

**Bridge Street Medical Centre, 2 All Saints Passage (off Bridge Street), Cambridge, CB2 3LS**

## The Practice

### Welcome to Bridge Street Medical Centre

Bridge Street Medical Centre is a GP surgery in fully modernised premises in the heart of Cambridge City Centre within easy walking distance from the main shopping areas.

We can be found at: Bridge Street Medical Centre 2 All Saints Passage (off Bridge Street) Cambridge CB2 3LS.

### Why should you choose Bridge Street Medical Centre?

We offer a wide range of appointments to suit your needs:

Opening times – 08:30 to 18:00 Monday to Friday

Early Bird Surgery from 7.20am once weekly

Evening GP and Nurse appointments once weekly

Walk in nurse led clinic for young people at lunchtime in term time

Easy access to GP advice on telephone

Online booking & prescriptions

Variety of GP and Nurse led clinics

We are situated in the heart of Cambridge City centre within easy walking distance from the main shopping areas.

We moved to a refurbished building in 2007 with fully modernised medical facilities. Until 2007 the surgery was known as The Surgery, 67 Bridge Street, or Bridge Street Surgery and when we re-located to our newly refurbished, fully modernised medical centre in All Saints Passage the name was changed to Bridge Street Medical Centre.

Disabled / pram access with lift in building accessing all areas.

Bright large waiting room with children's play area.

Self check in available

A team of seven GPs (six partners & one salaried doctor), 2 Practice Nurses, a Healthcare Assistant and a Phlebotomist.

Our nurses have specialist skills

We are a teaching practice which means keeping up to date with all medical advances. All our GPs are involved in teaching medical students from their first to their sixth year. We do have medical students sitting in on surgeries regularly but you will always be asked for your permission.

We offer extended surgery hours on one morning and one evening per week

Open all day Monday to Friday including lunchtime 08.30-18.00

Additional languages spoken by GP - Urdu & Hindi - please ask at reception.

## Appointments

### How to make an appointment at Bridge Street Medical Centre:

If you are ill your GP surgery is often the first port of call although NHS direct can also be an excellent source of information <http://www.nhsdirect.nhs.uk/> or 08454647.

Not all medical problems may need to be dealt with by a GP directly and we at Bridge Street Medical Centre will advise you who the best suited health care professional will be to help you. If you are able to give our receptionist an idea of the problem they can often direct you to the best appointment for you but this is by no means obligatory. Please remember that all the Medical Centre team respect the confidentiality of all patients.

If in doubt please do ask as we are always happy to advise!

If you are not sure which appointment type you need please refer to the "Make the most of your appointment" section.

We understand that our telephones are very busy at 8:30 and ask that patients should only ring at this time if they need an appointment that day. If you wish to book an ap-

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pointment for another day, or have any other queries, it would be most helpful if you could telephone after 9:30.

### Types of appointments:

Advanced GP appointments up to 6 weeks ahead bookable online, at reception or contact us on 0844 477 3939

Same day or urgent GP appointments – see below for further information

Telephone GP appointments

Nurse appointments

Health Care Assistant

Phlebotomy

Walk in clinic for young people in term time

### Advanced appointments up to 6 weeks ahead:

Ideally we would like to offer appointments with the doctor or nurse of your choice on the day of your choice. This is generally only possible if you book well in advance. This also includes telephone appointments with the doctor of your choice.

Approximately seventy percent of our GP, nurse, health care assistant and phlebotomist appointments can be booked in advance; the remainder are booked on the day. You can now also book appointments online. Once you

have completed the registration process outlined in the Clinics & Services section you will be able to book routine, ten minute appointments with the doctor on-line. Please do not book on-line appointments with the doctor for nurse led issues. Please refer to the Clinics & Services section of the website for further clarification or speak to a receptionist. Please be aware that you may have to re-book an appointment if it is not appropriate for a routine, ten minute appointment.

GP preference: If your GP is currently treating you for a particular illness or it is a long standing problem you should seek a normal GP appointment with your usual GP. If you wish to see a particular GP please mention this to reception when you make an appointment. Every effort will be made to accommodate your wishes, although this is not always possible. As the majority of our GPs are part-time, it is advisable to become familiar with at least two GPs, if the need arises to regularly see the same GP as we think it is best for both patient and doctor and provides a continuity of care.

If your own doctor is not available then we will offer you an appointment with another doctor. If the doctor is on holiday or having time out for any other reason this will affect the appointments we are able to offer. Unfortunately we can only inform you of this when you contact us for an appointment. Please be aware that most of the doctors work part-time and may not be running a clinic on the day you request. To help with this please see the chart below to see the days the doctors are currently working.

