



Welcome to **Trumpington Street** Medical Practice

How to find us

Main Surgery

56 Trumpington Street, Cambridge,
CB2 1RG
Tel: 01223 361611
Fax: 01223 356837

Branch Surgery

17 Beverley Way, Trumpington, Cambridge, CB2 9JS
Tel: 01223 845185
Fax: 01223 845189

Disabled access

There is parking and disabled access available at our branch surgery.

Surgery Opening Times

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Monday 8.30 am – 6pm
Tuesday 8.30 am – 6pm
Wednesday 8.30 am – 6pm
Thursday 8.30 am – 6pm
Friday 8.30 am – 6pm

PLEASE NOTE the telephone lines do not open until 8.30 am each day.

We have a touch in screen at both surgeries to avoid waiting at reception. We hope this will avoid delay when the Reception is busy.

Beverley Way

Monday Thursday and Friday 8.30 am – 5.30 pm
[closing for lunch 1 – 2pm]
Tuesday and Wednesday 8.30 am – 1pm

Practice Area

This is a long established practice, founded in the early part of last century. It is situated in the middle of the city, opposite St Catharine's College and King's College. The practice area for the main surgery covers central Cambridge. Our branch surgery is situated in Trumpington and can be found behind the village hall just off the High Street. The practice area for the branch surgery covers Trumpington and Grantchester. If you are unsure as to whether you reside within our practice area please contact the surgery.



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How to register

If you are resident in the practice area, please contact the receptionist by calling in to the surgery or telephoning.

The receptionist will give you the appropriate papers to complete and also arrange an appointment for you with the health care assistant or nurse for a short medical. You may if you wish have an appointment to meet the doctor you are registering with. Due to changes in the number of patients registered, at certain times there may be a doctor whose list is temporarily full.

As part of the GP contract Patients aged 16 to 74 who have not needed to be seen in the surgery for three years or more can make an appointment for a consultation regarding their general health. Patients aged 75 and above who have not needed to be seen in the surgery for 12 months or more may also make an appointment for a consultation regarding their general health. Patients who have attended the surgery will have the opportunity to discuss their general health with a GP, Nurse Practitioner or Nurse.

Emergencies

Please telephone the surgery on **01223 361611**. If the surgery is closed calls will be automatically transferred to Urgent Care Cambridge.

The partners use the Urgent Care Cambridgeshire Service for night and weekend emergency care. Urgent Care Cambridgeshire is manned by local GPs and Nurses, you will receive advice on the telephone or treatment at Chesterton Medical Centre. If appropriate you will receive a home visit. The full address is Chesterton Medical Centre 35 Union Lane Cambridge CB4 1PX Telephone number 03301239131.

The Accident and Emergency Department should only be attended in the event of emergencies such as loss of consciousness,

severe chest pain, serious accidents or loss of blood. Minor ailments can be treated by your GP or GP out of hours service 24 hours a day.

Home Visits

Home visits are for those who are too frail or unwell to attend the surgery. Requests for a home visit will be triaged by the practice nurses or a doctor. If medically necessary the doctor will visit at the end of their surgery or sooner if urgent. Please try to telephone the surgery before 10.00am so that the doctor can plan his/her visit schedule.

Appointments

Patients are able to be seen within 48 hours for all acute conditions. For all other appointments you are able to pre book up to 8 weeks in advance.

We are going to trial a change in our appointment system whereby the duty doctor appointments will only be available on the day, but all other doctor appointments will be prebookable. We hope this avoids some of the recent difficulties experienced when booking an appointment. If you wish to speak to a doctor or nurse for advice please telephone the surgery and speak to the Receptionist. Either the doctor or nurse will contact you at the end of their surgery or sooner if urgent.

Each doctor's appointment is 10 minutes and each Nurses appointment is 15 minutes. If you have more than one thing to discuss with the doctor it is important to ask for a longer appointment. We are very sorry when surgeries run late and this is often unavoidable in an emergency. However, if the appropriate appointment is booked delays may be avoided.

