

Bridge Street Medical Centre

2 All Saints Passage, Cambridge, CB2 3LS
Tel: 01223 652671 Fax: 01223 273500

www.bridgestreetmedicalcentre.com



Surgery Opening Times

Monday – Friday 08:30 – 18:00
Reduced telephone service from 08:00 – 08:30

Early morning & late evening pre-bookable appointments are available once a week. Please contact reception for details.

Out-of-hours

Urgent Care Cambridge (formerly CAMDOC) provides our out-of-hours care. You are automatically transferred to this service if you dial our telephone number out of usual surgery hours. It is based at Union lane, Chesterton, Cambridge.

Online services

You can now book appointments and request repeat prescriptions online. For more information please contact reception for log in details and then visit www.bridgestreetmedicalcentre.com

Appointments

GP appointments can be booked in advance; the remainder are booked on the day. We still offer telephone appointments as this system has proved to be popular as it enables patients to speak directly to a doctor with minimal delay and, in the majority of cases, have their questions or concerns addressed. The triage system also saves patients from the inconvenience of having to travel to the surgery for an appointment when this is not necessary. For those who do need to come in to the surgery following telephone triaging, the practice has daily clinics in to which the doctor can book you. We are unable to give you an exact time when the doctor will call you but hope to be able to tell you if it will be an am or pm call. This may be dependent on whether you are requesting a routine telephone or a duty doctor appointment.

If your GP is currently treating you for a particular illness or it is a long standing problem you should seek a routine GP appointment.

Nurse, Phlebotomist/Healthcare Assistant appointments can be booked in advance. 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 5-10 minutes long, unless otherwise requested, and are meant for one person 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.**

Young Person's Minor Illness Walk-In Clinic (Daily from 11:00am – 12:00 Term Time only)

If you are aged 17-25 years and registered with us, simply arrive between 11:00 and 11:30 daily, give your name at reception and you will be seen in turn.

Home Visits

If at all possible we ask that you attend the surgery, as 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 to the duty GP.

Who does what?

Nurse appointments are available for immunisations (including childhood and yellow fever), cervical smears, pill checks, emergency contraception, foreign travel advice, minor injuries/dressings, ear syringing, asthma and general information regarding diet and weight control.

Healthcare Assistant (HCA) appointments can be used for new patient health checks (nphc) and, after consultation with a GP, blood pressure checks (BP) and ECGs. The practice nurses are also able to carry out these procedures; however 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.

Phlebotomist appointments are for blood tests only.

Services your **GP** can provide at the surgery include maternity care (usually care is jointly provided by your GP, community midwife and the Rosie maternity hospital, family planning and child development (in conjunction with the Health Visitor)

District nurses are attached to the surgery. A messaging service is available via reception.

Child and family services (including health visitors) are based at York Street Surgery and can be contacted on (01223) 222020.

Practice Based Clinics

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.

Chronic Disease: if you have been diagnosed with chronic heart disease, hypertension or diabetes, 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.

Child Immunisations: Please book an appointment with one of the practice nurses in the usual way.

Midwife: The midwife attends the surgery each week on a Wednesday afternoon. Appointments can be made in advance via reception.

Online services

You can now book appointments and request repeat prescriptions online. To use this service you need to come in to the practice and ask the receptionist to give you your details to enable you to create your online account. For further information please visit our website at www.bridgestreetmedicalcentre.com

Surgery Access

The surgery is conveniently located in the very heart of Cambridge and close to the University Colleges. Although there are no parking facilities at the surgery, a car park and disabled spaces are available at Park Street Car Park near-by. The surgery has lift access to all floors.

Test Results

If you have attended the surgery for a blood test your GP will contact you by letter or text (we will only text you if you have consented to this method of contact) if they need to discuss the result with you. You will not be contacted if the GP does not require further action to be taken.

Prescriptions

If your GP has put an item of medication on your repeat list, the item can be requested by you in writing – by post, via the website by fax or dropping your request form into the surgery. Please note that we are unable to accept requests for repeat prescriptions by telephone. Please allow two working days (48 hours) to process requests. If you provide an SAE your prescription can be posted to you, although postage time must be taken into account when a request is made. Prescriptions can be sent to Superdrug or Boots pharmacies in Cambridge town centre if desired.

Registering with Bridge Street Medical Centre

If you wish to register as a patient with this practice, you will need to bring in your NHS card or, if you do not have this, fill in a NHS registration form. You will also need to provide proof of your identity in the form of a passport. You will need to 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.