	Mon am	Mon pm	Tues am	Tues pm	Wed am	Wed pm	Thurs am	Thurs pm	Fri am	Fri pm
Dr Bakker	x		x			x			x	x
Dr Holmes	x	x	x	x	x	x	x	x		
Dr Devine	x	x	x	x	x		x			
Dr O'Sullivan	x	x			x	x			x	x
Dr Taylor	x	x	x	x			x	x	x	x
Dr Morris					x				x	

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### **Same day or urgent appointments:**

To enhance responsiveness to your needs we have introduced a telephone triage service for patients calling with new, acute illnesses which require on the day treatment. This system has proved to be popular as it enables you to speak directly to a doctor with minimal delay and, in the majority of cases, have your questions or concerns addressed. The triage system may also save you from the inconvenience of having to travel to the surgery for an appointment when this may not be necessary. For those who do need to come in to the surgery following telephone triaging, the practice has daily, urgent clinics run by both doctors and nurses into which the doctor can book you. We also have a number of morning "Same Day" appointments that can be booked directly but please note that it is not possible to give you a same day appointment with the doctor or nurse of your choice.

### **Test Results**

If you have attended the surgery for a blood test, your GP will contact you by letter, if they wish to speak to you about the result. You will not be contacted if the GP requires no further action to be taken. We regret that Receptionists are unable to give out results.

### **How you can help:**

When booking appointments, it is helpful to let the receptionist know the reason for your visit, but this is by no means obligatory.

Appointments are usually 10 minutes long, unless otherwise requested, and are meant for one person and one item only.

If you are unable to attend an appointment, please let us know in good time, so the appointment may be used by someone else.

Please be aware that if you arrive late for your appointment, it may not be possible for you to be seen.

### **How to make the most of your appointment**

We offer 10 minute appointments with our GPs and 10 minute appointments with our nurses that are meant for one person only. We would like to offer longer appointments but demand means that this is not practical. Therefore we would request that at each appointment you just

deal with one item. If you do have a list of problems to discuss please make sure you mention the most important one first and then you and your health care professional can decide if there will be time for any other items. We know that it can be frustrating being asked to return for a further appointment to deal with other items but it is important to ensure we have given each item enough time and consideration.

**Time keeping:** We always try to run on time in the surgeries but please help us by being on time for your appointment. We do apologise that there will be times that you may be kept waiting for your appointment. However if you are late you will be asked to re-book to ensure that the surgeries run to time wherever possible.

**Telephone appointments:** Not all problems need a face to face GP or nurse appointment and often minor problems or queries can be dealt with satisfactorily on the telephone. Therefore if you would like to speak to your doctor and feel that an examination will not be necessary do consider asking for a telephone appointment.

Patients under the age of 16 are expected to attend with either a parent or responsible adult. Our policy is to encourage children to discuss their problem with a parent or guardian but we appreciate this might not always be possible, for example in sensitive areas such as contraception. We respect the confidentiality of minors in the same way as adults.

## **Emergencies & Home Visits**

### **Emergency Care**

In an extreme emergency please phone 999 for an ambulance.

If you need a doctor urgently when the surgery is closed please dial the surgery number 0844 477 3939. You will be put straight through to Urgent Care Cambridgeshire (UCC), which is the local out of hours emergency care service. It is manned by local GPs and practice nurses and you will receive advice/treatment on the telephone or at Chesterton Medical Centre. If necessary you will receive a home visit.

### **Home Visits**

Home visits are reserved for those who are too frail or unwell to come into the surgery. If you feel a visit is necessary, please telephone as early in the day as possible, preferably by 10:30am. All visit requests will be directed

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to the duty GP. If at all possible we ask that you attend the surgery and any request for a home visit will be assessed by the duty doctor.

## Prescriptions

PLEASE NOTE - The practice does not hold or dispose of controlled drugs. Patients are asked to return unwanted medication to their local pharmacy.

## Repeat Prescriptions

Please note: 'Repeat Prescriptions' refers to medication which your Dr has agreed can be requested on a repeat basis without a need to see or speak to a Dr each time.

Your prescription will be reviewed on a regular basis – the medication review date will appear on your re-order form.

You may re-order your repeat prescription in the following ways:

On-line

In person by completing a written request at reception

By post

Remember, we need 48 working hours to process your request.

Please note if your medication review date is not up to date – you will be asked to attend for a review.

Please provide full and complete details on your request to help us identify the drugs you are requesting accurately. Please use the re-order form on the right hand side of your prescription where possible.

Please remember during public holidays to order well in advance.

## Collecting your prescriptions

We can send your prescriptions to a pharmacy of your choice for you to collect directly. Superdrug Sidney Street and Boots Petty Cury will collect the prescription from the surgery but if you have an alternative pharmacy you wish to collect from then please discuss your needs with reception.

Collecting prescriptions from reception -please avoid busy times of the day especially between 08.30 and 10.00

Please note that we cannot post your prescription unless you supply us with a stamped addressed envelope.

## Repeat Prescription requests (Online)

This facility allows you to order routine repeat prescriptions. Messages should not be left when ordering. If you want to alter your medication, or ask for different doses or quantity, you must contact the surgery in the usual way.

## Students

**We welcome all students studying at all Universities, Sixth Form Colleges and Colleges of Higher Education within the practice area.**

Please see Appointments page for making an appointment at the surgery. Not all medical problems may need to be dealt with by a GP directly and we at Bridge Street Medical Centre will advise you who the best suited health care professional will be to help you.

