

Useful Telephone Numbers

Urgent Care Cambridgeshire (out of hours emergency calls only)

NHS 111

Midwife	01480 403814
Bedfordshire Health Visitor	01234 276815/6
Cambridgeshire Health Visitor	01480 860097
District Nurse	08444 4810089
Old Swan Pharmacy, Kimbolton	01480 860282
Physio Direct	01480 434980
Kate Abrahams Chartered Private Physiotherapist (Woodfield Clinic, Colmworth, Bedfordshire)	01234 378996

Hospitals:

Hinchingbrooke Hospital, Huntingdon	01480 416416
Addenbrooke's Hospital, Cambridge	01223 245151
Bedford General Hospital	01234 355122
Papworth Hospital	01480 830541

Private Hospitals:

Spire Cambridge Lea, Cambridge	01223 266900
Nuffield Hospital, Cambridge	01223 303336
Manor Hospital, Biddenham, Bedford	01234 364252

Health Authorities:

Details of Primary Care Services in this area can be obtained from:	
Cambridgeshire & Peterborough Clinical Com. Grp	01223 725400
NHS Bedfordshire	01234 897200
NHS Northampton	01604 615000

Social Services:

Cambridgeshire (children 8am – 6pm Mon-Fri)	0345 045 5203
(children out of hours)	01733 234724
(adults 8am - 6pm Mon-Fri)	0345 045 5202
(out of hours & weekends adults)	01733 561370
(blue badges etc)	0345 045 5200
Bedfordshire (children 8am - 6pm Mon-Fri)	01234 276815/6
(children out of hours)	01234 223 599
(adults 8am - 6pm Mon-Fri)	01234 276222

Registrar of Births & Deaths	0345 045 1363
Citizen's Advice Bureau	0844 848 7979
Care Quality Commission	03000 616161

Great Staughton Surgery Practice Leaflet

Dr. Stephanie A. Johnson
MB ChB MRCGP DFSRH
(Qualified 1985)
Birmingham University

Dr Stuart Shields
MB ChB DRGOG MRCGP DGM
(Qualified 1991)
Liverpool University

Dr. Laura Grady

BA (Hons) MB BChir Claire College
(Qualified 2012)
University of Cambridge



**57 The Highway, Great Staughton
St Neots, Cambridgeshire, PE19 5DA**

**Reception tel: 01480 860770
fax: 01480 862893**

Email: greatstaughton@nhs.net

Website: www.great-staughton-surgery.co.uk

(Last Updated August 2017)

Welcome to the Practice

This leaflet sets out our range of services for our Patients. If you require more information, please visit our website www.great-staughton-surgery.co.uk or ask a member of staff. Information regarding our practice policies should be directed to the Practice Manager, and Patients who would like to view medical records can also contact the Practice Manager in writing.

Named Accountable GP

The Surgery is required to allocate a named accountable GP to all patients. Your *Named Accountable GP* will be the same doctor as your *Registered GP*; however if you wish to change this we will do our best to accommodate your request.

You can book your appointment with whoever you wish to see, regardless of your registered GP, although this may change according to your health issues. If you're unwell, you can see any of our doctors or nurses, but if you have a long term condition that would benefit from continuity of care from one particular doctor. You can change your Named Accountable GP. Doctors have different skills and we want to ensure you get the best care for your medical needs by having the most appropriate GP.

Our doctors do not work every day, so it may be preferable to see the Duty Doctor if you wish to be seen on a specific date. **Please note:** the rota is subject to change due to holiday cover. We are currently recruiting a Salaried GP, and Reception may offer you a Locum GP appointment during busy times.

Consulting Times

	MORNING Appointments 8:30 – 12:00	AFTERNOON Appointments 2:30 – 5:30
MON	Dr Johnson & Dr Shields	Dr Johnson
TUES	Dr Shields & Dr Johnson	Dr Johnson & Dr Shields
WED	Dr Johnson	DOCTOR ON CALL
THUR	Dr Johnson or Dr Shields	Dr Johnson or Dr Shields
FRIDAY	Dr Shields	Dr Shields

Early Morning Appointments

Early appointments are available every **Thursday** from 7.30am for a Doctor, Nurse Practitioner and Practice Nurse / Health Care Assistant. Patients can book these appointments at Reception.

Home Visits

Home visits are available for patients who are too unwell or frail to visit the surgery. Please phone the Duty Doctor before 10am any morning to request a visit.

Reception & Dispensary Opening Times

The surgery is open from 8am (Dispensary opens at 8.30am) until 6pm, Monday to Friday (apart from Wednesday when we close at 12.30, when we have an emergency telephone service and a doctor on call).

