

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:

| | |
|--------------------------------------|--------------|
| Hinchingsbrooke 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

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Email: greatstaughton@nhs.net

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

(Last Updated October 2017)

Welcome to the Practice

This leaflet sets out services for 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. Patients who would like to view medical records can contact the Practice Manager in writing or by email.

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. Please ask at Reception.

You can book appointments 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. 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. Our Salaried GP will shortly be starting her maternity leave, and this may change the working patterns. 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. During lunchtimes (12.30 – 2pm, the Surgery operates an emergency service with a Receptionist and Duty Doctor).

Patient Online Access

Patient who are registered at the Surgery 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 for this service, bring 1 item of photo identification, such as a driving license or passport, to reception, and complete the application form in Reception. Reception will then issue you an access password and instructions to register – this must be completed within 7 days.

Suggestions & Complaints

If you have suggestions to improve how the Practice operates or manages our services, 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. Full details are available from our website.

Foreign Travel

Our Nursing team have 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. **Note: You need to allow 6 weeks** prior to travel to complete immunisations. Please 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 our Nursing team. This will consist of recording height, weight, blood pressure and a urine test. It's 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 our 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, such as Firearms. 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. Patient Online Access gives 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. GP appointments are generally 15 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 regular opening hours.

Surgery 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 waiting room.

Duty Doctor

New medical problems will be seen as soon as possible. If you need a "same day" appointment or have an urgent 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 **NHS 111**. Doctors may visit if necessary or you will be asked to travel 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 also stores 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 fee 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 Lt Paxton Pharmacy or Boots in St Neots, where scripts can be sent electronically. The Surgery has a medication delivery service in some villages, to help housebound and elderly patients. Please 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 cream.

Getting to the Surgery

The Highwayman 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 Nurses 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 Health Visitors recommended childhood vaccinations are given by the Practice Nurses. This also includes Fluenz for preschool children.

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 clinics on alternate Thursday mornings for antenatal care. The midwife will also visit patients at home and link with Clinicians over the care of our pregnant patients.

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 & Helen Ottaway (starting in November) are available to help you.
- ❖ **Secretary** - Leisa Gill provides secretarial support at the Surgery
- ❖ **Dispensers** - Mike Stevens, Dawn Chandler and Charlotte Parker 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 on request. 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.