Some appointments requiring more time:

- 1st Ante-natal appointment 30 minutes
- Further ante-natal appointments 20 minutes
- Sports injury appointment with Dr Simon Owens 20 minutes

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- 1st travel immunisation consultation with Nurse
30 minutes

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Repeat Prescriptions

If you need regular medications, talk to your doctor. He/She will arrange for your medicine to be re-prescribed, using a computer generated request form, which can be posted or delivered to the reception. A repeat prescription is generally for one months supply. So that there are no mistakes requests will not be taken over the telephone, but may be faxed on 01223 356837. Email requests can also be made on prescriptions.trumpingtonstreet@nhs.net.

For the branch surgery please email prescriptions.beverleyway@nhs.net or fax on 01223 845189.

Please allow 2 working days excluding weekends and Bank Holidays so that prescriptions can be prepared and signed by the doctor. We are unable to dispense medications so you will need to collect your prescription from the surgery and take it to a pharmacy or if you wish you can provide a stamped addressed envelope so that it can be posted back to you. Some local pharmacies will collect from the surgery and may deliver to the elderly or housebound, please check with your Pharmacy.

As a rule all other patients from 16 to 60 will have to pay a prescription charge for each item at the pharmacy.

Your Doctors

Dr Angus John Stewart

MA, MB, BChir, DRCOG, DCH, MRCGP, AFOM
Addenbrooke's Hospital
Registered 1982 (Male)

Dr Angus Stewart joined the practice in 1986, having trained at Selwyn College and at Addenbrooke's Hospital. He holds occupational health and school appointments and maintains an active interest in family medicine, pregnancy, paediatrics and student health.

Availability times: Mon 9-6, Tues 8.30-12, Wed 8.30-12, 4.30-6, Thurs 8.30-6, Fri 8.30-4

Dr Simon Jonathan Owens

MA, MB, BS, DRCOG, DCH, DSMSA
Guys Hospital
Registered 1986 (Male)

Dr Simon Owens joined the practice in 1990, having trained at Downing College, Cambridge and Guys Hospital. He is particularly interested in family medicine, child health, student health, care in pregnancy and sports medicine. He is Medical Officer to Cambridge University Boat Club, Rugby Club and Tennis Club.

Availability times: Mon 9-6, Tues 9-6, Wed 9-6, alt Thurs 9-1 and 9-6, Fri 8.30-1

Dr Mary Eileen Campbell Watson

MB, BCHIR, DRCOG, MRCGP, DCH
Addenbrooke's Hospital
Registered 1989 (Female)

Dr Mary Watson joined the practice in 1996 having trained at Gonville and Caius College, Cambridge and Addenbrooke's Hospital. Her special interests are gynaecology, paediatrics and family medicine.

Availability times: Mon 9-1.30, Thurs 9-1.30, Fri 9-6

Dr Mark Peter Dourish

BSc, MB, BChir, DRCOG, MRCGP
Addenbrooke's Hospital
Registered 1994 (Male)

Dr Mark Dourish joined the practice in 2000 having trained at St Andrews University and Addenbrooke's Hospital. He is interested in all aspects of general practice.

Availability times: Mon 9-6, Tues 9-1, Wed 9-6, Thurs 9-6, Fri 9-6

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Dr Caroline Margaret Lea-Cox

BSc, MB, BS, MRCGP, DCH, DFFP

Registered 1984 (Female)

Dr Lea-Cox joined the practice in 2001. She trained at University College, London and Westminster Hospital. Her special interests include women's health, family planning and paediatrics.

Availability times: Mon 1.30-6, Tues 9-1, Wed 9-1, Thurs 9-1

Dr Jennifer Gwendolen Huguet

MB, ChB, BSc, MRCGP, DRCOG, DFFP

Bristol University

Registered 1990 (Female)

Dr Jenny Huguet joined the practice in 2006 having trained in Bristol and Oxford. Her interests include family medicine, women's medicine and student health.

Availability times: Mon to Fri 8.30 – 3.30 during term time

Melanie D'Souza

BSc MBBS MRCP DFFP MRCGP

Full Registration 1994 (Female)

Melanie D'Souza joined the practice in 2009. She trained at The Royal Free Hospital School of Medicine, University of London. She worked as a hospital doctor in general medicine and anaesthesia for before training as a GP. She is interested in all aspects of general practice.

