

Welcome To Gravesend Medical Centre

Our friendly and professional team is pleased to be able to provide NHS general practice services to patients who register with us. We hope this leaflet proves useful in answering some of your questions, if you still need help, feel free to ask at reception where the team will be more than happy to assist you.

Training Practice

Our practice is approved to train fully qualified doctors who wish to specialise in general practice. Our GP registrars have 2-4 years of experience as a qualified hospital doctor working in various specialities.

Our Team

The practice has a variety of different healthcare professionals to help you get the most effective care possible, in the least amount of time. Your appointment could be with a GP, Nurse, Healthcare assistant, Paramedic, Clinical Pharmacist, Physiotherapist or Mental Health Practitioner.

Veteran Accredited Practice

We are recognised for our commitment to the health of those serving, or have served in the UK armed forces. Please let us know if you have served to ensure you receive the best treatment for you.

Test Results

Please allow a week before telephoning for test results.

CCTV In Operation

The practice operates CCTV for the safety & peace of mind of patients and staff.

Feedback

We welcome all types of feedback to ensure the practice is the best it can be. If you having something you want to tell us, ask at reception, or alternatively search 'Suggestions and Complaints' on our website to find out more.

Join The Patient Participation Group

We want your help to ensure the practice serves patient needs best. Joining the patient participation group gives you a voice in directing the future of Gravesend Medical Centre. To attend the next meeting ask at reception for more information or fill out the form on or website.

Non-NHS Work

We are happy to undertake most medical examinations and reports for insurance companies, employers, solicitors, DVLA, etc. An appointment is required with one of our GPs. This work is outside the NHS, therefore a charge will be made, which you will be informed of. Payment is required beforehand, which is payable by cash only.

Get In Touch

Gravesend Medical Centre
1 New Swan Yard, Gravesend,
Kent, DA12 2EN

Tel: (01474) 534 123

Email: gmcprescriptions@nhs.net



Gravesend Medical Centre

Your NHS. Your Way.

- - Our Opening Hours - -

Monday: 8AM - 8PM

Tuesday - Friday: 8AM - 6:30PM

Saturday - Sunday: CLOSED

Visit Our
Website



Smoke Free Premises



Service Pets Only

Register As A Patient

The practice is accepting new patients within our catchment area, scan the QR code for a digital form. This process can take up to 3 weeks, you'll be informed once registered



Repeat Prescriptions

We require 2 working days notice for a repeat prescription. The re-order form can be handed in over the reception desk, posted or emailed to gmcprescriptions@nhs.net or fill in the form below.

Chaperones

All patients are entitled to have a chaperone present for any consultation, this can be requested at any time.

Out Of Hours

When we are closed please contact 111 who will direct you to urgent local health services. If it's a genuine emergency, don't delay, call 999.

Urgent Treatment Centre

Gravesend Community Hospital, Bath St, Gravesend, DA11 0DG

Tel: (01474) 360 640

Hours: 8AM - 8PM (365 days of the year)

The NHS App

Providing a simple & secure way to access NHS services. Download the NHS App on your smartphone or tablet via the [Google Play](#) or [App store](#). You can access the same services by [logging in via the NHS website](#).

Childhood Vaccinations

Unsure if you or your child are up to date with childhood vaccinations? Ask at reception to find out today.

Home Visits

The GP may offer a home visit on clinical grounds if a patient is not able bodied to visit the practice. We kindly ask home visit requests are made before 12 noon.

Appointments

eConsult is available Monday to Friday between 8am and 6:30pm. Outside of these times please call the practice where our reception staff will ask for a brief description of your problem to ensure you are booked in with the appropriate clinician. Appointments are 15 minutes long, if you require a longer appointment, please let reception know.

Late To Your Appointment

Kindly note, if you arrive at your appointment more than 5 minutes late, you will be asked to re-book for another time. Patients who arrive on time will be seen in order of appointment.

Sick Notes

If ill for less than 7 days you don't require a sick note, you can complete a self certification form, this can be found on the government website or from your employer. Sick notes require an appointment to provide the GP adequate time to review your records, please note, sick notes can be backdated if needed.

Travel Vaccinations

If you need vaccinations before you travel abroad please collect a travel form from reception for each person travelling and hand back into reception at least 8 weeks before you travel. This provides time for a nurse to review the required vaccines and book an appointment for you.

Disabled Access

We make every effort to make the surgery accessible for disabled patients. There is access through the main door, we have a wheelchair available for use in practice and have a lift for access to the 1st and 2nd floor.

Zero Tolerance Policy

The NHS operates a zero tolerance policy with regard to violence and abuse. The practice has the right to remove violent patients from the list with immediate effect to safeguard practice staff, patients and other persons.

Carer's Advice

If you care for someone please let us know, we may be able to help you find the right support.

Find Us On Facebook

To keep up to date with the latest news and NHS advice follow 'Gravesend Medical Centre Incorporating Chalk Surgery' on Facebook.

Your Medical Records

You can request access to your medical records at any point. A brief summary including your last 3 consultations can be collected straight away or full medical records can be requested by completing a SARS form, which can then take up to 28 days to be provided after receiving the form. Proof of ID will be requested to ensure your data is kept safe & secure. Find out more at reception.

Kindest Regards,

The Gravesend Medical Centre Team