Additional Clinics

ANTE-NATAL	11.00	–	12.30 pm	THURSDAY
CHILDREN'S	1.30	–	3.00 pm	WEDNESDAY
DISTRICT NURSE	11.00	–	12.00 noon	MONDAY
	11.00	–	12.00 noon	FRIDAY

Practice Nurse Clinics are held daily. Our nursing team comprises Gina Jones, Elaine Sharp, Nicola Treacher, Alison Worsfold and Pennie Stevens. Please ask the Receptionist for an appointment. They are available for advice on chronic disease management, health promotion, contraception and minor ailments.

Childhood Immunisations and Child Health Surveillance with the Health Visitor are carried out at the Children's Clinic.

Maternity Care is provided at the Ante-Natal Clinic by the Midwife and Dr Mary Rafla.

Cervical Smears are available as part of a Well Woman check in the nurse clinics.

Contraceptive Services are available with family planning trained Practice Nurses.

Minor Surgery when appropriate, is carried out in the Practice Treatment Room.

Well Man and Well Woman checks are available with the Practice Nurse.

Over 75 Year Old Health Check – an annual health check is available for all patients over 75. Please let us know if you would prefer this to be carried out in your own home.

Practice Nurse:	Mrs G Jones SRN DCHP
District Nurse:	Mrs M Lawrence SRN DN
Health Visitor:	Mrs J Rowan RGN RM RVH FP Cert
Midwife:	Mrs J Withers RGN RM

Disabled Access – the surgery is served by wheelchair access and toilet facilities for the disabled.

Access to Medical Records – all patients are entitled to have access to their medical records. If you wish to see your notes, please make an appointment with the Practice Manager.

All information about you is strictly confidential. Information may be shared with other health-care professionals on a 'need to know' basis regarding your continuing care. We will always seek your written consent before releasing information to third parties.

We are registered under the Data Protection Act.

Suggestions – the Practice welcomes feedback from patients, and any ideas or suggestions you would like to make for improving the service we offer would be gratefully received.

Complaints – in addition, we operate a Practice-based complaints procedure, a copy of which can be made available on request.

If you do wish to make a complaint, we will deal with your concerns sensitively and quickly and would aim to resolve matters to your satisfaction.

Please address any correspondence to Mrs Carol Bore, Practice Manager.

This Practice contracts with the Canterbury & Coastal Primary Care Trust, Chestfield Medical Centre, Reeves Way, Chestfield, Whitstable, CT5 3QU. Telephone: 01227 795050.

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BRIDGE HEALTH CENTRE

Drs Jones, Sykes & Rafla
Patrixbourne Road, Bridge
Canterbury CT4 5BL
Tel: 01227 831900 • Fax: 01227 832967

Dr D M Jones MB BS MRCGP (male)
(London, 1982)

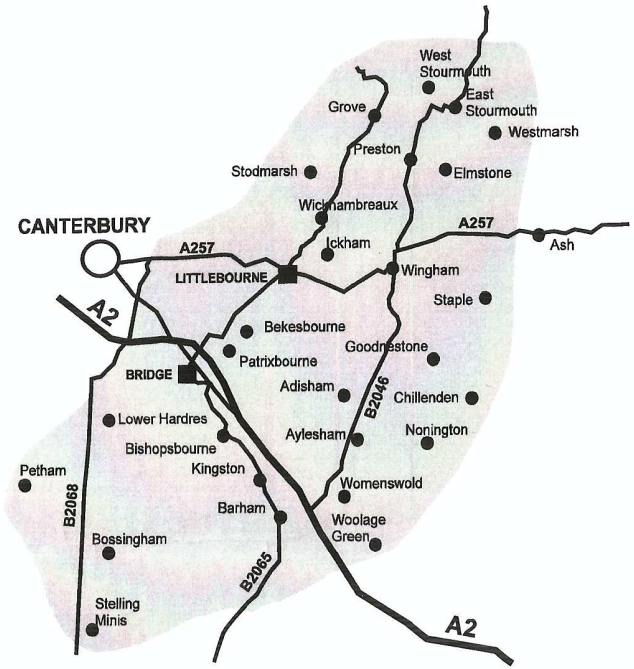
Dr P H Sykes MB BS DRCOG (male)
(London, 1985)

Dr Mary Rafla DCH DRCOG MRCGP
(Dublin, 1979)

Dr R Poole MB ChB MRCGP (male)
(Birmingham, 1998)

Dr Pippa Dawber MB BCh MFGP
(Witwatersrand, S Africa, 1986)

Bridge Health Centre is situated in the centre of the village and provides medical services to patients from Bridge, South Canterbury and villages within a surrounding radius of approximately 5 miles.



In addition, we have a second surgery which serves patients registered in the Littlebourne area. This is situated at The Corn Stores, Nargate Street, Littlebourne, Canterbury CT3 1UH. Telephone 01227 721515.

We are a training Practice, which means we are actively involved in the training and education of new GPs and have a Registrar working as part of our team. On occasions, medical students will also be working alongside the doctors.

New Registrations – patients who live within the area specified above, and who wish to join the Practice will be accepted onto the list. Whilst we do not have individual lists, you do have the right to express a preference for a particular doctor.

As part of the Registration process, you will be offered a Health Check, which will include a discussion on your general health and an examination carried out by the nurse.

Surgeries are by appointment. We aim to offer appointments within 24 hours, and always on the same day if you feel it is necessary. Please telephone or call in at the surgery to book an appointment.

Surgery Hours

Monday	8.45 – 10.30 am	4.30 – 6 pm
Tuesday	8.45 – 10.30 am	4.30 – 6 pm
Wednesday	8.45 – 10.30 am	4.30 – 6 pm
Thursday	8.45 – 10.30 am	
Friday	8.45 – 10.30 am	4.30 – 6 pm

Telephone Advice – if you need to speak to a doctor or nurse on the telephone you can leave a message with the receptionist who will arrange for you to be called back.

Home Visits are made at the discretion of the doctor. We would generally expect patients to come to the surgery, whenever possible, where the facilities are available for a thorough examination.

Out of Hours – from 6.30 pm weekdays until 8 am the following morning (and all weekend), the local Primary Care Trust are responsible for providing out of hours care through StourCare. If you need help or advice when the surgery is closed, please ring 0844 800 1234.

NHS Direct is a 24 hour nurse-led advice line, which provides an alternative source of help. They can be contacted on 0845 4647 or their website is a useful source of information. www.nhsdirect.nhs.uk

Dispensing Facilities (medicines) are available nearby at Bridge Pharmacy. A delivery service operates to the villages of Barham and Kingston.

Repeat Prescriptions – please deliver your Repeat Prescription Card to the surgery and allow 48 hours (2 working days) before the prescription is needed.

Complementary Medical Clinics
The Littlebourne and Bridge Complementary Medical Clinics have developed over a number of years and consist of a team of doctors and complementary medical practitioners, providing an extended range of services to patients in addition to general medical care.

Some of these services are available as NHS therapies, whilst others are available privately to patients.

Please telephone the surgery for further information.

Patients' Responsibilities – it is the patient's responsibility to keep appointments and to arrive on time. If, for whatever reason, it is not possible to keep an appointment, the patient or their representative should always telephone to let us know.

The Practice operates a zero tolerance policy with regard to patients who are violent or aggressive to any of the doctors or staff working from the Health Centre. This means that a patient may be immediately removed from the Practice list should a situation occur resulting in staff being physically or verbally threatened or abused.

2012

Additional Clinics

ANTE-NATAL	2.00 – 4.00 pm	alternate Wednesdays
CHILDREN'S	1.30 – 3.30 pm	alternate Wednesdays

Practice Nurse Clinics are held daily. Our nursing team comprises Gina Jones, Nicola Treacher, Pennie Stevens, Kelly McQuillan and Hazel Bratton. Please ask the Receptionist for an appointment. They are available for advice on chronic disease management, health promotion, contraception and minor ailments.

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Contraceptive Services are available with family planning trained Practice Nurses.

Minor Surgery, when appropriate, is carried out in the Practice Treatment Room.

Well Man and Well Woman checks are available with the Practice Nurse.

Nurse Practitioner:	Robina Forrest
Practice Nurse:	Gina Jones
District Nurse:	Trish Campbell
Health Visitors:	Emma Browning and Catharine Masters
Midwives:	Lesley Dye and Rachael Chapman

Disabled Access – the surgery is served by wheelchair access and toilet facilities for the disabled.

Access to Medical Records – all patients are entitled to have access to their medical records. If you wish to see your notes, please put a request in writing to the Practice Manager.

All information about you is strictly confidential. Information may be shared with other healthcare professionals on a 'need to know' basis regarding your continuing care. We will always seek your written consent before releasing information to third parties. We are registered under the Data Protection Act. More information can be found in the leaflet – 'Your Information – What You Need to Know' – available from Reception.

Suggestions – the Practice welcomes feedback from patients, and any ideas or suggestions you would like to make for improving the service we offer would be gratefully received.

Complaints – in addition, we operate a Practice-based complaints procedure, a copy of which can be made available on request. If you do wish to make a complaint, we will deal with your concerns sensitively and quickly and would aim to resolve matters to your satisfaction. Patients, carers and relatives can be reassured that they will not be unfairly treated or discriminated against as a result of making a complaint. All complaints are viewed by the Practice as a learning experience. Please address any correspondence to Mrs Emma Ray – Practice Manager.

This Practice contracts with Eastern & Coastal Kent Primary Care Trust, Brook House, John Wilson Business Park, Chestfield, Whitstable, Kent CT5 3QT. Tel: 01227 795050.