During lunchtimes (12.30 – 2pm, the Surgery operates an emergency service with a Receptionist and Duty Doctor).

Patient Online Access

Patient who are registered for over 3 months and who are over 16 years can have online access to medical records to make appointments, order repeat medication, view test results, vaccine history and allergy information. To register, please bring 1 item of photo identification, such as a driving license or passport, to reception. Reception will issue you an access password and instructions to register within 7 days.

Suggestions & Complaints

If you have suggestions to improve how the Practice operates, please complete a Friends and Family Test feedback form available in the waiting room; or contact our Patient Participation Group (ask the Practice Manager for details).

Occasionally problems arise. If you feel you need to complain, contact the Practice Manager or a Doctor to resolve the issue. Our Complaints Procedure meets national criteria laid down by NHS England and can be downloaded from our website or obtained from the Surgery.

Foreign Travel

Our Nurse Practitioner has access to the latest recommendations for travel vaccinations. Please download a form from our website www.great-staughton-surgery.co.uk, or collect one from reception if you are planning a trip abroad. Please allow 6 weeks prior to travel to complete immunisations, and discuss this with your Nurse who will produce a personalised vaccination schedule for you.

Health Checks

All new patients are offered an appointment for a new patient health check with the Nurses. This will consist of recording height, weight, blood pressure and a urine test. It is also an opportunity to discuss lifestyle and any current medical problems whilst awaiting the transfer of medical records. If you are on regular medication you will also need to make an appointment to see one of the Doctors.

Non NHS Services

Medical examinations for insurance and HGV drivers, DVLA are carried out by appointment. Doctors will sign BUPA / PPA forms and private certificates. There may be a charge to patient for these services, as they are not covered by the NHS. Fees are set from recommendations by the British Medical Association and available from Reception and from our surgery website.

Patient Participation Group (PPG)

In order to communicate effectively with our patients, we have a patient group who arrange regular fundraising events and meet 4 times a year. The surgery is looking for new ways to involve patients in the care we offer - including new services for patients and 'self-help' groups. If you'd like to be involved, contact Loraine Harris, Practice Manager.

Surgery Website and Internet Access

Our website provides patient information and is regularly updated with news bulletins and links to useful organisations and support groups. EMIS Online Access gives patients access to book appointments with a doctor, order repeat prescriptions and update personal details remotely. If you would like to arrange online access, please ask for a 'registration form' from Reception, bringing 1 form of photo identification with you. Patients must be registered for 3 months and be over 16 years.

Appointments

Appointments should be booked in advance by telephone, by using EMIS online or in person. Appointments are generally 10 minutes long. If you require a longer appointment, please mention when booking and we will try and accommodate you. We run weekly early morning clinics from 7.30am on Thursday mornings specifically for those who find it difficult to attend during normal hours.

Quarterly Newsletter

Our bi-monthly newsletter will let you know the news and developments within the Practice and within the wider NHS. If you would like a copy emailed, please let Reception know your preferred email address. Copies are also available from the Surgery waiting room.

Duty Doctor

New medical problems will be seen as soon as possible. If you need a "same day" appointment or have a query, you can discuss your problem over the phone with the Duty Doctor. If an appointment is needed, the Doctor will offer one later that morning. Please telephone before **10am** any weekday morning to access this service.

Out of Hours

You can contact a Doctor or Nurse 24 hours a day, every day of the year. If you have an urgent medical problem, which arises when we are closed, please ring the Doctor on-call / Out of Hours GP, provided by **Herts Urgent Care** on **tel: NHS 111**. Doctors may visit if necessary or you will be asked to travel to Huntingdon to be seen. This Out of Hours service operates during evenings and weekends. If you need advice, Doctors / Nurses will talk to you on the phone and provide medicines if required. We'll be informed of your call when we are open, as the service will email a report to the Surgery.

EMIS Web Computer System

Our patient computer system – EMIS WEB - helps us process repeat prescriptions, recall programmes and store relevant information. It ensures we are managing illnesses in the most appropriate way by carrying out audits of our patient care. Under the Data Protection Act you have the right to see information held about you electronically. We use the current BMA fees guide for supplying information.

Prescriptions

You can contact the Dispensary by tel: **01480 862892** from 8:30am to 12:30pm Mondays to Fridays, with any query relating to medication. The dispensary needs **two working days** to process repeat prescriptions, to order stock and check medication has been safely and correctly dispensed.

Order your repeat prescriptions by sending repeat slip (issued with medication) by post / putting repeat prescription slips into reception box / through the letterbox at the front of the building / by fax 01480 862893 / by email greatstaughton@nhs.net or online by registering for online EMIS access (information available at Reception).

