

Kingfisher Medical Centre – an overview

An information pack for new patients joining from Mornington Surgery

Welcome

First of all, the Kingfisher Team would like to say a big warm *Welcome* to the new Mornington patients! Our whole team is excited to have you with us and we're keen to get you started as a patient at Kingfisher Medical Centre.

Mornington Surgery and Kingfisher Medical Centre are going to merge to form a single GP practice from 1st July 2021. So, from July onwards, you'll be coming to Kingfisher Medical Centre (or our branch site Kingfisher Surrey Docks).

You don't need to do anything – you'll be automatically moved to Kingfisher Medical Centre's patient list and all your notes/information should all be moved with you. If there are any actions we need you to take, we'll let you know.

We know change isn't always easy and so this document is designed to ease the transition by letting you know a bit about Kingfisher Medical Centre, talking about how things work at the practice and addressing some of the frequently asked questions / concerns that we've heard in our engagement with patients to date. We've also summarised the engagement at the end of this document.

An overview of Kingfisher Medical Centre

Background

Kingfisher Medical Centre is a highly rated, local GP practice. We're a friendly, experienced team who have been running GP surgeries for almost 15 years.

We also have a branch site in Surrey Docks on Blondin Way ([here](#)). This may be closer to you, depending on where you live and you can see a clinician here as well as at our main Kingfisher Branch.

We have a team of dedicated clinicians and non-clinicians at the practice (see more below). Dr Krishna, Dharshika Krishna and the reception team will also be coming to join us at Kingfisher as well, so you'll have some familiar faces at the new location!

Kingfisher Medical Centre is part of a group of practices which are all under the same partnership (known as Penrose Health). This allows the practice to learn from other local practices and enables us to provide great care at scale!

Location

Kingfisher is a newly refurbished, modern practice just a short walking distance from Mornington Surgery (c. 10 minutes) on Staunton Street, Deptford, SE8 5DA. To find us on Google Maps – go here: [g.page/kingfisher-medical-centre](https://www.google.com/maps/place/3+Kingfisher+Square,+Staunton+Street,+Deptford,+London+SE8+5DA).

Kingfisher Surrey Docks is our branch site and it's based on Blondin Way, SE16 6AE. To find us on Google Maps – go here: [g.page/kingfisher-surrey-docks](https://www.google.com/maps/place/3+Kingfisher+Square,+Blondin+Way,+Surrey+Docks,+London+SE16+6AE).

We have on-street parking at or near both sites. The main site is near to the bus stop for the 47, 188, 199, N1 and N199 and the branch site is near to Canada Water tube station.

You'll be able to see clinicians at both sites and one may be closer to you depending on where you live.

Opening hours

We're currently open from Monday to Friday 8am to 6:30pm and on Saturdays from 9am to 12:30pm.

For the most up to date information about opening hours, please visit our website at kingfishermedicalcentre.nhs.uk or call us on 020 8692 7373

How our practice works

We operate a multidisciplinary team, giving you access to a wealth of clinical knowledge and experience. This means that a team of experienced specialist clinicians work with our GPs to help provide you with the right care at the right time.

Our in-house paramedics triage same-day requests and will be able to give you appropriate advice / treatment or arrange GP assessment where required.

Our in-house pharmacy team assists patients with prescriptions, medication reviews, health checks and concerns about medications.

We also have a mental health nurse who can deal with any mental health and wellbeing queries you have and a healthcare assistant / nursing team who do a variety of nursing related tasks including vaccinations, wound dressings, health checks and cervical smears.

Our reception team will help guide you to the right person who can help you in the quickest time and in the best way for your health needs. This gives our GPs more time to spend with patients who really need them (including you!).

Some Frequently Asked Questions (FAQ)

Is Dr Krishna going to be at Kingfisher Medical Centre?

Yes! Dr Krishna is joining us for three mornings a week (as part of his planned retirement) so will be part of our day-to-day clinical team.

Will I be able to speak with Dr Krishna?

Dr Krishna will be working with our clinical and non-clinical team to care for *all* patients.

Our multidisciplinary model at Kingfisher Medical Centre is designed to get you faster, more appropriate care so our reception team may ask you some questions about your query and suggest a better, faster outcome e.g., speaking to our in-house paramedic or pharmacist who will be able to solve your problem more efficiently.

