



Welcome To Haddenham Surgery

The Green, Haddenham, Ely, Cambs, CB6 3TA

**Appointments and Visits:
01353 740205**

**Dispensary:
01353 741575**

www.haddenhamsurgery.nhs.uk

Doctors

GPs:

Dr C Abraham MBChB, MRCP (2004), MRCA (2006), MRCGP (2011), DFSRH, DRCOG, LoC SDI-IR

Dr K Brinkhurst MBChB, MRCGP, DRCOG, DFFP, DCH

Dr L Gerza MBChB, BSc (Hons), MPHIL, MRCGP, DFSRH

Dr A Peake BMBCh, MA, DRCOG, MRCGP

Dr M Starr MBBS Bsc, MRCGP, DRCOG

Haddenham Surgery

Haddenham Surgery provides personal medical services under the NHS. We aim to provide high quality healthcare to patients in the area. Our doctors, nurses and all our other staff are dedicated to offering a patient focused and professional service.

The Practice Staff

Advanced Nurse Practitioner: The Advanced Nurse Practitioner has completed training to allow her to assist the Doctors and independently prescribe. She is very experienced in dealing with complex patients who are confined to their homes.

Practice Nurses: A team of Practice Nurses perform a wide variety of tasks. The Practice Nurses are able to offer care in diabetes, asthma and COPD, hypertension, coronary heart disease, cervical smears, sexual health and family planning, travel vaccinations and infant immunisations. They also deal with ear irrigation, anticoagulation, dressings and suture removal and various other nursing procedures.

Phlebotomist: The Phlebotomist take blood samples, perform ECG's and blood pressure readings and NHS health checks.

Clinical Pharmacists/Pharmacy Technicians: The Clinical Pharmacists and Pharmacy Technicians are involved in medication management including discussing medication issues and carrying out medication reviews with patients.

Management: The Practice Operations Manager, Miss Eloise Gracey, is responsible for the administration of the Practice. Any comments, suggestions and feedback, both negative and positive, are welcome, and should be directed to them.

Patient Service Advisors: The Patient Service Advisors are the vital co-ordinators of the Practice team. They have the responsible task of dealing with patient queries and with appointments.

Dispensers: The Dispensers oversee the dispensing of medicines in the Practice for dispensing patients. They also deal with any queries patients have in relation to their medication.

Secretarial and Admin: A group of Secretaries and Admin staff deal with hospital referrals, registrations and general administration duties.

Attached Staff

District Nurses: Community Nurses based at the Princess of Wales Hospital, Ely are attached to Haddenham Surgery. They provide nursing assistance to patients who are confined to their homes. They can be contacted directly or a message can be left on their answerphone (03307 260077).

Health Visitors: The Health Visitors attached to Haddenham Surgery are also based at the Princess of Wales Hospital, Ely. They can be contacted directly by telephoning 03000 295050. They work closely with the Doctors and other social and healthcare

professionals and are a great source of support, able to offer telephone advice, information (eg to new parents) and screening.

Opening Hours

Haddenham Surgery

Monday to Friday – 8.30am to 6.00pm

The Practice also provides extended hours with Doctors and Nurses, during these times the Patient Services and Dispensary are closed.

Wednesday 7.30am to 8.00am

Thursday 6.30pm to 7.00pm

Friday 7.30am to 8.00am

Contact via the telephone is available Monday to Friday 8.30am to 6.00pm.

Patients who need help or advice when the Surgery is closed should telephone the NHS '111' Service.

Stretham Surgery

Stretham Surgery is currently closed for face to face appointment. Stretham Surgery opens for medication collection only on Wednesday between 9:30am to 11:30am. For more information please speak with our Dispensary team.

Extended Access Service

Patients also have access to appointments out of surgery hours. Patients can book these appointment via our Patient Service Team.

Home Visits

Patients are requested to telephone for these before 9.00am, if possible. This enables staff to plan visits efficiently and give you a better service.

The Practice Area

Registrations will be accepted from the following villages – Haddenham, Stretham, Wilburton, Aldreth, Chittering, Little Thetford, Witchford, Witcham, Wentworth and Sutton.