Bridge Health Centre

Drs Jones, Sykes, Rafla & Hinksman
Bridge Health Centre Patrixbourne Road
Bridge Canterbury CT4 5BL

Tel: 01227 831900 Fax: 01227 832967
Email: eck-pct.bridgeadmin@nhs.net

www.bridgeandlittlebourne.nhs.uk

email: eck-pct.bridgeadmin@nhs.net

Dr D M Jones MB BS MRCGP (male)
(London, 1982)

Dr P H Sykes MB BS DRCOG (male)
(London, 1985)

Dr Mary Rafla DCH DRCOG MRCGP
(Dublin, 1979)

Dr J Hinksman BA MB BS MRCGP (male)
(London, 2003)

Dr R C Browning MB BS DRCOG (male)
(Newcastle, 1975)

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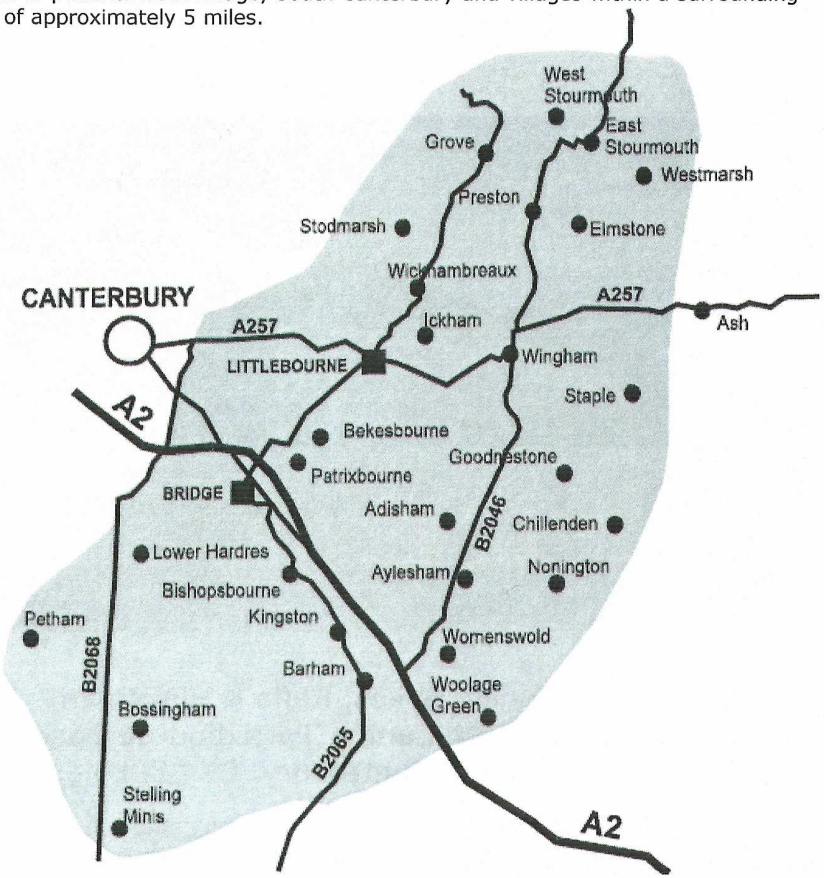

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As part of the registration process, you will be offered a Health Check, which will include a discussion on your general health and an examination carried out by the nurse.

Surgeries are by appointment. We aim to offer appointments within 24 hours, and always on the same day if you feel it is necessary. Please telephone or call in at the surgery to book an appointment. Alternatively, you can request a **telephone consultation** with either the doctor or nurse. The receptionist will pass on the message and ask someone to call you back.

The Practice is open daily from 8 am – 6.30 pm (8.30 pm on Thursdays)

GP Surgery Hours:

Monday	8.30 am – 12 pm	4 – 6 pm
Tuesday	8.30 am – 12 pm	4 – 6 pm
Wednesday	8.30 am – 12 pm	4 – 6 pm
Thursday	8.30 am – 12 pm	4 – 8.30pm
Friday	8.30 am – 12 pm	4 – 6 pm

Extended Opening – the Practice provide extended opening on Thursday evenings. Appointments can be booked in advance with a doctor or nurse up to 8.30 pm.

Home Visits are made at the discretion of the doctor. We would generally expect patients to come to the surgery, whenever possible, where the facilities are available for a thorough examination.

Out of Hours – from 6.30 pm weekdays until 8 am the following morning (and all weekend), the local Primary Care Trust are responsible for providing out of hours care through South East Health. If you need help or advice when the surgery is closed, please ring:

03000 242424

NHS Direct is a 24 hour nurse-led advice line, which provides an alternative source of help. They can be contacted on 0845 4647 or their website is a useful source of information – www.nhsdirect.nhs.uk

Test Results – please telephone the surgery between 2 and 4 pm if enquiring about test results.

Dispensing Facilities (medicines) are available nearby at Bridge Pharmacy. A delivery service operates to the villages of Barham and Kingston.

Repeat Prescriptions – please deliver your Repeat Prescription Card to the surgery and allow 48 hours (2 working days) before the prescription is needed.

Complementary Medical Clinics - The Littlebourne and Bridge complementary medical clinics have developed over a number of years and consist of a team of doctors and complementary medical practitioners, providing an extended range of services to patients in addition to general medical care.

Some of these services are available as NHS therapies, whilst others are available privately to patients. Please telephone the surgery for further information.

The Practice as a Service Provider – the Practice keeps a record of any financial interests in provider organisations. Information is posted on the noticeboard. To view the register, or for more detailed information, please contact the Practice Manager.

Patients' Responsibilities – it is the patient's responsibility to keep appointments and to arrive on time. If, for whatever reason, it is not possible to keep an appointment, the patient or their representative should always telephone to let us know.

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November 2012

About us

We are Ruth Foden and Sue Hunter.

We qualified as Complementary Therapists nearly twenty years ago and since then sucessfully work in both the private sector and the NHS.

We have our own clinic:

Holistic Health

set in the heart of Canterbury as well as clinics at Bridge Health Centre and Littlebourne Surgery.

We treat clients of all ages, shapes and sizes, some come to see us with specific problems, others are referred by their GP, many just want to de-stress and take some valuable time out.

Holistic Health **Gift Vouchers**

Perfect to give...
...wonderful to receive

Appointment Times

Canterbury

Monday	9am - 7pm
Tuesday	9am - 7pm
Thursday	9am - 5pm
Friday	9am - 7pm

Bridge

Wednesday	9am - 1pm
Saturday	9am - 1pm

Littlebourne

Wednesday	9am - 1pm
Wednesday	2pm - 6pm

24 hours notice of cancellation would be appreciated.

There will be a charge of £15 for missed appointments or late cancellations.

Ruth Foden & Sue Hunter
IFA & IFR QUAL.FICHT.MHFS.IIST.CERT COUNS.

Holistic Health

Complementary Health Therapies

Telephone
01227 478 478

Email
ruthfoden@holistic-health.net
suehunter@holistic-health.net

www.holistic-health.net

Holistic Health Clinic
62 Northgate
Canterbury
CT1 1BB

Clinics also at:
Bridge Health Centre
Patrixbourne Road
Bridge
CT4 5BL

Littlebourne Surgery
Nargate Street
Littlebourne
CT3 1UH

Aromatherapy

Back, Neck & Shoulders

The ideal introduction to Aromatherapy.

Using essential oils known for their purity and therapeutic qualities, this gentle massage helps bring relaxation and harmony to body and mind.

40 mins £35

A calming and soothing back, neck and shoulders massage with an additional foot or scalp massage.

1 hour £40

Full Body Aromatherapy £50

An advanced sequence of highly specialised flowing and soothing massage movements to ease away every sign of stress and tension.

1 hour 30 mins

The Ultimate Experience £70

All the luxury of a full body aromatherapy with the additional choice of one 30 minute facial, feet treat or reflexology.

2 hours

Swedish Body Massage £45

An invigorating energising massage designed to ease and stimulate muscles in preparation for sports events, energetic holidays, running or walking etc.

1 hour 15 mins

Deep Tissue Massage £35

The objective of this treatment is to 'unstick' the fibres of a muscle while releasing deeply held patterns of tension through slow strokes and deep finger pressure on the constricted areas. This massage is both corrective and therapeutic.

30 mins

Reflexology £35

A non invasive treatment which provides a powerful means of restoring balance and encouraging the body's natural repair mechanism thereby enabling it to function at its optimum level.

45 mins

Feet Treat £30

Heated bubbling foot spa, hard skin removal, rough areas smoothed and a cooling refreshing foot massage leaving your feet and lower legs ready for anything.

40 mins

Hopi Ear Candles £30
(Thermal Auricular Treatment)

A relaxing and soothing treatment offering real and marked benefits for many problems and conditions associated with the ear, nose and throat areas.

40 mins

Skin Sensation £65
Body Wrap Treatment

For satin smooth, healthy looking skin.

Treatment includes: top to toe body brushing, detoxifying and toning body wrap finishing with a deeply moisturising full body massage.

1 hour 20 mins

Organic Facial £45

Using the purest of products this nourishing treatment replenishes lost moisture so the epidermis is visibly refreshed and hydrated. Additional massage to neck, hands and feet stimulates the circulation and improves lymphatic drainage.

1 hour

Holistic Health **Gift Vouchers**

Perfect to give...

...wonderful to receive

Clinics:

Orchard Street: Tuesday, Thursday and Friday.

Bridge Health Centre: Thursday.

Making an appointment:

Telephone the receptionist to book yourself into a clinic. If you are self-funding your treatment, you do not need your doctor to refer you.

Reception:

For **Orchard Street**: Please call after 9.30 or leave a message at any time with your contact number and we will return your call.

For **Bridge Medical Centre**: Please call between 8.30 and 6.30. There is no voicemail service here.

Location:

Orchard Street is 5 minutes walk from Canterbury West Station. Turn right into St Dunstans High Street and turn left at the NatWest Bank. The clinic entrance is on Church Street.

Parking in Canterbury:

Car parks: Canterbury West Station
Street parking: Parking Meters in Orchard St., Church St and Cross St. There is some free parking in Queens Avenue.

Fees:

Payment at the time of treatment:

Adult initial consultation:	£ 48.00
Follow up treatment	£ 38.00
Mother & Baby	£ 48.00
Child (under 16 yrs)	£ 30.00

Delayed Payment:

Adult, initial consultation	£50.00
Follow up treatment	£40.00
Mother & Baby	£50.00
Child (under 16 yrs)	£32.00

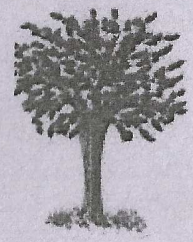
Payment is requested in the form of a cheque or cash. Osteopathy is covered by most Health Insurance Schemes.

***Please advise us if you are unable to attend. Failure to do so will incur a fee.**

Registered Osteopaths

Alison Ley
Nicola Fellows

The Orchard Street Practice
43 Orchard Street
Canterbury
CT2 8AP
Telephone 01227 379588



Bridge Health Centre
Patrixbourne Road
Bridge
CT4 5BL
Telephone 01227 831900

Osteopaths:

Alison Ley BSc (Hons) DO

Alison has been working as an osteopath in Canterbury since 1991. She trained at the European School of Osteopathy in Maidstone, where she continues to teach and assess undergraduate students. She also works at Bridge Health Centre, treating both NHS and self-funding patients.