Depending on the nature of your query, we may also be able to pass a message on to Dr Krishna who will then decide whether to contact you back himself or if another course of action is more appropriate.

P.S. Remember Dr Krishna will only be working for 3 days per week and is eventually planning to retire so may not always be available.

How does the system work to book appointments at Kingfisher?

We operate a multidisciplinary team, giving you access to a wealth of clinical knowledge and experience. This means that a team of experienced specialist clinicians work with our GPs to help provide you with the right care at the right time. You can see more information in the section above called "*How our practice works*".

In terms of booking an appointment, at the moment, we're asking that you call us first on 020 8692 7373. When you call, our reception team will help guide you to the right person who can help you in the quickest time and in the best way for your health needs.

What services do you provide and how long are your appointments?

We provide a variety of different services using our multidisciplinary team (see the "*How our practice works*" section above). You should be able to receive all of the normal primary care services including on-site phlebotomy, vaccinations, routine appointments, same-day appointments, cervical smears, health checks etc.

Our appointments vary in length from clinician to clinician and also depend on appointment reason. Our standard GP appointment is currently 15 minutes for a face-to-face appointment or 12 minutes for a telephone appointment.

Will the receptionist ask me personal questions when I book an appointment?

You may be asked questions related to your symptoms by our reception team – this enables the receptionists to determine who the right person is to help you in the quickest time and in the best way for your health needs.

Our receptionists then use their extensive training, knowledge and our helpful in-house tools and guides to ensure you receive the right outcome. This could be anything from emergency help (via your local hospital/999), same day advice (from our in-house paramedic), or a routine appointment with one of our clinicians.

By doing this, we're able to make sure you get the right help and that all our patients get access to the system appropriately rather than those who call first.

Do I need to come and see the doctor again for my ongoing care?

No, if you've seen the doctor recently and nothing has changed, you don't need to come in for an appointment just because the practice has merged.

All your care records will be transferred to Kingfisher Medical Centre automatically. The team at Mornington have completed all pending tasks and referrals prior to the merger, but if you have any queries about a recent consultation, please email us on lewccg.kingfisher@nhs.net or call us on 020 8692 7373.

Do you have enough space to accommodate MS patients?

Kingfisher Medical Centre has recently been extensively refurbished and upgraded to ensure we have enough room for all our patients.

We also have the benefit of a branch site in the Surrey Docks Health Centre, which includes its own reception, admin, and clinical spaces. We would strongly encourage any patient living closer to Surrey Docks to make use of availability here too!

Is there parking available at Kingfisher Medical Centre or Surrey Docks?

We'd encourage patients to use public transport or walk to the surgery where possible. We do have a limited amount of on-street parking outside both sites, but it can be difficult to find spaces and the surgery can't guarantee any aspects of that parking.

If you require special assistance please email us on lewccg.kingfisher@nhs.net or call us on 020 8692 7373.

How will it work to request repeat prescriptions?

Exactly the same way! We use an electronic prescription service that sends your prescription directly to your nominated pharmacy and your medical record will have already been transferred directly into our secure clinical database (EMIS).

We have a dedicated pharmacy team to ensure requests are processed within two working days, and to contact patients where there are questions or concerns.

We don't take prescription requests by telephone to avoid mistakes and to save our telephone lines for clinical requests, but you can order on-line, by email, in person or through your preferred pharmacy.

What are the main improvements I'm going to see with the merger?

You'll see a variety of improvements including:

- Improved access to the service (more appointments, shorter waiting times)
- Dedicated in-house pharmacist, mental health nurse and paramedic to improve access and outcomes
- Dedicated Patient Care Manager to look after the patient experience
- Saturday 'out-of-hours' clinics for those who can't make it on a weekday
- Increased nursing cover
- Access to modern, recently refurbished, fit-for-purpose premises

Have you engaged with patients? What was the outcome of the engagement?

We have carried out an extensive pre-engagement and engagement campaign which has included dedicated drop-in sessions (virtual and in-person), individual letters to all patients and ad-hoc / proactive engagement with certain patient groups.

The feedback was overall very positive! That's part of the reason we're going ahead with the merger! Please see our Mornington Kingfisher Merger Patient Engagement Report at our website here: kingfishermedicalcentre.nhs.uk/mornington-surgery to get the full results.