We also offer a diverse range of clinics as well as online appointment booking and repeat prescription requests.

We offer early morning and late evening routine GP and nurse appointments and are open all day including lunchtime so you can avoid missing lectures for routine appointments.

## Young Persons Walk In Clinic during University term time:

If you are aged 17-25 years and registered with us, simply arrive between 12:00 and 12:30, Monday, Wednesday or Friday during term time, give your name at reception and you will be seen in turn.

Conditions covered by the clinic

## FOR FURTHER INFORMATION ABOUT LOCAL SERVICES AND SELF HELP PLEASE CONTINUE TO END OF THIS SECTION

University of Cambridge students can contact their college nurse for medical advice please see below:

College Name	Nurses's name	Contact Number	Comment
Christ's		334900 - 34988 (ext)	
Churchill		336000 - 36133 (ext)	
Clare	Helen James	766254	
Corpus Christi			No nurse
Darwin			No nurse
Downing	Sally McCallum	334817	
Emmanuel	Diane Lloyd Mary Cavander-Attwood	334296	
Fitzwilliam		762239	
Girton		338937	
Gonville & Caius	Natasha Kear	332421	
Homerton	Sandy Chambers	747248	
Hughes Hall			No nurse
Jesus	Jackie Poskitt	339450	
Kings	Vicky Few	331650	
Lucy Cavendish	Diane Lloyd	332177	
Magdalene	Lesley Crisp Mary Cavander-Attwood	330205	
New Hall		762239	
Newnham	Patsy Glazebrook	335705	
Pembroke	Glynis Perry	01865 276419	
Peterhouse	Dee Williams	338248	

Queens	Mairi Hurrel	335578	
Ridley Hall			No nurse
Robinson	Patsy Glazebrook	339136	
St Catherine's	Sister Williams	338300	Porter will connect you
St Edmunds	Lesley Crisp	336250	Porter will connect you
St Johns	<b>Maggie Hartley</b>	<b>338664</b>	
Selwyn	Diane Lloyd	335898	
Sidney Sussex	Jenny Taylor	338826	
Trinity	Teresa Crouchman	338471	
Trinity Hall	Teresa Crouchman	338471	Same as Trinity
Westcott House			No nurse
Westminster			No nurse
Wolfson	Sally McCallum	335901	

We offer early morning and late evening routine Dr appointments and are open all day including lunchtime so you can avoid missing lectures for routine appointments.

### Contraceptive Services

All the practice nurses and GPs can discuss all aspects of women's health including your contraceptive choices and see you for contraceptive reviews and emergency contraception. Dr Holmes and Dr O'Sullivan both fit intrauterine contraceptive devices here in the surgery and Dr Holmes and Dr Khan both fit contraceptive implants. We will need to see you in advance in a routine GP appointment to discuss this first.

Family Planning Association leaflets can be found at [www.fpa.org.uk/helpandadvice/contraception](http://www.fpa.org.uk/helpandadvice/contraception)

The practice nurses have appointments for Cervical Smear Screening. These are offered every 3 years to all women between the ages of 25 to 64.

All the practice nurses and GPs can discuss all aspects of women's health.

### Unplanned pregnancy

Your GP is able to offer advice about your options, pregnancy testing and refer for a NHS termination if required.

Other weblinks

[www.bpas.org](http://www.bpas.org)  
[www.fpa.org.uk](http://www.fpa.org.uk)  
[www.brook.org.uk](http://www.brook.org.uk)  
[www.mariestopes.org.uk](http://www.mariestopes.org.uk)

### Sexual Health

The practice can offer sexual health advice & checks to both women and men. Please make an appointment with the practice nurse.

### Chlamydia screening

We encourage all patients aged 16 to 24 to have this test. It is freely available at the surgery and most college nurses also have supplies. Please see the website [Cambs Take a Test](http://www.cambstakeatest.com) for more information: [www.cambstakeatest.com](http://www.cambstakeatest.com) or the national website at: [www.chlamydia-screening.nhs.uk](http://www.chlamydia-screening.nhs.uk)

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Other useful contacts:

The Laurels Family Planning and Sexual Health Clinic -  
08456 505152  
[www.sexualhealthcambs.nhs.uk/info\\_laurels.php](http://www.sexualhealthcambs.nhs.uk/info_laurels.php)

Clinic 1a/Sexual Health Clinic, Addenbrookes - 01223  
217774 or 01223 217239  
[www.addenbrookes.org.uk/shac](http://www.addenbrookes.org.uk/shac)

Centre 33  
Counselling and pregnancy tests available for young people  
01223 316488  
[www.centre33.org.uk](http://www.centre33.org.uk)

## STUDENT MENTAL HEALTH

### ARE YOU DESPERATE RIGHT NOW? PLEASE CONTACT SOMEONE FOR HELP

If you are feeling low or if you are feeling suicidal, you should contact someone for help NOW.