Nicola Fellows BSc (Hons) DO

Nicola joined the practice in 2008. She also graduated from the ESO, where she assists in the teaching of osteopathy. Nicola is particularly interested in treating pregnancy-related complaints, children and sports injuries.

Osteopathy:

Osteopaths are trained to recognise and treat many causes of musculoskeletal pain. We are mostly associated with treating problems like back pain but treat a wide range of conditions, including headaches, neck and shoulder pains, arm and leg pain, and pain due to faulty posture.

We are trained to investigate and diagnose the underlying causes of pain and to carry out treatment.

We use our hands to a variety of manipulative techniques (including cranial osteopathy) which enable us to treat a wide range of conditions in all age groups.

Many patients in pain have a mechanical dysfunction of their joints or spine. This may include postural disturbances involving the hips, pelvis, shoulders, spine or muscle injuries or spinal disc injuries. Osteopathy is particularly helpful in speeding the recovery of such problems.

Strains due to the postural changes during pregnancy and the effects of childbirth can cause spine and pelvic problems. An Osteopath can assess and treat such conditions.

Osteopaths recommend all babies have a postnatal osteopathic check-up. Children benefit from osteopathic care. 'Cranial Osteopathy' is a particularly gentle form of osteopathy and is used to help baby's recover from difficult births. Conditions such as colic, glue ear, postural strains, growing pains and injuries can be treated with osteopathy.

The aches and pains associated with 'old age' can be relieved by osteopathy. Not all pain is due to 'arthritis' or 'wear and tear' and an assessment is often useful.

Loss of 'condition' due to illness or lack of exercise may cause problems. Osteopaths are able to give advice about exercise and posture as well as help to ease the pain.

Visiting the osteopath:

Your first appointment will involve a discussion of your concerns (case history) and a physical examination.

It is normal for your osteopath to ask you to remove your outer clothing (undressing to your underwear) so that your posture can be assessed and some simple tests can be done. **If you have any concerns with undressing please inform your osteopath before examination begins.**

Whenever possible, treatment will be started on your first visit.

Chaperones: Please bring a friend or family member with you if you feel you would like a chaperone during your consultation and treatment.

Children: A parent or guardian should accompany children under the age of 16.

REIKI

Reiki is an ancient Japanese system of energy healing using life-force energy. "Rei" means soul or spirit and "ki" means energy. The energy comes from the practitioner's hands in a concentrated form of chi energy. This energy is channelled into you in the major and minor energy points of the body. It is a natural, drug free healing remedy. It is a non-invasive therapy so it can be given fully clothed.

The benefits of Reiki are:

- It is relaxing
- Reduces stress
- Prevents illness
- It can speed up the natural healing process of the body
- It is a drug free therapy
- It enhances physical, mental and emotional well-being

1 hour	£35
1 hour 30 minutes	£50

Reiki workshops

Level 1 £250 for 3 months
A non-refundable deposit that is transferable to the course £80

Level 2 £325 for 3 months
A non-refundable deposit that is transferable to the course £115

Master Teacher £700 for 3 months
A non-refundable deposit that is transferable to the course £150

James Woodward

VTCT

jamesholistic@hotmail.co.uk
www.jamesholistic.moonfruit.com

Bridge Health Centre
Patrixbourne Rd
Nr Canterbury
Kent
CT4 5BL

01227 832901

or to contact me direct:

07890524036

(please leave a message if no reply, and I will call you back.)

Cancellations: if you do need to cancel your appointment, please try to give at least 24 hours' notice of the cancellation. A charge may be made if less than 24 hours notice is given.

James Woodward
Holistic Therapist VTCT

Swedish Massage

Aromatherapy

Reflexology

Reiki teacher

Reiki practitioner

Every Saturday
9am-1pm

Bridge Health Centre
Patrixbourne Rd
Nr Canterbury
Kent
CT4 5BL

07890524036

01227 832901

REFLEXOLOGY

Reflexology is a non-invasive therapy working on the feet, hands and ears, by applying pressure along the energy pathways. This stimulates the body's natural healing process, benefiting the client both physically and emotionally. It releases blockages caused by things like stress, injuries or disease. These blockages put the body out of balance leaving other areas of the body to compensate. Reflexology puts the body back into balance.

The benefits are:

- Balances energy
- Increases circulation and stimulates the nervous system
- Pain relief
- Prevents problems occurring
- Detoxifies the body
- Aids relaxation
- It enhances physical, mental, emotional and spiritual well-being

1 hour £35

This will include the consultation.

Sessions can be adapted to suit your preference.

AROMATHERAPY

Aromatherapy involves the use of essential oils blended to your needs to aid with physical, emotional and spiritual well-being. During the session I will also be using acupressure techniques. This will rebalance your body. I use light massage techniques helping you unwind and relax or ease any pain or tension in your body.

The benefits are:

- Rebalances your energy field
- Promotes health and vitality
- Can help many ailments and illnesses

Full body

1 hour 15 -1 hour 30 minutes £50

Back, shoulders, neck, chest and arms

40 - 50 minutes £35

Including the consultation and blending of the oils.

SWEDISH MASSAGE

Swedish massage is a smoothing therapy that manipulates soft body tissue such as joint and muscles. This can allow you to wind down and let your mind wander away from everyday stresses as your body releases all tension.

The benefits are:

- Relaxes the mind, body and soul
- Increases lymphatic and blood flow
- Eases muscular aches and pains
- Improves skin condition

Full Body

1 hour £35

Back

30 minutes £20

This will include the consultation.

Sessions can be adapted to suit your preference.

Why do GPs sometimes charge fees?

Isn't the NHS supposed to be free?
The NHS provides most health care to most people free of charge but there are exceptions such as prescription charges which have existed since 1951. The charge is made because the cost of the service is not covered under the NHS such as medical reports for insurance companies.

Surely the doctor is being paid anyway?
GPs are not employed by the NHS, they are self-employed and have to cover the costs such as staff, heating & lighting, etc. in the same way as any small business. The NHS covers these costs for NHS work but not for non-NHS work.

What is covered by the NHS and what is not?
The Government's contract with the GP covers medical services to NHS patients. Organisations such as insurance companies involve GPs in non-medical work because they are in a position of trust in the community or because an employer wants to be sure that the information provided is true.

Why does it sometimes take my GP a long time to complete my form?
Time spent completing forms and preparing reports takes the GP away from the medical care of her/his patients. Most GPs have a very heavy workload and paperwork takes up an increasing amount of their time. Many GPs find they have to take some paperwork home at nights and weekends.

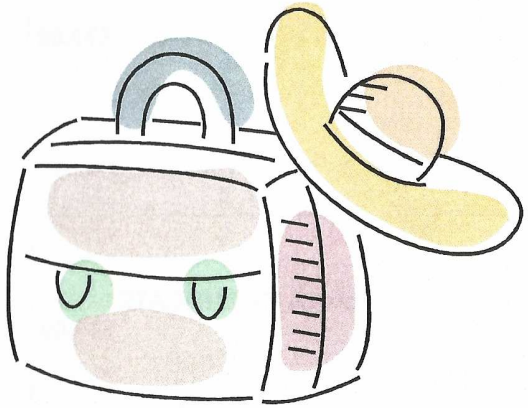
I only need the Doctor's signature – what is the problem?
When a doctor signs a certificate or completes a report it is a condition of remaining on the Medical Register that they only sign what they know to be true. In order to complete even the simplest forms, therefore, the doctor might have to check the patient's entire medical record.

Adapted from the British Medical Association website

Bridge & Littlebourne Medical Practice

NHS

Charges for Services not offered under the NHS & Travel Vaccinations



Tel: 01227 831900

email: eck-pct.bridgeadmin@nhs.net

EXAMINATION AND REPORT
£92.50 + VAT = £111

REPORT ONLY
£62.50 + VAT = £75

CHILDMINDER – HEALTH DECLARATION FORM
£ 87.50 + VAT = £105

PRIVATE MEDICAL INSURANCE CLAIM FORMS
£30.00

HOLIDAY CANCELLATION CERTIFICATES
£30.00

FITNESS TO TRAVEL CERTIFICATE
£30.00

CERTIFICATE OF VACCINATION
£15.00

PRIVATE CONSULTATION	£30.00
PRIVATE VISIT	£60.00
PRIVATE SICKNOTE	£20.00
LETTERS/SHORT REPORTS up to	£50.00

DATA PROTECTION ACT

ACCESS TO PATIENT RECORDS
£10

COPIES OF RECORDS
£10-50

Methods of Payment:

We accept cash and cheques supported by a cheque guarantee card.

VAT No. 881 3610 26

Please be aware that the doctors do not sign passport forms.

TRAVEL VACCINATIONS

HEPATITIS A	FREE
TYPHOID	FREE
MENINGITIS	FREE
POLIO/DIPTHERIA/TETANUS	FREE
RABIES (per injection)	£45
MENINGITIS ACWY	£40
JAPANESE ENCEPHALITIS per injection	£70
TICKBOURNE ENCEPHALITIS per injection	£50
HEPATITIS B per course of 3	£90

Your Rights

You have the right to:

Obtain a copy of your records in permanent form and in an understandable format.

View a record without obtaining a copy

Have information explained, where necessary, e.g. medical abbreviations.

