

# BOTTISHAM MEDICAL PRACTICE

Tunbridge Lane, Bottisham,

Cambridge, CB25 9DU

[www.bottishammedicalpractice.nhs.uk](http://www.bottishammedicalpractice.nhs.uk)



**TELEPHONE 01223 810030**

## **Surgery Opening Hours**

Monday to Friday 8.30am – 6.00pm

## **Dispensary Opening Hours**

Monday to Friday 08:30-12:00 then 14:00-18:00

**For urgent advice and treatment when the Practice is closed  
please telephone the Practice on 01223 810030; you will automatically be  
diverted to the Out of Hours Service. Alternatively, please dial 111.**

## **Partners**

### **Dr Thomas Shackleton**

M.B, Ch.B, M.R.C.G.P, D.G.M, D.R.C.O.G

### **Dr Tamara Keith**

BSc M.B.B.S, M.R.C.G.P, M.R.C.P.C.H, D.R.C.O.G, D.F.S.R.H

### **Dr Emma McGrath**

M.B, B.Chir, D.R.C.O.G, M.R.C.G.P, D.C.H

### **Mrs Rowena Pilsworth**

Managing Partner

## **PATIENT PARTICIPATION GROUP (PPG)**

We have an active group of people voluntarily working together with doctors, nurses and other Practice staff, acting as your voice to represent your views to the Practice and to enhance its work. Membership of the Group is open to all patients registered at the Bottisham Medical Practice. Please see our website for further details.

## **PRACTICE WEBSITE**

Please visit our practice website where you will find a wealth of health and wellbeing information to support you and your loved ones.

[www.bottishammedicalpractice.nhs.uk](http://www.bottishammedicalpractice.nhs.uk)

## WELCOME TO BOTTISHAM MEDICAL PRACTICE

**Welcome to our Practice.** We hope that this leaflet will be helpful in our working together.

Bottisham Medical Practice is a non-limited partnership and is contracted to provide General Medical Services with NHS East of England. The Practice is a member of a Cambridge City Primary Care Network which falls under the umbrella of the Cambridgeshire and Peterborough Integrated Care System.

### THE PRACTICE TEAM

We are extremely fortunate to have such a dedicated team of managers, administrators, receptionists, dispensers and secretaries to support the doctors and nurses, who offer a friendly and efficient service to all our patients.

### PRACTICE MANAGEMENT

**Practice Managing Partner Mrs Rowena Pilsworth** has overall management responsibility for the Practice. This includes: strategic planning, finance, staff, IT, practice organisation & administration, premises and health & safety. If you have any concerns, suggestions or comments about the service provided, these can be directed to her either in writing or by telephone.

### CLINICAL TEAM

**Practice nurses - Kathryn Welch RGN, Carol Miles RGN, Michelle Turpie SRN DN cert Clarissa Fordham HCA**

We are pleased to offer a complete range of nursing services. This includes wound dressing and suture removal, smoking cessation advice, ear care, emergency contraception, cervical smear tests, contraceptive pill checks and childhood immunisations. Our nurses are also able to treat a range of common illnesses including, ear infections, eye problems, urinary tract infections, sore throats and diarrhoea & sickness.

### COMMUNITY NURSES

We work very closely with our community nursing colleagues; they can be contacted by telephoning (01223) 726469.

### BABIES, CHILDREN AND EXPECTANT MOTHERS

Useful Contact Numbers:

Health Visiting Hub (Age 0-5years) 0300 029 5050

Midwives: 01223 348981 or leave a message on their answer phone: 01223 348794

Child & Family Centers (Soham & Ely): 01353 727188 or 01353 611594

District Early Help Team: 01353 612800

## IMPROVEMENTS TO OUR SERVICES

The surgery welcomes feedback from our patients and visitors and seeks to use feedback to help improve the services we provide. A suggestion box is sited in reception for constructive comments; we would also welcome your comments via our website.

## HOW TO COMPLAIN

If you are unhappy about the service you have received from any member of our practice team and/or you wish to make a complaint, please request a Complaints Procedure Leaflet from a member of our team. This document contains information regarding our complaints procedure and how we respond to patients complaints. It also advises what a patient can do and further action to take if a patient feels their complaint has not been resolved by the practice. A complaints form template is also available to help you note down the details of your complaint or concern.

The surgery follows the NHS complaints procedure when dealing with complaints. Further information regarding this is available on our website.

### ZERO TOLERANCE

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list in order to safeguard practice staff, patients and other persons.

