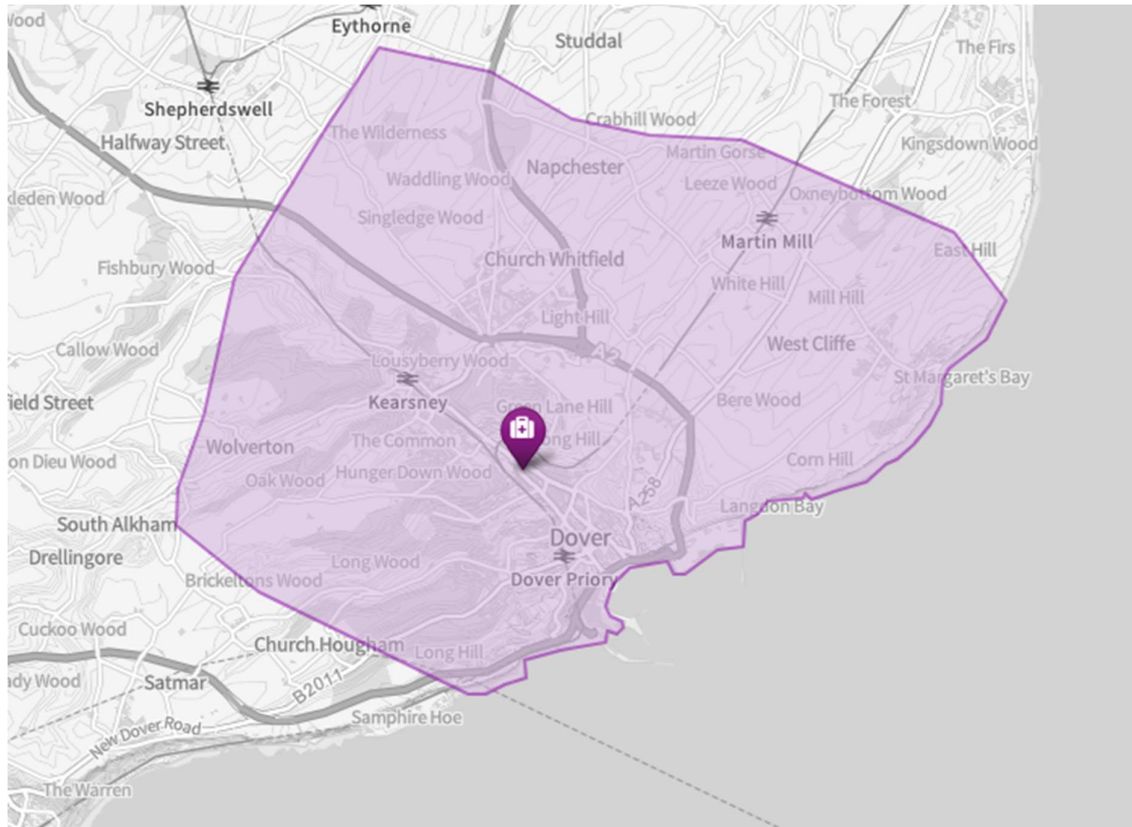
- We maintain confidentiality in line with data protection regulations.
- Your information is handled according to NHS confidentiality standards.
- Patients can request access to their medical records in writing via reception.
- View parts of your medical record via the NHS App.
- Register for EMIS Online via a form from reception for secure login.
- Data shared with other NHS providers or services only with your consent.
- Full privacy notice available on request or via the website.

Patient Participation Group (PPG)

- We value the opinions of our patients and are looking for patients who would like to share their ideas and get involved in our Patient Participation Group (PPG) - information is available online. Join our PPG to help shape and improve services. Ask reception for details.

Practice Area

- Serving Dover (including Buckland, St Margaret's Bay) and surrounding areas.



Additional Info

- Leaflet Review Date: November 2025

Website: bucklandmedicalpractice.co.uk