

BUCKLAND MEDICAL PRACTICE



Welcome to Buckland Medical Practice.

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

Practice Sites & Opening Hours

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

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

When the surgery is closed:

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

About Us - Practice Team

Doctors

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

Paramedic Practitioner

- **Annelies van Wamel** (Female)

Nurses

- **Penelope Hughes** (Female)
- **Sophie Brown** (Female)

Healthcare Assistants

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

Practice Management

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

Secretary

- Isla Gurraj

Dispensers

- Jools Penn
- Lewis Baker
- Melanie Maers

Appointments & Access

- Online via eConsult: All submissions reviewed by the duty GP.
- By phone: GP appointments up to 1 month in advance; Nurse appointments up to 2 months.
- Telephone advice: Duty GP or nurse can call back.
- Home visits: Call after 08:30 if too unwell to attend. Paramedic or Nurse Practitioners may visit in some cases.
- Cancellations: Notify reception or cancel via SMS if registered. Repeated "Did Not Attend" may lead to registration review.

Online Services

- The practice covers three surgeries.
- eConsult: Patients from 6 months old can complete an online consultation. All eConsults are triaged by a GP and responded to within 24 working hours.
- Non-internet users: eConsult forms are available at reception.

Out-of-Hours Care

- Urgent Treatment Centre: Buckland Hospital, 08:00–20:00, seven days a week (walk-in or via NHS 111).
- Out-of-Hours Advice: Use NHS 111 when surgeries are closed.

Interpreter & Accessibility Services

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

Complaints & Feedback

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

Patient Confidentiality & Data Protection

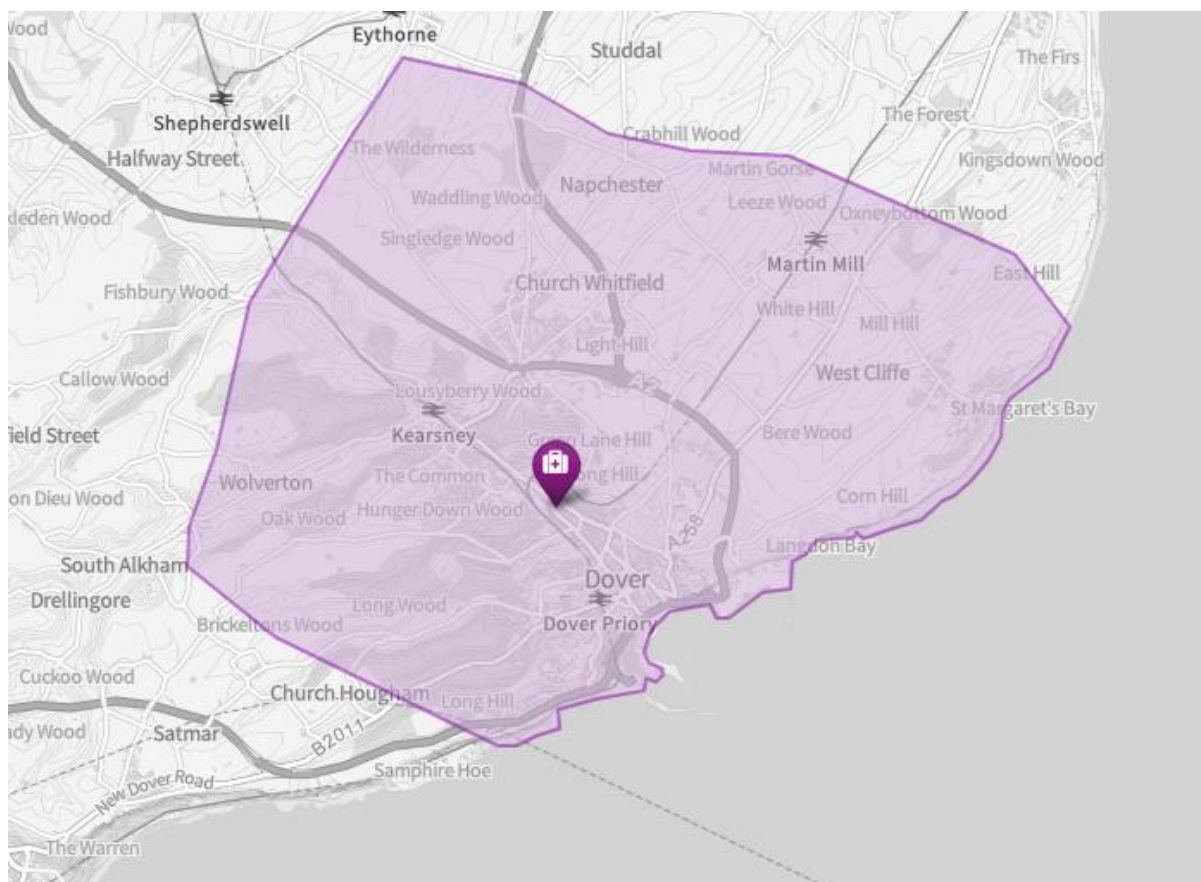
- We maintain confidentiality in line with data protection regulations.
- Your information is handled according to NHS confidentiality standards.
- Patients can request access to their medical records via reception.
- View parts of your medical record via the NHS App.
- Register for EMIS Online via reception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

Patient Participation Group (PPG)

- Patient Participation Group (PPG) information is available online. Join our PPG to help shape and improve services. Ask reception for details.

Practice Area

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



Additional Info

- Leaflet Review Date: November 2025

Website: bucklandmedicalpractice.co.uk