## **SAMPLES and TEST RESULTS**

For samples such as urine, stool/faeces and sputum tests, containers can be obtained from our reception team. Please hand laboratory specimens into reception before 2.00pm on weekdays, making sure you have clearly labelled the specimen with your name, date of birth and the day the sample was taken. The sample will then be sent to the laboratory for testing.

Please telephone after 2pm to enquire about your test results. Please note that **the surgery has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate, unless that person has given prior permission for the release of this information or they are not capable of understanding the results.**

When you take your test, you will be advised how long it will take before the results are returned to the surgery; this will usually be one week.

Please understand that our reception staff are not medically qualified and so cannot answer any questions about your results. Our receptionists can only pass on any message recorded in your notes by the doctor. If the doctor needs to speak to you urgently regarding any test results, you will be contacted by the surgery. In all other cases it is the patient's responsibility to contact the surgery to obtain test results. You may be advised to make an appointment with your GP to discuss the results.

## **ONLINE ACCESS**

If you wish, you can use the internet to book appointments, request prescriptions for any medications you take regularly and look at your detailed coded medical record online. Application forms are available on our website or at the reception desk

## **CONFIDENTIALITY OF PATIENT INFORMATION**

In order to provide the best possible standards of healthcare we need to keep information about you, which is held solely for the purposes of caring for your health. From time to time we may need to share this information with others involved in your care. Everyone working within the NHS has a legal duty to maintain the highest level of confidentiality about patient information and further details can be found in the leaflet "Medical information and the Data Protection Act 1998", available from reception.

For further information regarding Summary Care Records and Care.data, please visit the HSCIC website: [www.HSCIC.gov.uk](http://www.HSCIC.gov.uk)

In addition to providing general medical services, the practice also undertakes the teaching and training of Health Care Professionals.

## **GP REGISTRARS**

Bottisham Medical Practice is involved in the important work of training doctors to be future GP's. GP Registrars are fully qualified doctors with extensive hospital experience who normally join us for a period of one year to gain experience of General Practice.

## **MEDICAL STUDENTS**

From time to time medical students work with our doctors. You will be informed and asked if you mind the student being present at the time of the consultation. If you have any reservations please inform the receptionist.

## **REGISTRATION**

We currently have an open list and welcome requests for registration from patients who live in the villages of Bottisham, Reach, Swaffham Prior, Swaffham Bulbeck, Lode, Stow-cum-Quy, Little Wilbraham, Great Wilbraham & Six Mile Bottom.

You can register by completing a registration form GMS1 and patient questionnaire, available on our website or from our reception desk.

## **CARERS**

If you are or have a carer, you might find it difficult to access our services without extra support. Please ask our reception team for further information on how we can help you, or pick up a leaflet next to the Carer's Notice Board in the waiting room. Please make our reception team aware you are a carer when making an appointment.

## **CHANGE OF ADDRESS**

Please inform one of our reception team or use the 'Contact Us' link on our website if you have moved house or changed your telephone number so that your records can kept up to date.

## **DISABLED PATIENTS**

We have limited parking for disabled patients at the front of the surgery. Automatic doors at the front of the surgery make all areas on site accessible by wheelchair. There is a disabled toilet to the rear of the waiting room.

## **APPOINTMENTS**

We offer ten minute appointments, these can be face-to-face, via telephone or via video. Appointments can be made online or by telephone during our opening hours of 8.30am to 6.00pm.

When making your appointment online or whilst talking to our receptionist, it is helpful for a brief explanation of what it is you wish to discuss with the GP or nurse. With this information, we can make sure you're being seen by the appropriate person and on occasions it can be something that's resolved without an appointment.

## **DIAGNOSIS and TREATMENT**

Making the correct diagnosis and achieving the best results from treatment is only possible when the clinician and patient work together in partnership. The patient has to tell their story and allow themselves to be examined while the doctor has to interpret the evidence and share their understanding with the patient.

All our clinicians endeavor to keep up to date with latest developments in medicine through reading and attending courses.

## **APPOINTMENT TIME**

All GP appointments are ten minutes long. This represents a balance between allowing enough time for each patient and giving everyone a chance to be seen. We try and deal with any problems the patient brings, but it is not possible to deal with more than one significant new problem in the short time available. It is very helpful if the most important and serious problem is presented first so that more time can be devoted to it.

We make every effort to listen carefully to what the patient says, trying not to be hurried even when running late.