Partner Organisations

The principal partner organisations with whom information may be shared:

Primary Care Agencies/Trusts

Clinical Commissioning Groups

National Commissioning Board

NHS Trusts

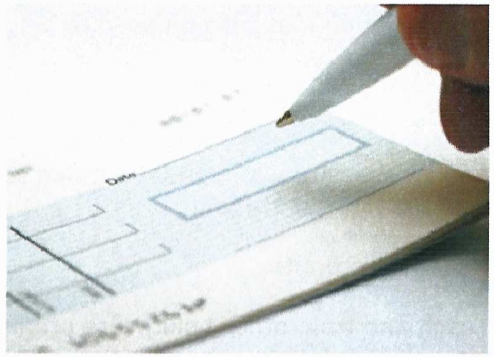
Ambulance Services

Care Quality Commission

Other healthcare providers

Fees for Access to and copies of your records

The Data Protection Act sets out the fees you have to pay



For records held entirely on computer - £10

For records held manually in part or full - £50

To view records without copies - £10 (if added to in last 40 days, no charge applies)

Tel: 01227 831900

email: eck-pct.bridgeadmin@nhs.net

Bridge & Littlebourne Medical Practice

NHS

Your Information Leaflet

WHAT YOU NEED TO KNOW

This leaflet explains why information is collected about you and the ways in which it may be used

Why We Collect Information

Your doctor and other healthcare professionals caring for you keep records about your health and any treatment and care you receive from the National Health Service. These help ensure that you receive the best possible care from us. They may be written down (manual records), or held on a computer. The records may include:

- Basic details about you, such as address and next of kin.
- Contacts we have had with you such as clinic visits.
- Notes and reports about your health and any treatment and care you have received.
- Results of investigations such as x-rays and laboratory tests.
- Relevant information from other healthcare professionals, or those who care for you and know you well.

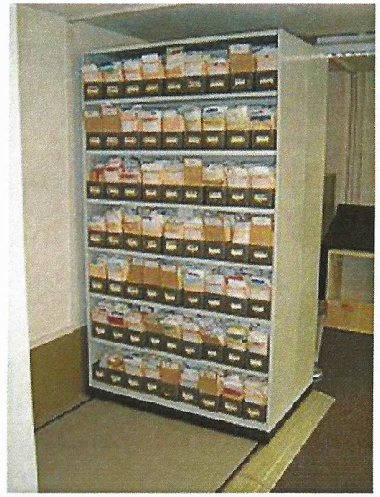
How Your Records Are Used to Help You

- Your records are used to guide professionals in the care you receive to ensure that:
- Your doctor, nurse or any other healthcare professional involved in your care has accurate and up-to-date information to assess your health and decide what care you need.
- Full information is available if you see another doctor, or are referred to a specialist or another part of the NHS.
- There is a good basis for assessing the type and quality of care you have received.
- Your concerns can be properly investigated if you need to complain.
- With your express written consent, your relatives and carers will be kept up-to-date with the progress of your treatment.

How Your Records Are Used to Help the NHS

Your information may also be used to help us:

- Make sure our services can meet patient needs in the future.
- Review the care we provide to make sure it is of the highest standard.
- Auditing accounts.
- Teach and train other healthcare professionals.
- Conduct health research and development (approved by the Local Research and Ethics Committee).
- Prepare statistics on NHS performance and activity.
- Investigate complaints, legal claims or serious untoward incidents.



How We Keep Your Records Confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

You may be receiving care from other organisations as well as the NHS (for example, Social Services). We may need to share some information about you so we can all work together for your benefit. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health and safety of others is at risk, or where the law requires information to be passed on.

Anyone who receives information from us is also under a legal duty to keep it confidential.

How You Can Get Access to Your Own Health Records

The Data Protection Act 1998 allows you to find out what information about you is held on computer and in certain manual records. This is known as "right of subject access". It applies to your health records.

If you want to see them you should make a written request to the Practice Manager. You are entitled to receive a copy but should note that a charge will usually be made. You should also be aware that in certain circumstances your right to see some details in your health records may be limited in your own interest or for other reasons.

Dr D M Jones MB BS MRCGP
(male)
(London, 1982)

Dr P H Sykes MB BS DRCOG
(male)
(London, 1985)

Dr Mary Rafla DCH DRCOG
MRCGP
(Dublin, 1979)

Dr J Hinksman BA MB BS
MRCGP (male)
(London, 2003)

Dr R C Browning MB BS DRCOG
(male)
(Newcastle, 1975)

Suggestions and Complaints

Suggestions – the Practice welcomes feedback from patients, and any ideas or suggestions you would like to make for improving the service we offer would be gratefully received.

Complaints – in addition, we operate a Practice-based complaints procedure, a copy of which can be made available on request. If you do wish to make a complaint, we will deal with your concerns sensitively and quickly and would aim to resolve matters to your satisfaction. Patients, carers and relatives can be reassured that they will not be unfairly treated or discriminated against as a result of making a complaint. All complaints are viewed by the Practice as a learning experience. Please address any correspondence to Mrs Emma Ray – Practice Manager.

Visit our website for more information

www.bridgeandlittlebourne.nhs.uk

Tel: 01227 831900
Fax: 01227 832967
email: eck-pct.bridgeadmin@nhs.net

Bridge Health Centre
Patrixbourne Road
Bridge, Canterbury
CT4 5BL

Bridge and Littlebourne Medical Practice

NHS

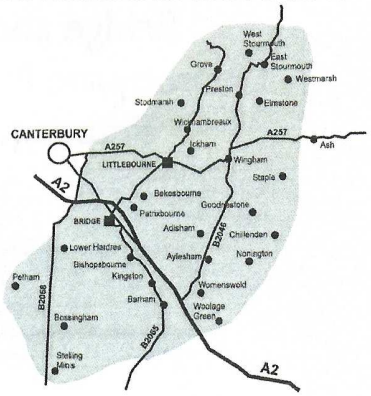
Bridge Health Centre

Practice Leaflet

Tel: 01227 831900
Fax: 01227 832967

email: eck-pct.bridgeadmin@nhs.net

Bridge Health Centre is situated in the centre of the village and provides medical services to patients from Bridge, South Canterbury and villages within a surrounding radius of approximately 5 miles.



In addition, we have a second surgery which serves patients registered in the Littlebourne area. This is situated at The Corn Stores, Nargate Street, Littlebourne, Canterbury CT3 1UH. Telephone 01227 721515.

We are a training Practice, which means we are actively involved in the training and education of new GPs and have a Registrar working as part of our team. On occasions, medical students will also be working alongside the doctors.

New Registrations – patients who live within the area specified above, and who wish to join the Practice will be accepted onto the list. Whilst we do not have individual lists, you do have the right to express a preference for a particular doctor.

As part of the registration process, you will be offered a Health Check, which will include a discussion on your general health and an examination carried out by the nurse.

Surgeries are by appointment. We aim to offer appointments within 24 hours, and always on the same day if you feel it is necessary. Please telephone or call in at the surgery to book an appointment. Alternatively, you can request a **telephone consultation** with either the doctor or nurse. The receptionist will pass on the message and ask someone to call you back .

The Practice is open daily from 8 am – 6.30 pm (8.30 pm on Thursdays)

GP Surgery Hours:

Monday	8.30 am – 12 pm & 4 – 6 pm
Tuesday	8.30 am – 12 pm & 4 – 6 pm
Wednesday	8.30 am – 12 pm & 4 – 6 pm
Thursday	8.30 am – 12 pm & 4 – 8.30 pm
Friday	8.30 am – 12 pm & 4 – 6 pm

Extended Opening – the Practice provide extended opening on Thursday evenings. Appointments can be booked in advance with a doctor or nurse up to 8.30 pm.

Home Visits are made at the discretion of the doctor. We would generally expect patients to come to the surgery, whenever possible, where the facilities are available for a thorough examination.

Out of Hours – from 6.30 pm weekdays until 8 am the following morning (and all weekend), the local Primary Care Trust are responsible for providing out of hours care through South East Health. If you need help or advice when the surgery is closed, please ring:

111

Test Results – please telephone the surgery in the afternoon if enquiring about test results.

Dispensing Facilities (medicines) are available nearby at Bridge Pharmacy. A delivery service operates to the villages of Barham and Kingston.

Repeat Prescriptions – please deliver your Repeat Prescription Card to the surgery and allow 48 hours (2 working days) before the prescription is needed.

Complementary Medical Clinics - The Littlebourne and Bridge complementary medical clinics have developed over a number of years and consist of a team of doctors and complementary medical practitioners, providing an extended range of services to patients in addition to general medical care. Some of these services are available as NHS therapies, whilst others are available privately to patients. Please telephone the surgery for further information.

The Practice as a Service Provider – the Practice keeps a record of any financial interests in provider organisations. Information is posted on the noticeboard. To view the register, or for more detailed information, please contact the Practice Manager.

Patients' Responsibilities – it is the patient's responsibility to keep appointments and to arrive on time. If, for whatever reason, it is not possible to keep an appointment, the patient or their representative should always telephone to let us know.

The Practice operates a zero tolerance policy with regard to patients who are violent or aggressive to any of the doctors or staff working from the Health Centre. This means that a patient may be immediately removed from the Practice list should a situation occur resulting in staff being physically or verbally threatened or abused.

Additional Clinics

ANTE-NATAL Wednesdays	2.00 – 4.00 pm	alternate
CHILDREN'S Wednesdays	1.30 – 3.30 pm	alternate

Practice Nurse Clinics are held daily. Our nursing team comprises Gina Jones, Nicola Treacher, Pennie Stevens, Kelly McQuillan and Hazel Bratton. Please ask the Receptionist for an appointment. They are available for advice on chronic disease management, health promotion, contraception and minor ailments.

Childhood Immunisations and Child Health Surveillance with the Health Visitor are carried out at the Children's Clinic.

Maternity Care is provided at the Ante-Natal Clinic by the Midwife and Dr Mary Rafla.

Cervical Smears are available as part of a Well Woman check in the nurse clinics.

Contraceptive Services are available with family planning trained Practice Nurses.

Minor Surgery, when appropriate, is carried out in the Practice Treatment Room.

Well Man and Well Woman checks are available with the Practice Nurse.

Nurse Practitioner:	Robina Forrest
Senior Nurse:	Gina Jones
District Nurse:	Trish Campbell
Health Visitors:	Emma Browning/Catharine Masters
Midwives:	Lesley Dye /Rachael Chapman

Disabled Access – the surgery is served by wheelchair access and toilet facilities for the disabled.

Access to Medical Records – all patients are entitled to have access to their medical records. If you wish to see your notes, please put a request in writing to the Practice Manager.

All information about you is strictly confidential. Information may be shared with other healthcare professionals on a 'need to know' basis regarding your continuing care. We will always seek your written consent before releasing information to third parties. We are registered under the Data Protection Act. More information can be found in the leaflet – 'Your Information – What You Need to Know' – available from Reception.