Availability times:

Monday 8.30 am – 5.30 pm, Tuesday 8.30 am – 1.30 pm, Wednesday 8.30 am - 1.30 pm, Friday 8.30 am – 5.30 pm

Times may vary to cover annual leave etc.

Kym Birch

RGN, RM, BA Hons, MSc Advanced Nurse Practitioner, FPCert, DipAsthma, DipDiabetes, Dip Health Promotion, Dip Leg Ulcer Care, Dip Minor Illness, Independent and Supplementary Nurse Prescriber

Kym works alongside the doctors in an autonomous clinical role, which includes diagnosing and managing both acute and chronic illness and can also prescribe medications. Kym works closely with the doctors on a daily basis and deals with on-the-day demand and is available for telephone consultations. Kym is also responsible for the monitoring of patients with diabetes and coronary heart disease. One of Kym's main interests is primary prevention of long term conditions and health promotion.

Key to qualifications

MA, MSc

Post-graduate degree

MB, BM, BCH, BS, Bchir

Basic qualifying medical and surgical degrees

DRCOG, DCH, DGM

Post-graduate diplomas in obstetrics, child health and geriatrics respectively

MRCGP

Membership of the Royal College of General Practitioners

Dip Occ. Med

Diploma in Occupational Medicine

AFOM

Association of the Faculty of Occupational Medicine (Part of the Royal College of Physicians)

DSMSA

Diploma in Sports Medicine

DFFP

Diploma in Family Planning

CIDC

Certificate in Diabetes Care

Drs Stewart, Owens, Watson, Dourish, Lea-Cox and Huguet are in partnership. Dr D'Souza joined the practice as an employed practitioner in 2009.

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Your Nurses

Practice Nurses

Heather Keys RGN, District Nursing Cert
Christina Dell RGN
Linda Barnard RGN, RM, Dip Diabetes, Dip Minor Illness
Jane Cook RGN

Respiratory Nurse Specialist

Annie Caldwell RGN, RSCN,
Post.Grad.Cert.Ed.,RCGP Asthma Dip, ENB N/10
Respiratory management, RCN Dip Care & management of Respiratory disorders

Phlebotomist

Shirley Pink and Elinor Hills

We currently have one nurse who has undergone specialist training in the treatment of minor illness enabling the doctors to focus on more major problems and conditions. The nurse is able to see patients and prescribe treatment for a number of illnesses including: sore throat/mouth, earache, colds, flu, sinusitis, cough, acute asthma, fever, hay fever, sore eyes, rashes, warts, verrucae, eczema, infected wounds, head lice, indigestion, diarrhoea and vomiting, constipation, urinary tract infections and period pains.

The nurses also provide the following services:

- Dressings and wound care
- Family planning advice, care and counselling
- Immunisation for foreign travel and for routine child and adult protection
- Well person clinic, diabetes clinic, hypertension clinic, asthma clinic, smoking cessation advice, menopause clinic, alcohol advice
- Consultations for advice over health matters
- Follow-up appointments for contraceptive advice and health check

Child & Family Team

The Child and Family Team are in regular contact with the doctors and will discuss problems and exchange information when necessary. A well baby clinic is held at Beverley Way every 2nd and 4th Friday of the month. To contact a member of the

team please telephone 01223 222020.

Community Nursing Sisters

Members of the Community Nursing Team are available to visit people at home. They work closely with the doctors and with the hospital services. Your doctor will put you in touch with them.

Health Care Assistant

Lizzi Simpson

Counsellor

Lorna Whittle BAC is available at the main surgery and branch surgery for counselling and psychotherapy. Please talk to your doctor if you feel you would benefit from her help.

Midwife

Lynne Stark RGN RM HV has a clinic at the main surgery every first and third Wednesday in the month and alternate Monday afternoons at the branch surgery, as well as undertaking domiciliary visits.

Physiotherapy

A physiotherapist is available at both surgeries for acute conditions. Please talk to your doctor who will arrange a referral if appropriate.