Disabled Access

There is full access for wheelchairs at Haddenham and limited access at Stretham

How To Register

Patients wishing to register with a GP and living within the Practice area will be asked to complete a registration form and a new patient questionnaire for each family member with details of full name, date of birth, NHS number, new address, previous home address and previous GP details. We will require two forms of valid identification, one being photographic identification. If you have any problem in

providing photographic evidence please speak to one of the Patient Service Team who will be able to help you.

On registration you will be given a named accountable GP. However you are welcome to see any of the GP's at the Practice.

Patients can also register for online patient access to appointment booking, repeat prescriptions and access to view medical records.

Our Practice is dedicated to improving our patients' health and wellbeing, and therefore invites all new patients for a health check. The check includes some simple tests and questions about your medical history and lifestyle. You will also have the opportunity to discuss any concerns or issues you may have.

Appointments

All consultations with the Doctors, Nurses and Health Care Assistants are available both mornings and afternoons, Monday to Friday, by appointment only.

Appointments can be made for Nurses and Healthcare Assistant via the Patient Service Team or by telephone. We also offer a Text Messaging Service to patients' mobile phones (over 16's only), to remind them of their appointments (a consent form will need to be completed which is available from Patient Services) and online services to access appointment reminders, medication and requests and medical records.

Doctors' Appointments

All appointments and communications to doctors are made through the AskMyGP (<https://my.askmygp.uk/?c=D81062#/intro>). You can go online and log into the system; using a secure message, you can explain your symptoms or problem in your own words. A GP will review the message and will respond by email or telephone. If you need to see a GP, you will be offered an appointment, but in many cases the GP will be able to help you by phone, secure message or video consultation. The practice strives to deal with patients requests within an hour but this may take longer if patient request demand is high.

If you do not have access to a computer or a smartphone you can still telephone the practice and speak to one of the Patient Services Team.

The Patient Services Team have been asked by the doctors to take some brief details from you about the nature of your problem, in confidence, to help then direct the concern / query to the most appropriate person.

Appointments made with both Doctors and Nurses are for 10 minutes. If you require more than 10 minutes please advise the Patient Services Team when making your appointment.

Latecomers will be seen at the discretion of the Doctor or Nurse – you may be asked to wait or rebook.

Unfortunately many appointments are lost every week when patients fail to attend their appointments. It would considerably ease the difficulty if cancellations were telephoned in to the Patient Services Team at the earliest opportunity so that the

appointment can be used by another patient. Appointments can also be cancelled online (you will need to register with the Practice to use the on-line service) or by leaving a message on 01353 740205 option 1.

At times, individual consultations over-run the allocated time, causing delays in subsequent appointments; patients are requested to be understanding of this problem.

Results by Telephone

If you would like to discuss your recent results please telephone the Patient Services Team and they will take your details, these will be forwarded onto our nursing team who will call you back.

Haddenham Patient Participation Group (PPG)

The Haddenham PPG works alongside the Practice representing the patient's voice. All patients registered at the Practice are "members" of the Patient Group. If you are interested in joining the committee or would like more information please contact the Practice Manager and she will put you in contact with the Group. If you wish to join the "Virtual Patient Group" to receive regular news and updates please e-mail the Chairperson of the Group haddenhamppg@gmail.com with the subject "Haddenham PPG".

Out of Hours Emergency Service

When the Surgery is closed, and in a genuine medical emergency only, patients should telephone the NHS Service '111'. All calls will be assessed and either:

- Medical advice given.
- Referrals made to a healthcare professional for further advice.
- Arrangements made for you to be seen by a healthcare professional at a local centre (Princess of Wales Hospital, Ely, Doddington Hospital or North Cambridgeshire Hospital, Wisbech).
- Arrangements made for you to be visited at home if you are bedbound by your illness or genuinely housebound.
- A 999 ambulance dispatched if appropriate.

NHS England is responsible for commissioning these services.

The Dispensary at Haddenham

This service is available to patients who live more than **one mile** from Haddenham Surgery, excluding those living within one mile of the Sutton Pharmacy.

The Dispensary is open Monday to Friday 8.30am to 6.00pm.

If you have any queries regarding dispensing of your medication please contact the dispensary team on 01353 741575.