Littlebourne Surgery
The Corn Stores
Nargate Street
Littlebourne
Canterbury
CT3 1UH

01227 721515

Bridge & Littlebourne Medical Practice

Email: eck-pct.bridgeadmin@nhs.net

Website: www.bridgeandlittlebourne.nhs.uk

Bridge & Littlebourne Medical Practice

NHS

Online Patient Services

Bridge Health Centre
Patrixbourne Road
Bridge
Canterbury
CT4 5BL

01227 831900

Online Services via Patient Access

With Patient Access, you can now **view, book and cancel appointments** at the surgery from home, work or on the move — wherever you can connect to the internet.

What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

Plus, Patient Access is not just for booking GP appointments, you can also:

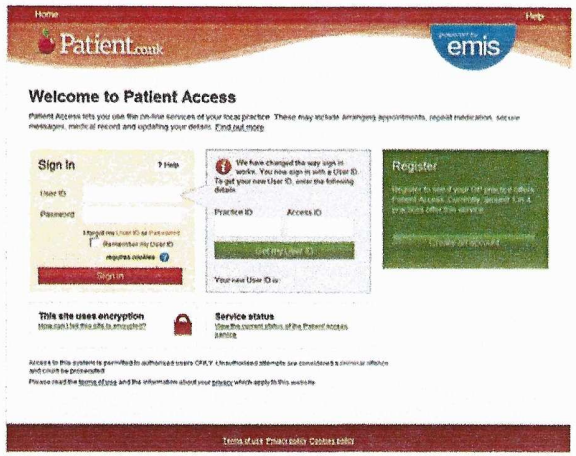
- Order repeat prescriptions.
- Change your contact details.

How do I register?

- Ask at reception. They will check your identity and give you a Practice ID and your own Access ID which you will need to register. This will give you access to all the on line services.

You can still register without the Practice ID and Access ID but you will only be able to book 1 appointment and will not have full access to on line services until the Practice have been able to verify your identity. Take some ID with you to your appointment and the receptionist will be able to upgrade your registration.

Go to http://www.patient.co.uk/ click on Patient Access, then Register Now on the next screen and work through the registration process.



Is my information secure?

All information that is sent to your surgery via Patient Access is secure. Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and the surgery are able to see this information.

If you have any questions ask at reception

Suggestions and Complaints

Suggestions – the Practice welcomes feedback from patients, and any ideas or suggestions you would like to make for improving the service we offer would be gratefully received.

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Littlebourne Surgery
The Corn Stores
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Bridge & Littlebourne
Medical Practice

NHS

Cardiology Services

Bridge Health Centre
Patrixbourne Road
Bridge
Canterbury
CT4 5BL

Tel: 01227 832901

Welcome to our Cardiology Services

Bridge and Littlebourne medical clinics have developed over a number of years and consist of a team of doctors and medical practitioners, providing an extended range of NHS services to patients. Within our Cardiology Service we offer Clinics with Dr Tasou, a Cardiology GPwSI (GP with Specialist Interest) and Echocardiograms. If your symptoms meet the criteria your GP can refer you to these NHS clinics.

Bridge Health Centre is situated on the edge of the village of Bridge, just South of Canterbury and has on site parking as well as being well connected to both Canterbury, Dover and surrounding villages by regular bus services.

Our Littlebourne Surgery is situated at The Corn Stores, Nargate Street, Littlebourne, Canterbury CT3 1UH, again the village of Littlebourne has a regular bus service and there is on street parking nearby.

If you would like to be accompanied at your appointment by a family member or friend, please let us know before your appointment.

Cardiology Clinic

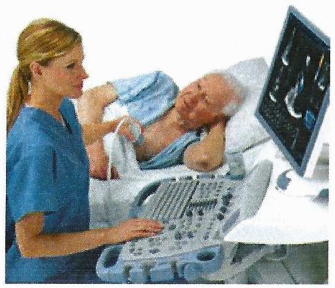
The Cardiology Service is responsible for the assessment and treatment of a range of cardiological conditions by a General Practitioner with a Special Interest in Cardiology. He will, of course, work closely with your usual GP and be able to organise further opinions with cardiology specialists, if needed. Many patients with cardiological conditions do not need to be seen in a secondary care cardiology outpatient clinic. The Cardiology Service was therefore set up to provide care within local communities and to ensure patients are seen by the right person, at the right time, closer to home.

It is our opinion that this is a major step forward in improving the care of patients with certain heart conditions.

Echocardiograms

An echocardiogram is an ultrasound examination of your heart and uses the same ultrasound technology as when an unborn baby is scanned during a mother's pregnancy. It can help your doctor see how well your heart muscle and valves are working. It also shows the size of your heart and many other potentially important abnormalities.

The test is relatively pain free, although may be a little uncomfortable, due to the position in which you need to lie (on your left hand side) and the gentle pressure of the ultrasound probe. It is advisable to wear a comfortable two piece outfit on the day of your examination and not to smoke for at least two hours before the test.



If you have any questions or need to change your appointment

If you have any questions or need to change or cancel your appointment please contact:

Kate on

01227 832901

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Bridge & Littlebourne
Medical Practice

NHS

Physical Therapies' Service

Bridge Health Centre
Patrixbourne Road
Bridge
Canterbury
CT4 5BL

Tel: 01227 832901

Welcome to our Physical Therapies' Service

Bridge and Littlebourne complementary medical clinics have developed over a number of years and consist of a team of doctors and complementary medical practitioners, providing an extended range of NHS services to patients. Within our physical therapies' service we offer physiotherapy, osteopathy and acupuncture. If your symptoms meet the criteria your GP can refer you to these NHS clinics, which are offered at a range of times throughout the week.

Bridge Health Centre is situated on the edge of the village of Bridge, just South of Canterbury and has on site parking as well as being well connected to both Canterbury, Dover and surrounding villages by regular bus services.

Our Littlebourne Surgery is situated at The Corn Stores, Nargate Street, Littlebourne, Canterbury CT3 1UH, again the village of Littlebourne has a regular bus service and there is on street parking nearby. Patients are usually seen in a consultation room on the first floor so anyone who has difficulty with stairs should make this known so alternative arrangements can be made.

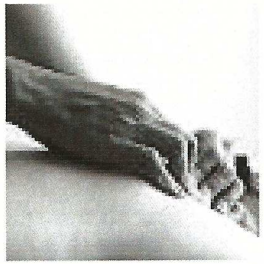
All our therapists are qualified and highly experienced and are registered with appropriate professional bodies.

You are likely to have an initial assessment and further follow up therapy sessions. It is likely you will need to undress to allow the therapist to conduct a full assessment so you need to make sure you wear appropriate underwear.

If you would like to be accompanied at your appointment by a family member or friend, please let us know before your appointment.

Physiotherapy

Physiotherapists deal with human function and movement and help people to achieve their full physical potential. They take an holistic approach to promote, maintain and restore well-being. Physiotherapists are medically trained to diagnose and treat a wide range of physical problems. Your treatment might include massage and mobilization as well as exercise designed to strengthen your body. Physiotherapy is tailored to individual needs to reduce pain and maximize movement and function.



Osteopathy

Osteopathy is an established and recognised system of diagnosis and treatment that lays its main emphasis on the structural integrity of the body. It recognises that much of the pain and disability we suffer stems from abnormalities in the function of the body as well as damage caused by disease.
Osteopathy uses many of the diagnostic procedures used in conventional medicine, but its main strength lies in the holistic way the person is assessed from a mechanical, postural and psycho emotional perspective. Osteopaths use their hands to carry out a variety of manipulative techniques. These may include muscle and connective tissue stretching, rhythmic joint articulations, high velocity thrust techniques to improve the mobility of joints, or gentle releasing techniques, such as cranial osteopathy.

Acupuncture

Acupuncture is a form of therapy in which fine needles are inserted into specific points of the body. It is used mainly for pain relief in musculoskeletal conditions.

The benefits of acupuncture include pain relief, relaxation of muscle spasm, an anti-inflammatory effect, improved sleep patterns, improved well-being and increased energy levels.

Acupuncture generally has a cumulative effect and you might not notice improvement until you have had 2 or 3 sessions. You should not be concerned if you experience some aching or a tingly sensation which sometimes continues for a short period after treatment.

If you have any questions or need to change your appointment

If you have any questions or need to change or cancel your appointment please contact:

Allison or Kate on

01227 832901

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NMR
If you've room, perhaps these shd. be kept with Bridge archives? AMS. 14.9.05

HEALTH FOR ALL

(Registered Charity No. 1076913)

BRIDGE HEALTH CENTRE
Patrixbourne Road, Bridge, Canterbury CT4 5BL
Tel. 01227 832901

August 2004

Dear Ann

Re: **HEALTH FOR ALL**

I have great pleasure in enclosing the most recent Health for All Annual Report. I hope you will find the contents both interesting and encouraging.

We are, as ever, most grateful for your interest and support, on behalf of everyone here and in India.

Many thanks.

Yours sincerely

Mark

Mark Jones
on behalf of Health for All

Health for All

Registered Charity No.1076913

Fifth Annual Report

2004

Working with the poor for a better start

Welcome to the Fifth Annual Report of Health for All

This year's Annual Report begins with news of the sad death of Mamta Kumari. Mamta became ill during the summer and after a long and difficult illness passed away in December 2003. Mamta will be remembered with great affection as the first village health worker working with Health for All. It was Mamta, supported and trained by Dr Verma, who first started to work in the villages. She developed the trust of the communities that enabled Health for All's work to continue. We will always be grateful. Mamta was the beginning of Health for All and she will be fondly remembered for laying the foundations for all that has followed.

Nurse Neelam and Alpana have continued their wonderful work in the villages throughout the year, developing the Self Help Groups and providing nurse clinics. The year has mainly been spent consolidating the previous work. To build upon this it was recognised that training and the sharing of expertise from other areas of India would be required.

It was, therefore, with great pleasure that, in December, the health team welcomed Mr Bahulekar and Dr Gupta, Social Scientist and Associate Professor of Medicine from the Mahatma Gandhi Institute of Medical Sciences, Maharashtra. The Mahatma Gandhi Institute is a teaching hospital in the Indian state of Maharashtra that has grown since the time of Mahatma Gandhi himself. Initially a small community hospital was started by Dr Sushila Nayar. It has grown since then to become a Centre of Excellence for community medicine in India. We are extremely fortunate to have developed links with the Institute over the years.

The visit of Mr Bahulekar and Dr Gupta in December allowed them to look at the way in which the project has evolved and to provide their expertise and advice on its development. We are grateful to them and all at the Institute for this wonderful support.