## **HOME VISITS**

If at all possible, we prefer to treat patients in the surgery but are happy to visit those who are too sick to attend the surgery. If you feel you need a doctor to visit, please try to telephone reception before 10.30 am with your request for a home visit, giving details of the urgency of the problem. A doctor or nurse may phone you back as it may be that problem can be dealt with by telephone advice or that it would be more appropriate to send a community nurse or indeed arrange a hospital attendance.

Home visits are only available for patients who are truly housebound because of illness, injury or disability. Home visits are more often required for the terminally ill, the truly bedbound (where travel by car would cause a deterioration in the patient's condition or result in unacceptable pain or discomfort) and anyone with severe breathlessness or pain.

## **LONG ACTING AND REVERSIBLE CONTRACEPTION**

We are able to offer Implanon and coil fitting. Arrangements are made following a consultation with any of the doctors.

## **SMOKING CESSATION**

Our nurses are able to offer advice and support to patients who wish to give up smoking.

### **SOCIAL PRESCRIBING**

Health and wellbeing starts by taking care of ourselves the best we can. But that's not always easy. You might ask yourself – where are the exercise classes or social groups you could join? Or, what can I do to improve my health and well-being?

#### **That's where Social Prescribing comes in!**

Our Social Prescriber Chloe can meet with you in the surgery to learn about your lifestyle and help you identify activities that will support you in reaching your health and wellbeing goals. If you feel you would benefit from this service, speak to your GP or telephone the practice.

## **NHS HEALTH CHECKS**

Registered patients aged 40 – 74 who have not been seen for 3 years may request a consultation for a general health check.

Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation for a general health check. If you are unable to attend the surgery for these checks because of your medical condition a home visit may be arranged.

## MEDICATION DELIVERY SERVICE

The practice Dispensary also has a delivery service to support our local community. **All patients qualify for this free service which is provided by our own staff and drivers.**

To take advantage of this service you will need to complete and sign an application form. You can get this from our reception team or download it from our website. If you are unable to come into the practice to do this, for example if you are housebound, we can arrange for our Social Prescriber Chloe to help you.

## SERVICES AND CLINICS

In addition to our usual comprehensive medical services we offer the following clinics:-

### CHILD HEALTH AND IMMUNISATION

All new babies are invited for a check-up from 6 weeks. First immunisations should be booked for approximately 8 weeks.

### DIABETIC CLINIC

This clinic is run our Diabetic Nurse and Health Care Assistant, offering advice and general health check-ups to patients diagnosed with Diabetes.

### ASTHMA & COPD CLINICS

Asthma and COPD sufferers are monitored by our practice nurse who specialises in respiratory care.

### MINOR SURGERY

We are able to offer minor surgery for a range of simple and common conditions. Arrangements are made following consultation with a doctor.

### CERVICAL SMEARS

All women for whom this is appropriate will be sent regular invitations from the Health Authority. Please tell the receptionist that the appointment is for a smear test at the time of booking with one of our Nurses who are experienced in taking cervical smears. You will normally be notified of the result by post, approximately 4-6 weeks later.

## OUT OF HOURS SERVICES

Overnight, at weekends and bank holidays, Cambridgeshire and Peterborough NHS is commissioned to provide out of hours services. Dial 111 and you will automatically be transferred to the Out of Hours service. You may be asked to attend the Emergency Centre and only if you are too unwell to travel will a doctor be able to visit you at home.

Other sources of medical help or advice can be obtained from the NHS Choices website at [www.nhs.uk/nhs-services/services-near-you](http://www.nhs.uk/nhs-services/services-near-you)

## DISPENSARY AND REPEAT PRESCRIPTIONS

We are contracted to dispense medication to our patients. The easiest way of requesting repeat medication is online. Please register for online access if you haven't done so already. Alternatively, please complete the re-order slip (the right hand side of the prescription form). Please ensure you tick or highlight the required items, then post it in the Dispensary post box outside the surgery building. If this piece of paper is mislaid, just note your name, address, date of birth and what it is you're requesting on a piece of paper. Forms that do not indicate the required items may be returned to you for clarification.

**We regret that, for reasons of accuracy and safety, we are unable to accept requests for repeat prescriptions by telephone.**

Your medication will normally be issued on a 28 day basis and we would request that all regular items are ordered at the same time, if at all possible. Patients on long term medication are usually reviewed every 6 to 12 months.

**Please allow a minimum of 5 clear working days for your prescription to be processed and made ready for collection.**

**Please note that any prescriptions posted in our post box on a Saturday or Sunday will not be available for collection until the following Friday.**