CONTACT YOUR GP on 0844 477 3939

URGENT CARE CAMBRIDGESHIRE – 0330 123 9131  
out of hours from 6pm to 8.30am

NHS Direct - 0845 46 47 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

SAMARITANS - 08457 90 90 90 [www.samaritans.org](http://www.samaritans.org)  
Samaritans operate a service that is open 24 hours a day, 365 days a year. Call 08457 90 90 90 or email [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)

Think about telling a friend, a member of your family, someone you trust like a tutor or the college nurse who could help to support you to make contact with a health professional.

Whoever you talk to, you should also contact your GP here on 0844 477 3939. They will be able to advise you on treatment options if they think you are suffering from depression.

Other useful contacts:

### Counselling:

Cambridge University Counselling Service (Cambridge University Students only)  
[www.counselling.cam.ac.uk](http://www.counselling.cam.ac.uk)

Cam Student Health – a website designed by local GPs for all students in Cambridge <http://www.camstudenthealth.co.uk/>

Linkline is a listening support and information service, run by students for students at Cambridge University and Anglia Ruskin University Based in Cambridge  
01223 367575 (BT)  
01223 744444 (NTL)  
They hold a stock of pregnancy tests and condoms.  
<http://www.linkline.org.uk/>

Centre 33 (for young people) [www.centre33.org.uk](http://www.centre33.org.uk)

Group Therapy Centre  
[www.grouptherapycambridge.org.uk](http://www.grouptherapycambridge.org.uk)

British Association for Behavioural & Cognitive Psychotherapies [www.babcp.com](http://www.babcp.com)

NHS Direct - 0845 46 47 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

SAMARITANS - 08457 90 90 90 [www.samaritans.org](http://www.samaritans.org)  
Samaritans operate a service that is open 24 hours a day, 365 days a year. Call 08457 90 90 90 or email [jo@samaritans.org.uk](mailto:jo@samaritans.org.uk)

## ALCOHOL & DRUGS ADDICTION

Addaction Cambridge  
<http://www.addaction.org.uk>

<http://www.cambsdaat.org/?q=content/cambridge>  
A confidential, non-prescribing, drug and alcohol treatment and information service. Open-referral system operated

Mill House  
Brookfields Hospital  
351 Mill Rd  
Cambridge  
CB21 3DF  
Tel: 01223 72 30 20 (drug service)  
01223 723069 (alcohol service)

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## Drinksense

[www.drinksense.org](http://www.drinksense.org)

This website offers information about alcohol, but also Drinksense offers free and confidential advice on a one to one basis, or in groups for young people living in Cambridge

## Dashwood House

185 East Road

Cambridge

CBI 1BG

Tel: 01733 555532

Fax: 01733 555531

Information about how to stay safe with alcohol

[www.knowyourlimits.info/AboutAlcohol.aspx](http://www.knowyourlimits.info/AboutAlcohol.aspx)

[www.alcoholconcern.org.uk](http://www.alcoholconcern.org.uk)

[www.alcoholics-anonymous.org](http://www.alcoholics-anonymous.org)

Young Users (YOUS) provide a service for young people under the age of 19 requiring treatment for drug and /or alcohol misuse

01733 874504

[YOUS@cambsmh.nhs.uk](mailto:YOUS@cambsmh.nhs.uk)

[www.talktofrank.com](http://www.talktofrank.com) An excellent website with information about drugs.

## How to Register

### How to register at Bridge Street Medical Centre:

We accept all Cambridge residents including students into the practice. If you are eligible for NHS care this is free at the point of access. If you are not eligible for NHS care or if you require a service that is not funded by the NHS, there will be a fee. Please see the non-NHS fees section.

If you are ordinarily resident in the UK and are already registered with the NHS:

If you live within the practice area we would be happy to accept you as a patient in our surgery.

### What you need:

bring in your NHS card or, if you do not have this, fill in a NHS registration form.

complete a practice registration form.

Once this is done, you will be registered with the practice, rather than with a particular GP. You do, however, have complete choice regarding which GP you see, when visiting the surgery. You need to be registered before you can see a GP and this can take up to 24hrs once the forms are completed.

If you are registering a child we ask that the mother of the child is a current patient or is registering at the same time. Please bring in the relevant documentation for a new born baby.

Temporary patients: If you are a visitor to the area, already registered as an NHS patient and staying within our practice area, we can see you as a temporary patient.

### If you are a visitor from Overseas or have never been registered with the NHS:

Please refer to our Overseas section on the non-NHS fees page to find out if you are eligible for NHS care. Our reception team will also be happy to advise you.

If you are not eligible for NHS care or if you require a service that is not funded by the NHS, there will be a fee. Please see the non-NHS fees page. Our reception team will also be happy to advise you.

### Practice Area

The practice lies within the boundary of the NHS Cambridgeshire Primary Care Trust, and is able to accept patients from the area below. If you are unsure if this includes your address please do not hesitate to contact reception.