Their visit was followed, in January 2004, by the whole team from Bihar travelling to Maharashtra, for the second time. This time the team stayed for ten days and had a full and demanding training programme that looked at the various aspects of community medicine and the development of women's Self Help Groups. This experience was invaluable and we look forward to building on this training and continuing the association with the Mahatma Gandhi Institute.

Back in Bihar the village work, including Dr Verma's clinics and the feeding programme at Dadpur, has continued. It remains a great pleasure and privilege to be in Dadpur on the day the food arrives.

Here in the UK the fund raising activities also continue. We remain most grateful to everybody who continues to support the work of Health for All. One of our trustees, Sue Blacker, made her first trip to India this year to visit the project in Bihar. I hope you will enjoy reading Sue's report.

The work continues. Fund raising continues. Once again, your support is making a difference.

On behalf of everybody here, and in India, thank you.

Mark Jones

A Visit to Bihar

It is the end of a very special day and I can hardly believe that I am sitting in the village of Kanjiar, far out in the countryside of Bihar. It is like returning to a bygone age where people work in the fields with no modern equipment – just old-fashioned tools and much-valued animals to assist the work. Family homes are mud huts, possessions are few and the children do not have toys. But today I have seen for myself some of the improvements that HFA is making to their lives. This is actually the poorest and most underdeveloped state in India where those in greatest need have been neglected and virtually abandoned by years of poor governance. It is what has made them come to rely more and more on non-governmental organisations such as ours for basic health and education facilities.

This morning, the united cry of "Namaste" from the neat rows of smiling schoolchildren gave us a very warm welcome, after which each of us was presented with a garland of marigolds. We, in turn, delivered letters from Barham School and distributed to some of the children hand-knitted jumpers, a gift from one of our UK supporters. Nearby a women's self-help group was in progress. Some were busy at treadle sewing machines and proudly showed us what they were making. At lunch time several of us, together with the huge pan of specially prepared food, set off in the HFA vehicle for the bone-shaking journey to Dadpur where 100 or so children eagerly awaited our arrival. Far from the depressing scene one might imagine, there was much joy and excitement as the children sat with their plates waiting to be served. This weekly meal of rice mixed with soya oil, a paste of potato and spices and a hard-boiled egg must seem like a banquet to these tiny souls and the main thing is that they are no longer mal-nourished, as in the past.

Back at Kanjiar in the afternoon there were lengthy queues at both the Doctor's and the Nurse's clinic. A woman sat before Dr Verma who explained that she was expecting her seventh child. We were left to ponder the fate of a teenage boy with a large lump on his neck requiring specialist treatment, knowing that this would almost certainly not be possible. How we felt for a lad with a deep wound on his knee. The home remedy of packing with herbs had failed to work and as health worker Sadheo cleaned the infected mess with surgical spirit, the poor boy squirmed and wailed at the stinging pain. Thankfully, a dollop of ointment and a clean bandage eventually brought welcome relief to us all.

On another day, more warm greetings and garlands awaited us at the village of Vinabapuri. Due to the extremely difficult terrain, the vehicle could not go right into the village and we had to walk the last half mile or so, the health workers carrying all their equipment. They soon got started on their open-air clinic where a rather noisy queue consisting mainly of mums and babies patiently waited their turn. This village is paired with Littlebourne School who had sent a box of small gifts which were enthusiastically received by the children. One young girl was so delighted to receive some shampoo she immediately jumped under the gushing pump and soon had a head full of lather and the biggest smile!

My visit to Bihar was a unique and unforgettable experience. It certainly made the work of HFA real and I was able to see at first hand how, in a place so far away, in a culture so different from ours, it is possible to make a difference to peoples' lives and help them towards a better future.

Sue Blacker

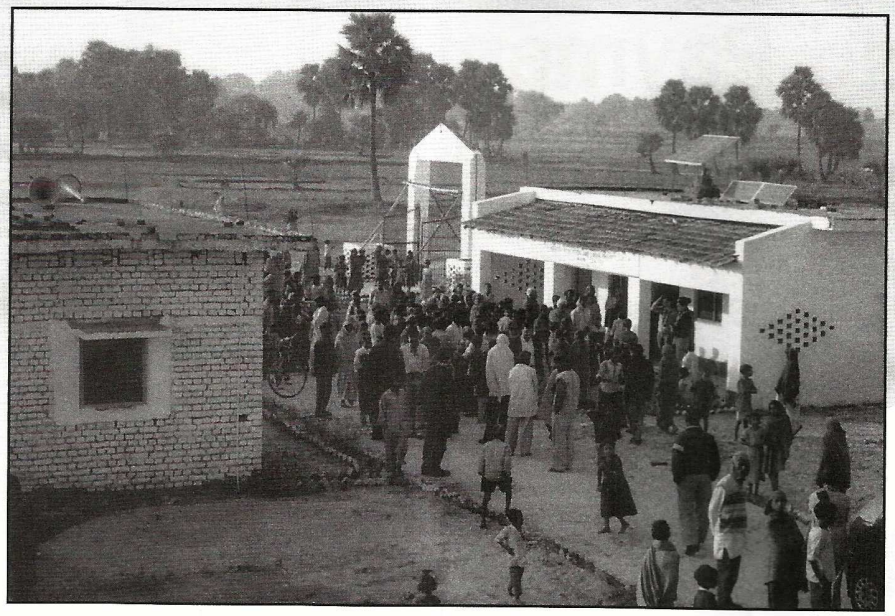
Receipts and Payments

2 November 2002 – 1 November 2003

	£	£	£
Opening Balance:			19469
Income:			
Donations		24302	
Re-claimed Tax		4400	
Bank deposit interest		168	
Total Income:			**28870**
			48339
Expenditure:			
Education			
Grants to village schools		8000	
Health			
Health Centre running costs/ Feeding Programme	13194		
India-based Director's Allowance	1250		
Administration	500	14944	
Other			
Printing/Stationery/Postage	687		
Sundry Expenses	1445	2132	
Total Expenditure:			**25076**
Closing Balance:			**23263**

Projected Expenditure 2003 – 2004

	£
Health Provision	12000
Education	4000
Training	1000
Immunisation Programme	2000
	19000



A busy Kanjiar on the Women's Day, organised by Alpana

Sue and Gina, Health for All trustees, and sweaters from a local supporter

The health team on their visit to MGIMS with Dr Gupta and Mr Bahulekar

How You Can Help

We are most grateful for all donations. Many of our supporters give regularly by standing order arrangement which is particularly helpful with the on-going running costs. We are able to re-claim tax on all personal donations made by taxpayers and completion of a simple declaration enables us to add a further 28p to each £1 donated.

For further details please contact Sue Blacker or Sharon Ashmore at:

Health for All
Bridge Health Centre
Patrixbourne Road
Bridge
Canterbury
CT4 5BL

01227 832901

Produced by Hayward Design • 01227 721864 • www.hayward-design.co.uk

HEALTH FOR ALL

(Registered Charity No. 1076913)

Patron: The Most Revd. and Right Hon. Rowan Williams, Archbishop of Canterbury

BRIDGE HEALTH CENTRE

Patrixbourne Road, Bridge, Canterbury CT4 5BL

Tel: 01227 832901 : Fax: 01227 832967

July 2005

Dear Ms Shirley

It is a pleasure to be sending this Health for All Annual Report to you. I hope you will be impressed with the achievements of the health team who continue to work in the most difficult conditions in Bihar. Your support, as always, is much appreciated by everybody in the UK and in India.

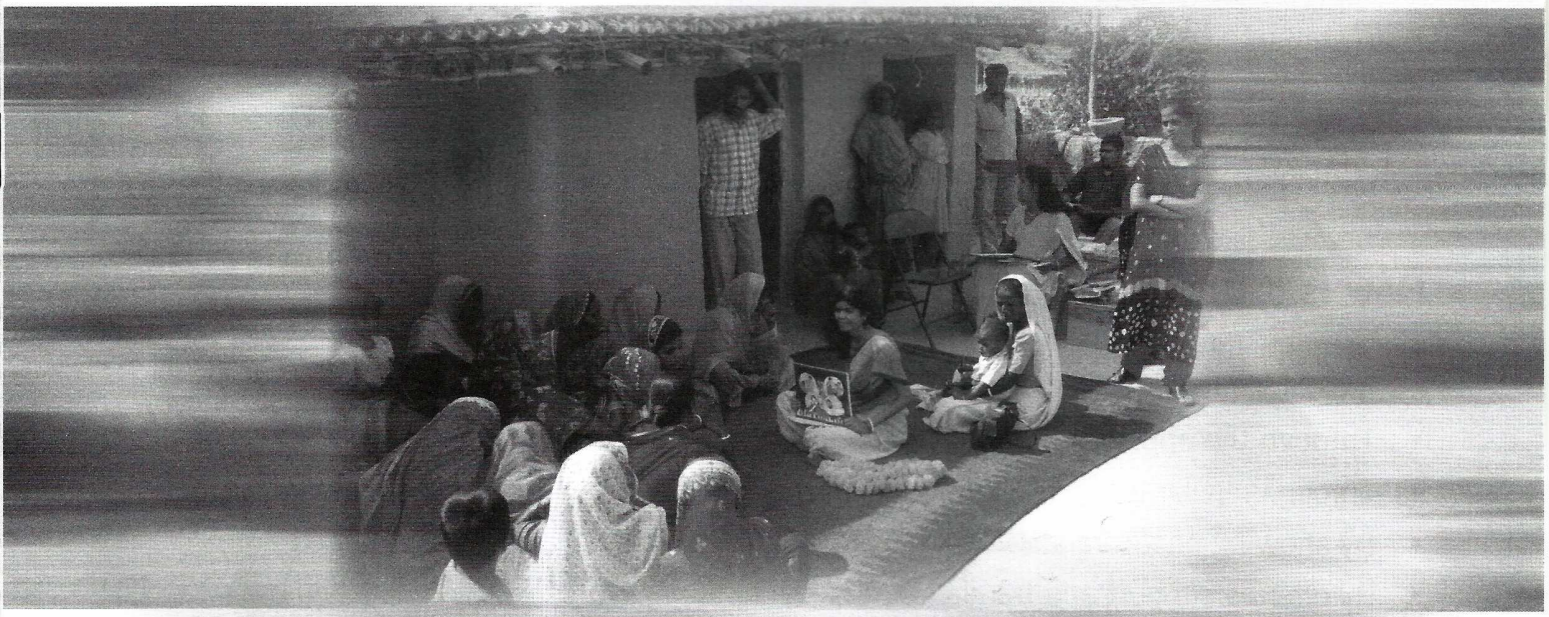
Many thanks.