In rural areas, 'dispensing doctors' such as Great Staughton Surgery can dispense to patients who live more than **1 mile** from the nearest chemist. Other patients can either collect a prescription and take it to a chemist of their choice, or nominate a chemist, such as Boots, St Neots or Lt Paxton Pharmacy, where they scripts will be sent electronically. The Surgery has a medication delivery service in some villages, to help housebound and elderly patients. Ask at the Dispensary for information.

If you run out of medication, our Dispensers can help, however we are unable to stock all medication. If we cannot supply you ourselves, the Dispensers can ask Doctors to sign a prescription to take to a chemist.

We also provide a limited stock of 'over the counter' medication, such as Calpol, Benylin and Caneston.

Getting to the Surgery

Highwayman Social Car Service is a voluntary door-to-door service for patients without access to private or public transport. Leaflets are held in Reception. **tel: 07786 520540** Monday to Friday from 4pm-7pm.

Door-to-Door Service to Doctors Surgeries has a minibus operating each Tuesday and Thursday. For membership details and information, contact the Volunteer Centre: **01832 733336**.

Hunts Association for Community Transport (HACT) provides door to door transport for patients without transport for shopping and theatre trips, swimming, bingo, pub lunches, outings. £15 year annual membership fee, tel: **01480 411114** or website: www.hact-cambs.co.uk.

Clinics

Chronic Disease Clinics

The Practice Nurses run clinics for patients with conditions such as Diabetes, Asthma and Vascular problems (this is patients who have suffered from angina, heart attacks, strokes). If you receive treatment for any of these conditions, please ask Reception or the Nurse for an appointment for regular check-ups.

Child Health Surveillance & Immunisations

Regular development checks for under 5's are carried out by a Doctor and the Health Visitors and recommended childhood vaccinations are given by the Practice Nurses.

Minor Surgery

We have a fully equipped Treatment Room where Doctors perform minor operations such as the removal of small lumps, in-growing toenails and soft tissue injections. If you would benefit from this service, please contact your Doctor, to check if this is suitable for a minor operation.

Maternity Care

We offer maternity care in conjunction with Community Midwives and hold surgery clinic on alternate Thursday mornings for antenatal care. The midwife also visits patients at home and link with Clinicians over the care our pregnant patients, new mums and babies need.

Family Planning

Our Doctors and Nurses are fully trained to offer advice on all aspects of family planning. We provide an extensive range of contraception services, with Dr Johnson and our Nurse Practitioner providing coil fittings and Implanon insertions and removals. Emergency contraception is also available.

Cervical Smears

Women are recommended to have a smear test once every 3-5 years. Dr. Johnson and the Practice Nurses can undertake this procedure.

Chaperone Service

If you would like one of our trained chaperones to be present during an intimate examination with your GP, please let a staff member know. It may not be possible to arrange this immediately and you may have to return for an appointment at a mutually convenient time.

Surgery Staff

A team of staff support the Doctors are:

- ❖ **Practice Manager** – Loraine Harris oversees the day-to-day management of the practice and staff.
- ❖ **Administrator** – Marylu Mitchell oversees enhanced services, searches and audits.
- ❖ **Receptionists** – Christine Halsall, Charlotte Parker & Lindsay Speirs (Lead) are available to help you.
- ❖ **Secretary** - Leisa Gill and Lindsay Speirs provides full secretarial support at the Surgery
- ❖ **Dispensers** - Mike Stevens, Dawn Chandler, Julia Roberts and Charlotte Parker (Apprentice) manage repeat prescriptions & dispense acute prescriptions.
- ❖ Other Doctors work for us on a sessional basis to provide cover for holidays & other commitments. These doctors are registered with the Health Authority and fully qualified to work in general practice.

Attached Staff

Other local NHS staff work from this surgery and clinics locally. They include District Nurses, Midwife, Health Visitors, Dieticians, Physiotherapists, Community Cancer and Macmillan Nursing teams.

We have a Chiropodist, available on Friday afternoons for private consultations. We work closely with other private health carers such as Physiotherapists. Patients who require NHS physio can self refer by phoning Physio Direct on: 01480 434980. Physio's can discuss your condition and offer advice / arrange a clinic appointment for you.

Results & Tests

If you would like blood test or x-ray results, please contact us **after 2pm**. Receptionists are not able to give out results to relatives or friends due to strict data protection and confidentiality policies. If you'd like to give consent to a family member, please provide reception with written signed confirmation in a letter.