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## NHS and Non NHS Fees

### Accessing Health Care in the NHS

The National Health Service or NHS is the name of the healthcare system in England which is funded by a general taxation system. Almost all services are free at the point of access for those eligible to be registered with the service. The NHS provides healthcare to anyone ordinarily resident in the UK (this means you intend to live in the UK for a minimum of 6 months). If you are unsure of your status please ask a member of our team at Reception. Even if you are eligible to be registered with the NHS for primary care services this may not cover secondary care at hospitals if you have not been living in the UK for more than 12 months so please check directly with the hospital concerned.

Further information for international students can be found at <http://www.camstudenthealth.co.uk/pages/category/international-students//eligibility-for-healthcare>.

The NHS is based on a primary and secondary care structure. Your GP is part of the primary care team which also includes practice nurses, health care assistants, district nurses, midwives and health visitors for children. If you are ill or believe yourself to be ill your GP surgery is often the first port of call although NHS direct can also be an excellent source of information [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) or 08 45 46 47 .

Not all medical problems may need to be dealt with by a GP directly and we at Bridge Street Medical Centre will advise you who the best suited health care professional will be to help you. If you are able to give our receptionist an idea of the problem they can often direct you to the best appointment. Please remember that all the Medical Centre team respect the confidentiality of all patients. If in doubt please do ask as we are always happy to advise!

Secondary (or specialist) care in hospitals is available for all medical problems that cannot be dealt with directly by your GP. This is accessed via your GP although you will be able to directly self refer to some departments such as the Emergency Department (also known as A&E or Accident & Emergency) and the Genito-Urinary Clinic. Please remember that referrals onto Secondary care by your GP are based on clinical need and not just on request. There are often alternatives to referral to specialists and if this is the case your GP will explain this to you.

There are certain services that are not free such as some dental and optician care. There are also services within the practice that are not free – please see the link on non NHS fees or ask at Reception.

Whilst seeing your primary care team is free in all countries of the United Kingdom for anyone eligible to use the NHS, charges for prescription-only medicines vary. Wales, Scotland and Northern Ireland have abolished all charges. In England, however, adults over 16 (or 18 in full time education) and under 60 who are not receiving benefits have to pay a standard charge for prescription-only medicines. This is £7.40 per item from April 2011 payable directly to the pharmacy. For further information please see:

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx>

### Overseas patients

If you are from overseas and are not eligible for NHS care we are still happy to see you for medical care but there will be a standard charge. Please ask at Reception for a list of our charges.

### Zero tolerance

Along with NHS policy, the medical centre is unable to tolerate members of the public being verbally or physically threatening towards practice staff. It may be appropriate, after discussion, to ask a patient to register with an alternative practice

## The Practice Team

### The Doctors

#### **Dr Corinne Bakker MD MRCGP Amsterdam 1995**

Dr Bakker qualified as a doctor in The Netherlands and did her GP training in the Cambridge and Huntingdon area. She has been a partner at Bridge Street Medical Centre since 2000. Dr Bakker has a special interest in minor surgery and teaching.

#### **Dr Sue Holmes MB ChB MCRGP DFFP DRCOG Birmingham 1981**

Dr Holmes did her GP training in Cambridge and has worked in Cambridge City as a principal in General Practice since 1988. She joined Bridge Street Medical Centre as a partner in 2003. Dr Holmes has a special interest in

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diabetes, women's health, minor surgery and fits contraceptive implants and IUDs/IUS contraceptive devices ('coils').

**Dr Anna Devine BSc MA MB BChir DRCOG  
Cambridge 1993**

Dr Devine studied medicine at Cambridge University and Addenbrooke's Hospital. After GP training in Bury St Edmunds, she was a partner on the south coast for several years before joining Bridge Street Medical Centre as a partner in 2003. Dr Devine is interested in all aspects of general practice.

**Dr Helen O'Sullivan Bsc BM DCH DFFP MRCGP  
Southampton 2001**

Dr O'Sullivan joined the Bridge Street Medical Centre as a partner in May 2008. She completed her GP training in Cambridge and has worked in both city and rural practices. Dr O'Sullivan has a special interest in women's health and fits IUDs/IUS contraceptive devices ('coils').

**Dr Justin Taylor MBBS DCH DRCOG MRCGP  
London 1995**

Dr Taylor undertook his GP training as a medical officer in the Royal Army Medical Corps. Having served for 16 years, he joined Bridge Street Medical Centre as a partner in April 2011. He has a particular interest in occupational and travel health and sports injuries.

**Dr Rachel Morris BMedSci BM BS DRCOG DFFP  
MRCGP**

Dr Morris completed her GP training in Huntingdon and has worked as a GP in Cambridge since 2002. She joined Bridge Street Medical Centre as an assistant in 2009 and has a special interest in women's health and education. She also works at the University of Cambridge, teaching General Practice.

### **Nursing Team**

We have two practice nurses and two nursing assistants. Please see Clinics & Services for further information about the services our nursing team can provide.