Appropriate Use of Hospital Accident and Emergency Department

If you have suffered an illness or minor injury during hours when the practice is open, then please remember to contact us before heading to A&E. We may be able to help you in our young person's walk in clinic, or by arranging for you to see a nurse or our duty doctor. If you are unsure what to do then please contact our reception who will be happy to help.

Practice Area

The surgery 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.



Please keep us informed....

If you change your address or contact details e.g. mobile telephone number, it is important to let us know as soon as possible, so your records are kept up-to-date. You may be asked when you attend the surgery to complete a patient information form to ensure we have your very latest details. Please inform your GP if you are a carer for a relative or friend. The practice works closely with the Carer Support Team.

Comments / Complaints

We are keen to hear your views, so if you are in any way dissatisfied, or wish to comment on the running of the surgery or the treatment you receive, please contact the Practice Manager.

Friends of Bridge Street Patient Participation Group

The purpose of the patient participation group is to ensure that patients are involved in decisions about the range and quality of services provided by their practice. If you would like to join our patient participation group please pick up a leaflet from reception.

Please be advised.....

Zero tolerance

The surgery will not 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.

Data Protection Act

The practice complies with Data Protection and Access to Medical Records legislation. As a patient of this surgery, you are entitled to access your medical record. An administrative fee for accessing and copying the requested information would apply. If you wish to access such information, or have questions, please contact the Practice Manager. Patient records are currently held on both computer and paper files. All practice staff involved in your care have access to records, although only medical personnel may enter

consultations.

Confidentiality is a priority, and every precaution is taken to ensure confidentiality is maintained at all times.

Consent to release information

We will always obtain your consent before releasing your medical information but there are some rare circumstances when we are required by law to divulge personal medical information without consent. These may include reporting some infectious diseases, it is required by a court order, or where the public good is deemed to be of greater importance than an individual's confidentiality e.g. when a serious crime has been committed, when there are serious risks to the public or NHS staff, or to protect children.

Freedom of Information Act

The practice Publication Scheme provides details of those practice data that can be requested under the Act.

GP preference

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. The majority of our GPs are part-time, so it is advisable to become familiar with at least two GPs, if the need arises to regularly see the same GP.

Non-NHS Services

Any services carried out by the practice, which are not available on the NHS, are charged for on a private basis, including medical examinations, reports and letters (paperwork completion minimum of 2 weeks). Patients should be advised of the charge following the submission of the request. Please note that if a sick note is requested before the 7 day self-certification period is finished, or a duplicate copy is needed, a charge will be incurred.

Teaching

The practice periodically teaches medical students. The practice and medical students are always very appreciative of your help in this matter. You may encounter students sitting in with a GP or conducting a consultation. If you are seen by a student, you will also be seen by the GP supervising them that day. Receptionists will make you aware of the student's presence when appointments are booked. If at any time you do not wish to be seen by a student, please let the receptionist or GP know. Occasionally, you may be asked to have an extended interview with a medical student; however this will always be in advance and by invitation.

Research

The practice supports research and works closely with the Primary Care Research Network (PCRN) You may be invited to participate in research studies. Your decision to participate or not will not have any effect on the medical care you receive as a patient at the practice. For further information please visit www.bridgestreetmedicalcentre.com

The Surgery Team

Doctors

Dr Corinne Bakker MD MRCGP Amsterdam 1995

Dr Anna Devine BSc MB BChir DRCOG Cambridge 1994

Dr Helen O'Sullivan BSc BM DCH DFFP MRCGP Southampton 2001

Dr Justin Taylor MBBS DCH DRCOG MRCGP London 1995

Dr Irfana Gundkalli MA MB BChir FRCA MRCGP Cambridge 1996

Dr Miranda Shrimpton MBBS London 1995; MRCGP 2001; DFRH 2012

GP Registrar

Dr. Silvia Aneke-Nweze MB BS 2008 Imperial College London

Practice Manager

Mr. Tony Davies

Practice Nurses

Louise Norman and Vanessa Cornell

Phlebotomist/Healthcare Assistant:

Louise Nightingale and Dawn Ahi

Physiotherapist

Sarah Wylson

Community Midwife

Barbara Taylor

Health Visitor

Clare Varley

Reception & Administration Team

Geraldine, Melanie, Miranda, Anita, Suzanne and Zhara

Further Advice

Advice may also be sought from NHS Choices via their website www.nhs.uk
Cambridgeshire & Peterborough Clinical Commissioning Group can provide details of locally available services. To see what is available go to www.cambridgeshireandpeterboroughccg.nhs.uk or contact: Lockton House, Clarendon Road, Cambridge CB2 8FH. Tel: (01223) 725400 Fax: (01223) 725401