Admin Staff

Practice Manager

Wendy Manley DPM, DMS, PG Dip Community & Primary Care

Deputy Manager

June Jaffray

Branch Manager

Beverley Gillson

Receptionists/Secretaries

There are several members of the team who work at the main surgery and branch surgery. The receptionists are the first point of contact with the surgery, and we are sure that you find them welcoming and helpful. Please report to the recep-

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tionist when you arrive. Questions regarding repeat prescriptions, appointments and registrations and other administrative problems should be discussed with the receptionists.

Clinics

Cervical smears

For women a smear test for detecting pre-cancer should be taken every three years from 25 to 35 years, then 5 yearly to age 65. When you register with us, we will enquire about previous smear results so you can have the next at the appropriate time. When booking your appointment please tell the receptionist that the appointment is for a smear test so the appropriate nurse appointment is made.

Contraception

The nurses are fully trained to advise you over the full range of family planning methods. They will perform the necessary checks on your well being, provide counselling and prescriptions, which are free of charge. You will receive a prescription for six months supply and will need to attend for review every six months. The duty nurse can see you for advice on emergency contraception each day.

Menopausal Clinic

The nurses can advise and help women with menopausal symptoms and with hormone replacement therapy. They will carry out all the necessary checks and monitoring. You will receive a prescription for six months supply and will need to attend for review every six months.

Antenatal Care

Your care during pregnancy will be provided by the Rosie Maternity Hospital, the Community Midwife and the surgery staff together. Consult your doctor early in the pregnancy, and he/she will make all the arrangements. Please book a triple appointment for your first antenatal appointment with the doctor and a double appointment for all follow up antenatal appointments. Please make sure you bring your maternity record book and a specimen of urine for testing to all antenatal appointments. The

Community Midwife holds antenatal clinics at the surgery.

Travel Clinic

The nurse will advise you on a wide range of health issues connected with travel for vacation, business or expeditions for example disease prevention, acclimatisation to heat or altitude, medical supplies, malaria prevention. Please book a 30 minute appointment with the nurse to discuss your travel arrangements. A full range of immunisations for travel are available. The practice is a yellow fever immunisation centre. It is advisable to book an appointment to discuss your needs with the nurse several weeks before travelling as sometimes a course of injections may be necessary before travelling. There are charges for some immunisations and certificates for travel abroad.

Well Person Clinic

This health promotion clinic is designed to give information and advice over healthier lifestyles. In addition, screening is performed to deal with the four main risk factors for heart disease, high blood pressure, diabetes, smoking and high cholesterol level.

Asthma Clinic

Patients with asthma are regularly invited for a review. Asthma nurses assess any symptoms and advise treatment according to current respiratory guidelines. The patient and nurse work together to produce action plans designed to maintain good control and reduction of asthma symptoms.

Diabetic Clinic

Patients with diabetes are regularly invited for a review. Care is either provided fully by the practice or is shared with the hospital. In line with the diabetic National Service Framework treatment and support are provided to enable patients to achieve best diabetes control possible.

Hypertension Clinic

Advice is given to people known to have high blood pressure, so that their treatment can be managed to the best advantage.

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Sports Injuries

Dr Simon Owens is a specialist in sports injury. Sportsmen and women are able to see him for advice and management of injuries sustained while playing sports of all kinds. Please book a 20 minute appointment with him for any sports injury.

Smoking and alcohol related problems

If you feel the need for help with an alcohol related problem, then the doctors would be pleased to help. A number of the Practice Nurses are trained to help with smoking cessation if you wish to make an appointment with a nurse to discuss this please mention this to the receptionist when booking your appointment.

Minor surgery

The doctors perform minor surgery procedures within our minor surgery suite at the main surgery and this service takes the pressure off the hospitals so they are free to perform operations requiring extra facilities.

Cryotherapy

Dr Stewart and Dr Owens perform minor procedures using liquid nitrogen as a freezing treatment for the safe and effective removal of warts and verrucae.

Phlebotomy

(Blood taking) the Phlebotomist holds a clinic every Tuesday and Thursday morning at the main surgery. Urgent blood tests will be taken by other members of the nursing team on other days of the week.

Sexual Health

The doctors and nurses are available to discuss sexual health promotion and any sexual health concerns. The practice is able to offer Chlamydia screening as part of the National Chlamydia screening programme.