### **Mrs Jackie Reynolds RGN**

Mrs Reynolds qualified as a state registered nurse in London. She is a generalist in all areas of health, but her special interest is diabetes. She is our diabetes lead and Senior Practice Nurse to the team. She loves teaching and is an accredited trainer on DAFNE and BERTIE courses for patients with Type 1 diabetes and DEP and

Diabetes Conversation Maps for patients with Type 2 diabetes.

### **Ms Josie Johnson-RGN**

Ms Johnson is an experienced practice nurse and has had 20 yrs experience in general nursing including working abroad in Paris. Her special interests are triaging, minor illness and travel. She has the Diploma in Tropical Nursing (Dip Trop) 2006.

### **Healthcare Assistants & Phlebotomy (taking blood): Mrs Dawn Ahi and Mrs Louise Daniel**

Our HCAs perform all the blood tests and numerous checks such as NHS Health Checks, pill checks and blood pressure checks as well as spirometry, electrocardiograms and assisting in some minor surgical procedures. Mrs Dawn Ahi also administers some injections, removes sutures and dresses wounds as well as running the Smoking Cessation clinics.

### **Administration Team**

#### **Acting Practice Manager: Debbie Parsons**

Receptionist & Admin Team: Angela, Geraldine, Louise, Yvonne, Lindsey and Miranda

### **Associated Staff**

#### **North City District Nursing Team**

The District Nursing Team who are based at Newnham Walk Surgery serve our practice. They come to the surgery on a regular basis and meet with the whole team. A messaging service is available via reception.

#### **Physiotherapist: Sarah Wylson**

**Community Midwife: Ruth Todd** – please see midwife section in clinics & services

**Child & Family/ Health Visiting Team:** Based at York Street Medical Centre: 01223 222020/222021

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## Clinics & Services

### Practice Based Clinics

#### Nurse and HCA appointments are available for:

Chronic disease monitoring

Specialist diabetes clinic

Women's health including cervical smears, pill checks and emergency contraception

Sexual Health advice and screening for women and men

Child health and Immunisations

Foreign travel advice and vaccinations including Yellow Fever

Minor injuries

Dressings

Ear syringing

General information regarding diet and weight control

Smoking cessation clinic (HCA)

Young person walk in clinic

NHS Health checks (HCA)

Midwife and physiotherapy clinics are also available – see below for further information

### Test Results

If you have attended the surgery for a blood test, your GP will contact you by letter, if they wish to speak to you about the result. You will not be contacted if the GP requires no further action to be taken. We regret that Receptionists are unable to give out results.

### Online Services

Online Doctors' Appointments and Repeat Prescription Requests

You are now able to book and cancel your routine appointment with the doctor and order a repeat prescription over the internet.

### Obtaining Your Registration Information

Please come to the practice in person and ask for details of how to register for Emis Access. You will then be provided with your own unique registration details. All you need to do then is click on <https://access.e-mis.co.uk>, and follow the simple instructions. You will be asked to create an account. You will be prompted for your personal login details, which will be on your on-line registration letter provided by the surgery. You can then register for and use our on-line services.

### Repeat Prescription requests (Online)

This facility allows you to order routine repeat prescriptions. Messages should not be left when ordering. If you want to alter your medication, or ask for different doses or quantity, you must contact the surgery in the usual way.

Please note: 'Repeat Prescriptions' refers to medication which your Dr has agreed can be requested on a repeat basis without a need to see or speak to a Dr each time.

### Collecting your prescriptions

We can send your prescriptions to a pharmacy of your choice for you to collect directly. Superdrug Sidney Street and Boots Petty Cury will collect the prescription from the surgery but if you have an alternate pharmacy you wish to collect from then please discuss your needs with reception. Please note this when making your online request.

Collecting prescriptions from reception -please avoid busy times of the day especially between 08.30 and 10.00.

Please note that unfortunately we are unable to post your prescription unless you supply us with a stamped addressed envelope.

### Booking Online Appointments

Once you have completed the registration process outlined above you will be able to book routine, ten minute appointments with the doctor on-line.

Please do not book on-line appointments with the doctor for nurse led issues. Please refer to the Clinics & Services section of the website for further clarification or speak to a receptionist. Please be aware that you may have to re-book an appointment if it is not appropriate for a routine, ten minute appointment. Click here to book or cancel an appointment online.

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### **Chronic Disease Clinics:**

We offer the following chronic disease clinics with our practice nurses for patients with the following conditions:

Asthma and COPD

Cardiovascular disease such as heart disease, stroke and heart failure

Hypertension

Diabetes

Mental health conditions

You will be contacted by the surgery with an offer of an appointment when your review is due. If you are at all worried about your existing condition before your review is due, or think you have one of these conditions that is undiagnosed, please do not hesitate to contact the surgery. Our Lead Practice Nurse Mrs Jackie Reynolds was a Diabetic Specialist Nurse at Addenbrookes for many years and runs our Diabetic clinics.

### **Women's Health & Contraceptive Services**

All the practice nurses and GPs can discuss all aspects of women's health including your contraceptive choices and see you for contraceptive reviews and emergency contraception. Dr Holmes and Dr O'Sullivan both fit intrauterine contraceptive devices here in the surgery and Dr Holmes and Dr Khan both fit contraceptive implants. We will need to see you in advance in a routine GP appointment to discuss this first.