Yours

Mark Jones.

Dr DM Jones

Health for All



Registered Charity No.1076913

Annual Report 2005

Working with the poor for a better future

HEALTH FOR ALL has now been in existence for six years, fundraising in the United Kingdom to develop health and education in Bihar, the most backward state in India. Health for All works within areas of absolute poverty where villagers had been denied access to the most basic forms of education and health care. In the past six years the successes of Health for All have included the provision of clean water, the eradication of malnutrition in Dadpur and the development of a marvellous health team working in the rural communities.

I had been thinking for a while about the sixth Annual Report of Health for All, wondering what to include, how to bring everyone up to date with the work. Then, at the end of April, I received a report from the health team in Bihar. The report looked at what they had been doing and what their work had achieved. As I read the contents I realised the Health for All Annual Report had, almost, been written for me. So here it is, the work and achievements of the team, in their own words.

What The Health Project Does Now

- The Health Project improves the health of the village communities in which it works.
- Through education it empowers local women, in particular, to take responsibility for the health care of themselves and their families.
- Through micro credit initiatives it helps promote independent and new sources of income.
- Through the provision of clean water it helps prevent disease.
- It provides regular basic clinical services to the communities it serves.
- It provides advice and promotes discussions on relevant health and social issues, particularly to women.

How Is It Doing This?

- Through the establishment of women's self help groups and micro credit groups in all project villages.
- Through the appointment of volunteer village health workers in every village.
- Through regular themed health related education as part of the women's self help groups.
- By showing health related videos to the village communities.
- By offering support and training and basic equipment to midwives in the villages.

What Is It Achieving?

- There has been a significant improvement in the health status of all village communities, particularly amongst children.
- In Dadpur Village the incidence of child malnutrition is now rare.
- Through the midwives support programme birth procedures are now more hygienic and safer for both women and babies.
- There has been tangible change in the confidence and status of women in the project villages.
- Clinics are regularly treating both minor and serious conditions and have saved many lives.

In an area like Bihar work such as this is unheard of. That we are now receiving reports of such high quality is an indicator of how much progress has been made in recent years. It is also a sign of how the communities Health for All serves have accepted and worked so successfully with Alpana, Nurse Neelam and the rest of the team.

The Self Help Groups Alpana refers to have developed as a direct result of appraisal and training by members of the Mahatma Gandhi Institute of Medical Sciences, Maharashtra. Each week women in these groups have tried to save twenty rupees, just under thirty pence, to develop savings to invest in means of generating their own income. In areas of such absolute poverty even twenty rupees has not always been possible. But overall the groups have been successful and Health for All is now working with The Mahatma Gandhi Institute to support income generation through these groups.

The front cover of this report shows Neelam, Alpana and Madhu attending a Self Help Group meeting in Dadpur, with Madhu leading the way in Health Education. I have had the privilege of attending these meetings and seen at first hand the changes that have been achieved.

Our New Patron

The work and achievements of Health for All were given a huge boost earlier this year when The Archbishop of Canterbury Rowan Williams accepted an invitation to become Patron. This is a wonderful offer of support and gives us an opportunity to develop the work even further. We are extremely grateful to the Archbishop for his support.

The Future

The main objective is, of course, to be able to continue the work that already takes place. The development of the Self Help Groups that give villagers a chance to improve their own lives will continue to be supported, as will the support for education, both of the children in the village schools and the women in the Self Help Groups.

One particularly exciting prospect is continuing the work with the Mahatma Gandhi Institute. We hope that in the future the Institute may be able to include the Kanjiar Rural Project in its doctor placement scheme. With the support and guidance of Doctor Verma, a full time doctor working in rural Bihar, this would be a wonderful achievement. Of course, full time health care will mean more expense and Health for All remains committed in its long-term aim of fundraising to support this work.

It is of course supporters like yourself that make this possible. So, once again, thank you, for your interest and all your support.

Dr Mark Jones 2005

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Dr Mark Jones 2005

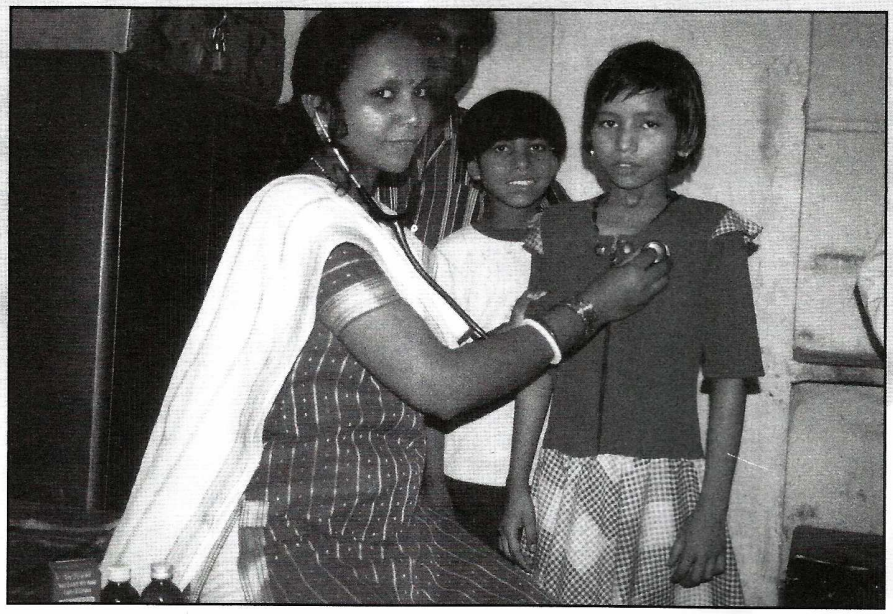
Receipts and Payments

2 November 2003 – 1 November 2004

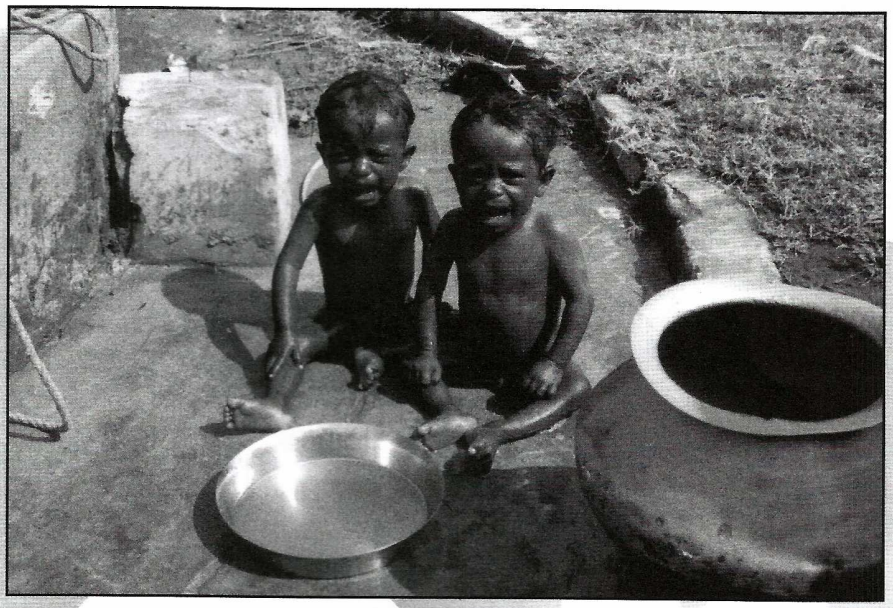
	£	£	£
Opening Balance:			23,263
Income:			
Donations		22,052	
Re-claimed Tax		3,729	
Bank deposit interest		249	
Total Income:			**26,030**
			49,293
Expenditure:			
Education			
Grants to village schools		4,990	
Health			
Health Centre running costs/ Feeding Programme	12,220		
India-based Director's Allowance	2,250		
Administration	700	15,170	
Other			
Printing/Stationery/Postage	812		
Sundry Expenses	614	1,426	
Total Expenditure:			**21,586**
Closing Balance:			**27,707**

Projected Expenditure 2004 – 2005

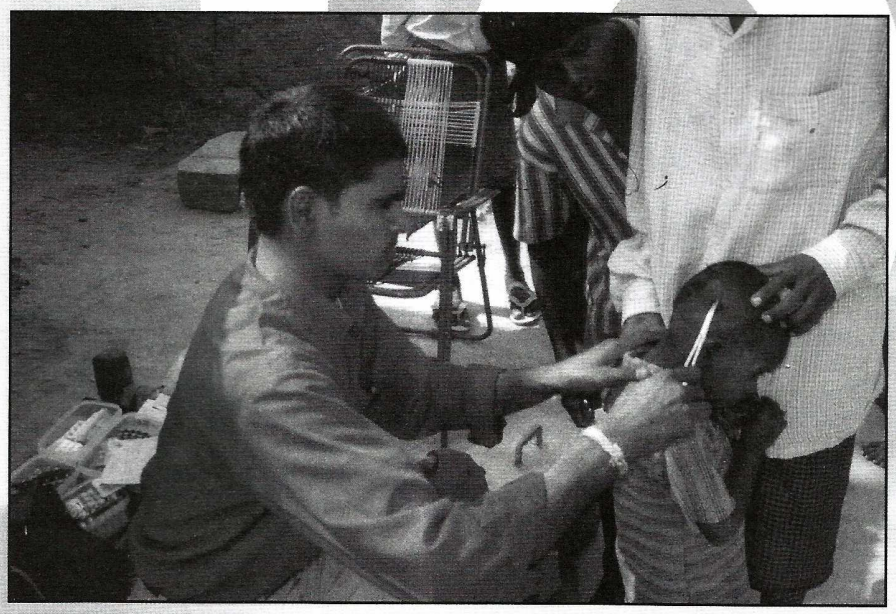
	£
Health Provision	16,000
Training	1,000
Education	4,000
	21,000



Nurse Neelam at Kanjiar Clinic



Children at a village well



Sadheo cleaning an infected scalp wound at a village clinic.