Patients can also view results using EMIS online (24 hrs a day) - access can be obtained from Reception by completing a form and producing photographic ID.

Nursing Services

Nurse Practitioner – Tracey King (BSC Hons) assesses patients, offers advice, can refer to secondary care, is able to prescribe medication if necessary. Minor illnesses or injuries can be treated within her clinics; these include colds, ear pain, bad backs, twisted ankles, eye problems. Tracey provides contraceptive advice. If concerned, she can ask the doctor to also assess her patient. Duty Doctors book patients in with Tracey if it's more appropriate to be seen by the Nurse Practitioner.

Practice Nurse – Candice Yezek (NMC) carries out blood tests, warfarin clinics, chronic disease management clinics, immunisations, dressings, health checks and ECG appointments.

Health Care Assistant – Kirsten Green carries out warfarin clinics and blood tests, blood pressure checks, health checks, dressings, removal of stitches, dopplers and ECG appointments.

Our nursing team give advice on diet, stopping smoking and exercise for healthy living. A full range of investigations are available with daily morning collections of specimens to Hinchingsbrooke and Addenbrookes hospital labs. Tests are carried out during mornings and afternoons. If you are asked to bring in a urine specimen, please use a suitable sample pot and ensure it arrives with us before 12.30 in order to catch the hospital courier service.

Counselling

Private counselling sessions are available with Paula Williams. If you would benefit from counselling, please contact reception for the contact details or pick up a leaflet from the Surgery waiting room. There is a full list of support group contact details on our website.

Accessibility, Disabled Facilities & Baby Changing

There is a disabled parking space in front of the Surgery. The building is accessible for wheelchairs / mobility scooters, has accessible toilet facilities and a baby changing area. We have a community room available if you'd like to breast feed your baby in private, please ask at Reception if you would like to use this facility.

We have wheelchairs available for patients to loan on request from reception. Ask any staff member if you need support such as use of our hearing loop in appointments, or if you need a translator. You may prefer to be contacted by text or email if you have a visual disability.

The Patient Charter 2017

We're committed to providing you with high quality medical care in a friendly and accessible way. This Charter sets out your rights and standards you can expect from your GP and the NHS. We aim to comply with these standards but if you're unhappy with the service received, please let us know.

We believe high quality medical care includes the following:

- You will be treated as an individual and will be given courtesy and respect at all times
- We will maintain strict confidentiality at all times and ensure all staff adhere to data protection guidelines
- Great Staughton Surgery is committed to safeguarding and promoting the welfare of children, young people and adults
- You will receive the most appropriate care from suitably qualified staff who will give an explanation of any proposed treatment
- We will also provide useful and effective health promotion and screening
- A non-urgent appointment to see an unspecified Doctor will usually be arranged within a week, requests to see specific doctors can be arranged but may take longer
- If you require an urgent appointment we guarantee that you can be seen at the next surgery session
- We aim to see you within 20 minutes of your appointment time, you are entitled to an explanation if we cannot do this
- We will arrange a home visit if appropriate
- You will have access to a Doctor rapidly in an emergency
- Your repeat prescription will be available no later than two full working days from the time of your request unless there is a problem beyond our control, in which case you will receive a full explanation of any delay
- If you are receiving repeat prescriptions you can expect your medication to be reviewed regularly
- If you have undergone tests or x-rays ordered by the practice, we advise you to telephone for results after 2pm, or access the details online. We will contact you with an urgent result.
- We will try to answer the telephone promptly and if appropriate advise you when a Doctor will call you.
- You have the right to see your health records, including computer records, subject to any limitations within the Law. Records can be accessed online, by request from the reception team.

Patients can help us to achieve high quality medical care in a number of ways, please:

- Treat the doctors and staff with courtesy and respect.
- Please use an appointment for one person only. If another family member needs to be seen or discussed, another appointment should be made. This helps us to run to time and saves others waiting.
- Please cancel an appointment if you no longer need it; someone else may be able to use it
- Call the out of hours NHS111 service if you have a medical emergency.
- Call the surgery before 10am if you require a Doctor visit at home to treat your medical emergency.
- Be considerate with telephoning the Surgery, and if possible, avoid calling about non-urgent matters during peak times.
- Please return any equipment loaned to you from the surgery when you no longer require it, as other patients may need it.
- Please update us with information about address changes, changes in your health or personal details. We also record details of carers, next-of-kin and mobile / email details.
- Take responsibility for your own healthcare by working with us to implement the advice we give you.
- We aim to provide a caring and safe environment for our staff and patients, violent or abusive patients will be removed from our patient list.
- Please tell us if you have suggestions on improvements we can make to the services we offer.