Family Planning Association leaflets can be found at [www.fpa.org.uk/helpandadvice/contraception](http://www.fpa.org.uk/helpandadvice/contraception)

The practice nurses have appointments for Cervical Smear Screening. These are offered every 3 years to all women between the ages of 25 to 64 as part of the NHS National Cervical Screening Programme. [www.cancer-screening.nhs.uk/cervical/index.html](http://www.cancer-screening.nhs.uk/cervical/index.html)

Breast screening (mammography) is undertaken as part of the national screening programme. Currently all women aged 50 -70 are sent a written invitation every 3 years. This takes place in a local centre (not at the practice). There are plans to increase this age range to 47-73 by 2016.

[www.cancerscreening.nhs.uk/breastscreen/index.html](http://www.cancerscreening.nhs.uk/breastscreen/index.html)

We would also encourage everyone over 60 to take part in the NHS National Bowel Cancer Screening Programme [www.cancerscreening.nhs.uk/bowel/index.html](http://www.cancerscreening.nhs.uk/bowel/index.html)

We encourage all women between 40 and 74 years old to come for the NHS Health Check here in the surgery

Are you planning a pregnancy? We are happy to see and advise all women planning a pregnancy.

### **Men's Health**

Of course we also discuss all aspects of men's health and we encourage all men between 40 and 74 years old to come for the NHS Health Check here in the surgery.

We are happy to discuss the NHS Prostate Cancer Risk Management Programme [www.cancerscreening.nhs.uk/prostate/index.html](http://www.cancerscreening.nhs.uk/prostate/index.html)

We would also encourage everyone over 60 to take part in the NHS National Bowel Cancer Screening Programme [www.cancerscreening.nhs.uk/bowel/index.html](http://www.cancerscreening.nhs.uk/bowel/index.html)

### **Sexual Health**

The practice can offer sexual health advice & checks to both women and men. Please make an appointment with the practice nurse.

### **Chlamydia screening**

We encourage all patients aged 16 to 24 to have this test. It is freely available at the surgery and most college nurses also have supplies. Please see the website **Camb's Take a Test** for more information:

[www.cambstakeatest.com](http://www.cambstakeatest.com) or the national website at: [www.chlamydia-screening.nhs.uk](http://www.chlamydia-screening.nhs.uk)

Other useful contacts:

The Laurels Family Planning and Sexual Health Clinic - 08456 505152 [www.sexualhealthcambs.nhs.uk/info\\_laurels.php](http://www.sexualhealthcambs.nhs.uk/info_laurels.php)

Clinic 1a/Sexual Health Clinic, Addenbrooke's Hospital - 01223 217774 or 01223 217239 [www.addenbrookes.org.uk/shac](http://www.addenbrookes.org.uk/shac)

### **Child Health and Immunisations**

All babies are routinely fully examined at around 8 weeks old by a GP and all routine childhood immunisations are carried out by our practice nurses. Please book an appointment with one of the practice nurses in the usual

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way. Please see NHS Choices for up to date information about the latest schedule: [www.nhs.uk/Planners/vaccinations/Pages/aboutvaccinationhub.aspx](http://www.nhs.uk/Planners/vaccinations/Pages/aboutvaccinationhub.aspx)

For general advice about caring for pre-school children please contact your Child & Family Health Visiting Team: Based at York Street Medical Centre: 01223 222020/222021

### **Travel Clinic and Vaccinations**

The practice offers travel advice and vaccinations including Yellow Fever vaccination with our practice nurses both in daytime opening hours and as part of an evening extended access clinic which means patients can avoid taking time off work. Please ask at Reception for more details.

It is important to have all the recommended travel vaccinations before travelling abroad. Before making an appointment to see the practice nurse for travel vaccinations, patients are requested to get up-to-date information on the current vaccination requirements for their holiday destination. This information can be requested online. Please follow this link. Full information on travel vaccinations is available on the NHS Choices website: [www.nhs.uk/conditions/Travel-immunisation/Pages/Introduction.aspx?url=Pages/what-is-it.aspx](http://www.nhs.uk/conditions/Travel-immunisation/Pages/Introduction.aspx?url=Pages/what-is-it.aspx).

Once you have downloaded the information, book your appointment with the practice nurse. Please remember to complete the Travel Information Form and bring the information with you to your appointment.

Please note that some vaccinations are not available from the NHS and a fee will need to be paid (Bridge Street Medical Centre Travel Vaccine Price List). Please note that the practice cannot accept payment by credit or debit card.

Please make all cheques payable to: Dr Bakker and Partners. Please make an appointment with the practice nurse at least 6 weeks before you travel or several months if you are going trekking/backpacking or planning a long stay holiday.

Please see our General Travel Advice Leaflet and Fit for Travel Information.

