

## Complaints

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Whilst we strive to provide an effective service to the local community we recognise that sometimes things can go wrong. We see this as a learning opportunity for the practice and staff.

If you wish to complain about any aspect of the practice, please put this in writing to the Practice Manager at the surgery address who will respond accordingly.



## Online

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# Kinson Road Medical Centre

## Information

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**Dr Andrew Brewer BSc MBBS**

Dr Philip Doust BM MRCGP BSc DRCOG

Dr Emma McFarland BM DRCOG

Dr Neeta Somani MBBS MRCGP DFFP FRACGP

Dr Robert Whitmey MBChB

Dr Joanna Shepherd BM MRCGP DipAnaes



440 Kinson Road, Bournemouth, BH10 5EY

Tel: 01202 574604

[www.kinsonroadmedicalcentre.co.uk](http://www.kinsonroadmedicalcentre.co.uk)

## Welcome to our Practice

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Kinson Road Medical Centre is led by Dr Andrew Brewer with the support of six salaried GPs. The practice is contracted to NHS England but also is contracted to provide healthcare services on behalf of other organisations, for example the CCG and the Local Authority. We have approximately 10,600 patients. Our main surgery is in Kinson Road and our Branch Surgery is in West Howe

### **APPOINTMENTS: TELEPHONE**

**01202 574604**

(appointments line is open 08.30 - 12.30 and 13.00 - 18.30 Monday to Friday)

### **SURGERY HOURS**

The main surgery at **440 Kinson Road** is open:

**Monday - Friday 08.30 - 18.30**

(the main telephone (01202 574604) lines are open from 08.00 - 18.30)

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The branch surgery at **West Howe** is open:

**Monday – Friday 08:30 – 17:00**

A receptionist is available during these times to answer any queries you may have. In general, morning surgery is between 08:30 - 11:00 and evening surgery between 14:00 - 18:00. All consultations are by appointment. You can make an appointment to see any of the doctors or the practice nurses. Surgeries are also held at our West Howe branch surgery each day between 08:30 – 16:30. If you wish to have an appointment at the branch surgery please ring the main surgery number and ask for an appointment at the West Howe surgery.

We also offer early morning appointments (07:30-08:00) on Monday and Friday mornings and evening appointments on Mondays (18:30-19:00).

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A full copy of this leaflet can be downloaded from our website below.

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

The leaflet contains further details on our GP's and advice on other agencies that can offer support.

The leaflet also contains advice on what action to take in the event of feeling unwell and in an emergency.

If you do not have access to the internet our reception can print you a copy of the full practice booklet by request.