Repeat prescriptions

Please allow **5 working days** (excluding Saturday, Sunday and Bank Holidays) for the issue of repeat prescriptions.

Repeat requests can be handed in at the surgeries, posted or ordered online (you will need to register with the Practice to use the on-line service). We do not take repeat requests over the telephone because of the potential for error.

The Minor Injuries Treatment Centre – Princess of Wales Hospital

This is a service where Nurse Practitioners see patients. No appointment is necessary, examples of what can be treated are:

- Wounds – cuts and bruises (risk of tetanus)
- Insect bites
- Minor burns and scalds
- Muscle and joint injuries, strains, sprains and limb fractures
- Minor sport injuries
- Eye problems – removal of foreign bodies, conjunctivitis
- Earache (patients aged two years and over)
- Sore Throats (patients aged two years and over)
- Emergency contraception

The unit is open seven days a week 8.30am to 6.00pm (including Bank Holidays). There are no x-ray facilities on a Sunday. The telephone number is 01353 656675.

NHS 111

For information on any aspect of healthcare or advice from qualified nurses, this service may be used as an alternative to contacting the surgery. NHS 111 is manned 24 hours a day including Bank Holidays. The service can be accessed by telephoning 111.

Sick Certificates

The patient is responsible for self-certification for the first seven days of an illness, using form SC2 which can be downloaded from www.direct.gov.uk or obtained from your employer. Thereafter, if appropriate, NHS certificates will be issued by the doctor. A consultation may not always be necessary for a certificate to be issued – please ask a member of the Patient Services Team.

Hospital Transport

Patients who are unable to travel to hospital by private or public transport for medical reasons may be eligible for non-emergency patient transport. The East of England Ambulance Service NHS Trust (EEAST) provides non-emergency patient transport services for patients attending hospitals and treatment centres for NHS-funded care. Patients who think they may be eligible for transport should call the patient transport service on 03456038117.

Volunteer Car Service

For patients who do not qualify for hospital transport there is a social car service in Ely operated by Ely & District Volunteer Bureau. For information telephone 01353 666553. There is a fee for this service.

Change of Personal Details

We ask our patients to ensure that Patient Services Team are advised of any change of name, status, address or telephone number, in order for medical records to be accurately maintained.

Violence

We follow the NHS zero tolerance policy and as such reserve the right to remove any patient being verbally or physically abusive from the Practice list.

Access to Medical Records

We are registered and comply with the Data Protection Act (DPA) and General Data Protection Regulation (GDPR). Request for access to notes by a patient, patient's representative or outside body will be dealt with in accordance with the Acts.

Summary Care Record

There is a Central NHS Computer system called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

Only healthcare staff involved in your care can see your Summary Care Record, but having access to this information could make a difference to how a doctor decides to care for you, for example which medicines they choose to prescribe for you.

It is not compulsory to have an SCR, but if you choose to opt out of the Scheme, then you will need to complete the form which is available from the Patient Services Team. Once completed the surgery will record this in your notes.

Confidentiality

We have a legal responsibility to keep confidential all of the information held about you. The obligation that the NHS has, together with the rights that every individual enjoys, are set out in the Data Protection Act 1998. Information about you may, however, need to be shared with others involved in your care from time to time – for example, with a hospital consultant or a district nurse. The sharing of medical information is specifically covered by the Act. Further information regarding the Data Protection Act is available from the Patient Services Team.

Chaperones

Chaperones are available for both male and female patients in the event that you need to be examined. To request a chaperone, please either ask at the Patient Services desk, or mention this to the GP or Nurse at the time of your appointment.

Interpreters

We can arrange for an interpreter to speak by telephone to the doctor or nurse at your appointment. Please let the Patient Services Team know when booking your appointment so that appropriate action can be taken.

Complaints Policy

We take complaints very seriously. If you would like to make a complaint regarding the Surgery, please contact the Management Team or request a copy of our complaints procedure from Patient Services.

Freedom of Information – Publication Scheme

The Freedom of Information Act 2000 obliges the Practice to produce a Publication Scheme. A Publication Scheme is a guide to the “classes” of information the Practice intends to routinely make available. The Scheme is available from the Management Team.