### **NHS Health Checks**

The surgery is pleased to offer NHS Health Checks to

patients aged 40-74 who may be at risk of developing vascular disease. You can be screened for raised cholesterol, diabetes, high blood pressure and kidney problems. If you currently already have of these conditions you will not be eligible for the check. Please contact Reception for more information.

### **Young Persons Walk In Clinic during University term time**

If you are aged 17-25 years and registered with us, simply arrive between 12:00 and 12:30, Monday, Wednesday or Friday during term time, give your name at reception and you will be seen in turn.

### **Health Care Assistant Appointments:**

Our HCA's perform all the blood tests and numerous checks such as NHS Health Checks, pill checks and blood pressure checks as well as spirometry, electrocardiograms and assisting in some minor surgical procedures. Dawn also administers some injections, removes sutures and dresses wounds as well as running the Smoking Cessation clinics.

We would ask patients to see the HCA wherever possible. This allows the majority of nursing appointments to be used for procedures, which the healthcare assistant is unable to carry out.

### **Minor Surgery**

Several GPs in the practice are able to perform a wide range of minor surgical procedures based on clinical criteria. Please see a GP to discuss in more detail.

### **Physiotherapy**

A physiotherapist visits the surgery on a Thursday. Once your GP has made a referral, the clinic administrator will contact you with an offer of an appointment.

### **Antenatal (Maternity) Care**

Usually care is jointly provided by your GP, community midwife and the Rosie Maternity Hospital

### **Midwife**

Your Community Midwife is Ruth Todd and she is in the surgery for antenatal clinics on Wednesday afternoons but also works in the community doing home visits

Ruth Todd is part of Scarlett Team which is based at the Fawcett Children's Centre. The contact telephone number is: 01223 349376 this is an answer phone message service and calls will be responded to every 24 hours so

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please leave a short message and suitable contact numbers. Please note THIS TELEPHONE NUMBER IS NOT FOR EMERGENCIES

The Rosie Maternity Hospital  
[www.cuh.org.uk/rosie/rosie\\_index.html](http://www.cuh.org.uk/rosie/rosie_index.html)

### EMERGENCY ANTENATAL CONTACT NUMBERS:

For expectant mothers – an information sheet is given to all women directing them to an appropriate number as their condition dictates (see table below):

Doctors' Surgery	Early Pregnancy Unit 8am–8pm (Mon-Fri) 8.30am–2pm (Sat/Sun)	MFAU Maternal Fetal Assessment Unit	Delivery Unit	MLBU Midwife Led Birthing Unit
0844 477 3939	01223 217636	01223 217626	01223 217217	01223 217003
Feeling unwell Fever Rash	Bleeding before 13 weeks	Reduced movements	Planned place of birth. Ring for waters breaking, contracting or labour advice	Planned place of birth. Ring if waters have broken after 37 weeks, contracting and for labour advice
Discomfort when passing urine		Waters breaking. No contractions	Planned home birth	
Bleeding to 20 weeks when MFAU closed		Constant pain		
Swelling and discomfort in your calf		Bleeding after 13 weeks		

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## Contact Us

Contact us at Bridge Street Medical Centre on 0844 4773939\*

Fax: 0844 477 3940

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Cambridge CB2 3LS

**In an emergency:**  
Please call 999 if you need emergency medical care for problems such as chest pains, sudden shortness of breath or in an accident.

If you would like to see your GP or practice nurse or for other information please call: <http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx>

**0844 477 3939\* or visit the online appointments page for routine GP appointments**

For urgent medical problems after hours your call to 0844 477 3939\* will automatically be re-directed to URGENT CARE CAMBRIDGESHIRE or call 03301239131 out of hours from 6pm to 8.30am

## Feedback, complaints and suggestions

Please don't forget this is your surgery and we need to know how we can help you best. If you have any comments, complaints or suggestions about Bridge Street Medical Centre please contact us by any of the following routes:

Telephone: Bridge Street Medical Centre on 0844 4773939\*

Write to us: Practice Manager Bridge Street Medical Centre 2 All Saints Passage Cambridge CB2 3LS

Email: Bridge Street Medical Centre to [pct.bridgestreet-suggestions@nhs.net](mailto:pct.bridgestreet-suggestions@nhs.net)

**Please do not use this email address or online form for health and medical enquiries.**

**Information regarding online requests for repeat prescriptions can be found on the Clinics & Services page**

\* Calls to 0844 numbers cost a normal standard rate from a BT landline. The cost of calls from mobiles and other networks may vary. You may be charged a minimum cost per call. Please check your mobile provider for 0844 call charge rates.

If you are contacting us about the Bridge Street Medical Centre website, it would help us if you could tell us which page you are referring to by including the name of the page and the web address (URL).

Find us on Facebook at Bridge Street Medical Centre

Please do join our Patient Participation Group. For more details please contact the Practice Manager on 0844 4773939

**Please let us know any change in your personal contact details as soon as possible.**

## Are you a Carer?

If you are an unpaid carer of a family member, partner or friend, in need of help because they are ill, frail or have a disability, please inform your doctor.