How You Can Help

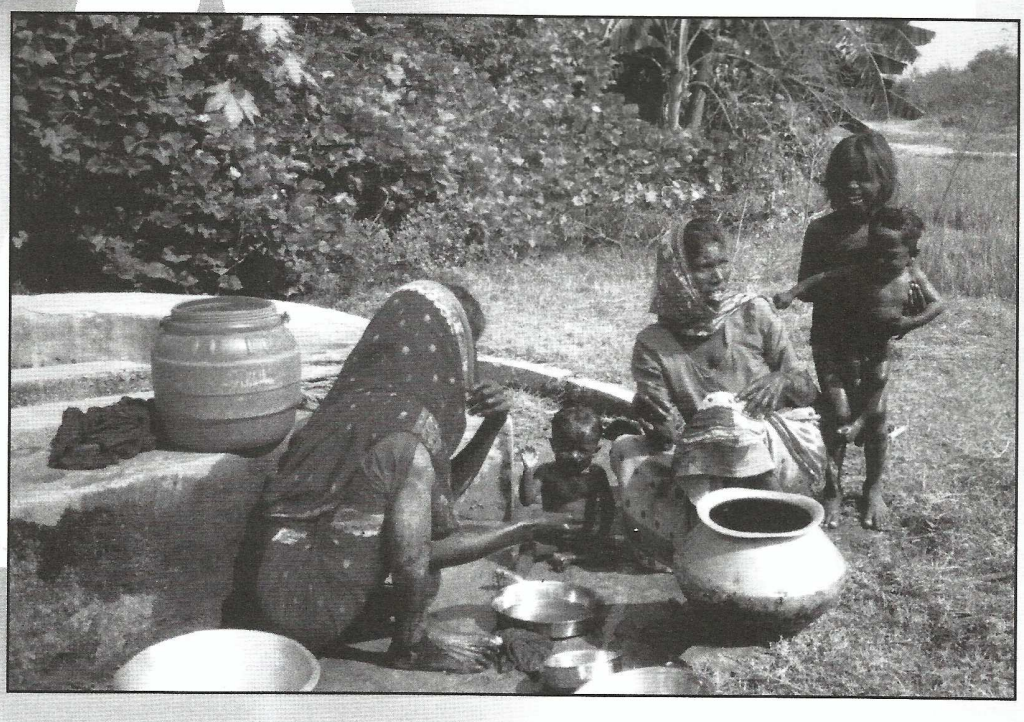
We are most grateful for all donations. Many of our supporters give regularly by Standing Order arrangement and this is particularly helpful with the on-going running costs of our projects. We are able to re-claim tax on all personal donations made by taxpayers and a simple declaration enables us to add a further 28p to each £1 donated. We try to take full advantage of this worthwhile facility.

We have received donations from sponsored events, raffles, coffee mornings etc. from individuals, groups and organisations. Our yellow collecting pots are located in the surgeries at Bridge and Littlebourne. Your support is greatly valued and has enabled us to establish the various projects in Bihar – thank you.

No gift is too small as much can be done in India with modest amounts of money helping to improve the future for people who have very little.

For further details, please contact Sue Blacker or Sharon Ashmore at:

Health for All
Bridge Health Centre, Patrixbourne Road, Bridge, Canterbury CT4 5BL
Tel: 01227 832901 • Email: info@health-for-all.co.uk • www.health-for-all.co.uk



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PROMOTING GOOD HEALTH

A range of health checks and health promotion services are available in clinics run by the practice nurses. Please contact the Surgery for further details.

Health Promotion

Available for advice and counselling on the maintenance of good health and well-being, for example stopping smoking, diet, cholesterol and blood pressure checks. You may refer yourself directly to the clinic. You do not need to see the doctor first. Please ask at the Surgery for details of clinic times.

Registration Health Checks

All newly registered patients are invited to a Health Check to include a discussion on your general health and a physical examination.

Over 75 Year Old Health Check

An annual Health Check is available for all patients over 75. Please let us know if you would prefer this to be carried out in your own home.

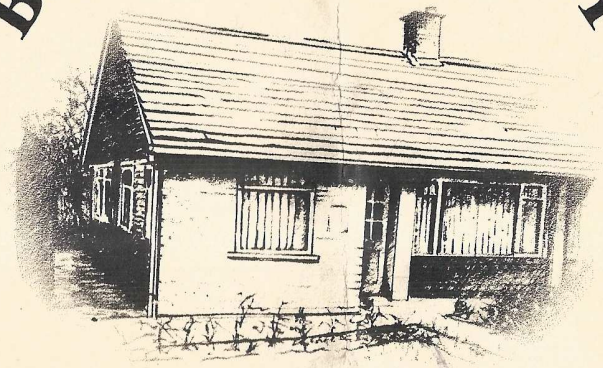
COMPLEMENTARY MEDICAL CLINICS

The Littlebourne and Bridge Complementary Medical Clinics have developed over a number of years and consist of a team of doctors and complementary medical practitioners, providing an extended range of services to patients in addition to general medical care.

Some of these services are available as NHS therapies for patients at the Littlebourne and Bridge practices, while others are available privately to patients from all areas.

For appointments and information please telephone: **01227 721515**

BRIDGE SURGERY



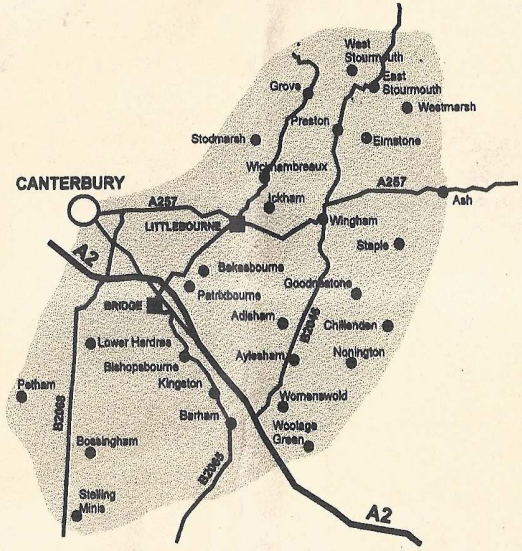
GREEN COURT BRIDGE
TEL: 01227 830207

moved to "Health" centre on rec. ground early 2002

Dr. D.M. Jones MB BS MRCGP
Dr. P.H. Sykes MB BS DRCOG
Dr. Mary Rafla DCH DRCOG MRCGP

District Nurse:	**Mrs. M. Lawrence SRN DN**
Health Visitor:	**Mrs. C. Jones SRN HV**
Midwife:	**Mrs. J. Withers RGN SCM**
Practice Nurse:	**Mrs. G. Jones SRN DCHP**

BRIDGE SURGERY is situated in the centre of the village of Bridge and aims to provide medical services for Bridge, South Canterbury and the villages within a surrounding radius of approximately 5 miles.



DISPENSING FACILITIES (medicines) are available nearby at Bridge Chemist. A delivery service operates to the villages of Barham and Kingston.

SURGERIES ARE BY APPOINTMENT. We would hope to offer appointments within 24 hours and always on the same day, if you feel it necessary. Please telephone or call in at the Surgery for an appointment.

SURGERIES

MONDAY	8.45 -10.30 am	4.30 - 6.00 pm
TUESDAY	8.45 -10.30 am	4.30 - 6.00 pm
WEDNESDAY	8.45 -10.30 am	4.30 - 6.00 pm
THURSDAY	8.45 -10.30 am	
FRIDAY	8.45 -10.30 am	4.30 - 6.00 pm

FOR EMERGENCY CALLS, Home Visits and Evening and Weekend Emergencies telephone the Surgery on **830207.** Requests for home visits should be made before 10.30 am.

The Practice is a Member of CANDOC, a co-operative of local GPs which provides out of hours emergency cover.

The Surgery is served by wheelchair access and toilet facilities for the disabled.

Please address any suggestions or complaints you may have to Dr. Mary Rafla or Mrs. C. Marsh.

ADDITIONAL CLINICS

ANTE-NATAL	11.00 - 12.00 noon	THURSDAY
CHILDRENS	2.00 - 3.00 pm	WEDNESDAY
DISTRICT NURSE	11.00 - 12.00 noon	MONDAY
	11.00 - 12.00 noon	FRIDAY

PRACTICE NURSE CLINICS are held daily. Please ask the receptionist for an appointment.

CHILDREN'S IMMUNISATIONS and CHILD HEALTH SURVEILLANCE with the Health Visitor are carried out at the children's clinic.

MATERNITY CARE is provided at the Ante-Natal clinic by the midwife and Dr. Mary Rafla.

CERVICAL SMEARS are available as part of a well woman check in the practice nurse clinics.

CONTRACEPTIVE SERVICES are available in routine surgeries with either the doctors or family planning trained practice nurses.

MINOR SURGERY when appropriate, is carried out in the practice treatment room.

REPEAT PRESCRIPTIONS Please deliver your Repeat Prescription Card to the Surgery 48 hours before the prescription is needed.

LITTLEBOURNE & BRIDGE COMPLEMENTARY MEDICAL CLINICS

Practitioners charges are displayed in reception, and some may be reimbursed through private health insurance.

NHS Treatments are available free, although some have waiting lists.

* All registered practitioners are carefully selected and fully qualified.
* Services and facilities are updated regularly.
* At weekends Littlebourne is open on Saturday morning for some therapies, and for the making of appointments.

COMPLEMENTARY MEDICAL CLINICS

THE CORN STORES NARGATE STREET
LITTLEBOURNE - TEL: 01227 721515

BRIDGE SURGERY GREEN COURT
BRIDGE - TEL: 01227 830207

FACSIMILE: 01227 721676

SERVICES

Acupuncture (Traditional)

Acupuncture (Western)

Child Health

Chiropody

Counselling

District Nursing

Family Planning Services

Osteopathy

Physiotherapy

Reflexology

Sports Injuries

Travel Clinic (Yellow Fever Centre)

PRIVATE PRACTITIONERS

Acupuncture (Western)	**Dr. David Clarke MB. BS. DA. DObst. RCOG. FPCert. MRCGP.**
Acupuncture (Traditional)	**Brendan O'Sullivan RPN. LicAC. MBAcC.**
Chiropody	**Gill Zarnecki D.Pod.M. SRCh. MChs.**
Osteopathy	**Alison Ley BSc.(Hons) DO. MRO.**
Reflexology	**Gweneth Hewett SRN. MAR.**
Physiotherapy	**Sanjay Malik BSc. DPT. MCSP.**

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