Childhealth Info

Child surveillance

It is wise to check your child's health and develop-

ment at intervals during the baby clinic appointment.

The current schedule for baby checks is:-

Neonate

Paediatric doctor in hospital

7 days

PKU, Thyroid, cystic fibrosis – Midwife

10-14 days

Record book – Health visitor (HV)

6 weeks

Baby check with mother check up – GP

Pre-school health review

Toddler check – HV

42 months

Vision screen – Orthoptist

Immunisations

The Child immunisation clinic is usually held on Friday am. Parents will be sent appointments through the post for a specific date and time.

Childhood immunisation schedule

2 months

Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenza type B (HIB), Pneumococcal infection

3 months

Diphtheria, tetanus, pertussis, polio and HIB, Meningitis C

4 months

Diphtheria, tetanus, pertussis, polio, HIB, Meningitis C, Pneumococcal infection

12 months

Haemophilus influenza type b(HIB) Meningitis C

13 months

Measles, Mumps and Rubella, Pneumococcal infection

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3 years, 4 months to 5 years

Diphtheria, tetanus, pertussis and polio, Measles, Mumps and Rubella

13 to 18 years

Tetanus, diphtheria and polio

All adults should be fully immunised against polio and tetanus. Patients over the age of 65, and those with respiratory disease, cardiac disease, asthma, diabetes or who are immuno-suppressed should have an influenza vaccination each year, and also be immunised to protect against pneumococcal infection.

Carers

A carer is anyone who voluntarily spends time looking after a friend, relative, partner or neighbour, who needs help to live at home due to illness or disability.

We aim to identify carers registered as patients with us, to ensure they receive the appropriate consideration and support.

You may not think of yourself as a carer because you undertake your tasks out of love or friendship. It is important for carers to recognise themselves as such in order to gain the support available – so that you know for example where to look for help if you need a break or are unwell yourself, and to ensure that both you and the person you care for have access to the benefits and services available to you.

Please contact the surgery for a carers form, and with your consent we can note your role as a carer on your records and provide you with information and support relevant to your role.

www.cambridgeshire.gov.uk/carers

Student Health

We will be working with other local GP practices to develop a student health website and will pro-

vide the link when the website is available.

Practice Ethos

Mission Statement

It is the aim of the practice to provide the highest quality of care by both medical and non-medical staff to all our patients and to treat you with dignity, respect and courtesy at all times. We will provide the same standard of care irrespective of age, gender, disability or race.

We believe patients are in charge of their own healthcare and will work with you in partnership to achieve your maximum health potential. We aim to be approachable and accessible and to discuss your treatment decisions in a way you understand.

We aim to offer an appointment with a clinician within 48 hours whilst offering the opportunity to book 2 or more days ahead. Where possible we will try to offer an appointment with a clinician of your choice. If your problem requires urgent attention we will try to attend to your needs within an appropriate time.

We take the views of our patients into account when developing services and welcome receiving your views on the practice and its team.

What we ask of our patients

Please ensure that you inform the surgery of any change of address, home telephone number and/or mobile telephone number

Please keep your appointment or let us know as soon as possible if you can not attend

An appointment is intended for only one person, if you intend to bring another person or to discuss several matters please let the Receptionist know so that sufficient time is allowed

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Please be polite and respectful to all members of staff

Zero Tolerance

Violent or abusive behaviour will not be tolerated, and in such instances the Police will be informed and the patient removed from the practice list.

Non NHS Services

For non-NHS work such as medical examinations, reports and certificates etc., you will be charged. When making the relevant appointment the receptionist will inform you of the expected cost. You will need to pay for the service at the time of the appointment or when collecting documents etc. Payment can be made by cheque or cash, but not by credit card.

There is a charge for immunisation for yellow fever, hepatitis B and meningitis also private prescriptions for anti-malarial medication as well as certificates for travel.

Student Training

We often help with the training of medical students. If a trainee doctor or medical student is to be present during your consultation you will be given advance warning, and the opportunity to object if you wish. Occasionally, the consultation will be recorded on a video as a teaching method for trainees, but only with your prior knowledge and consent.

Patient Group

The practice would like to develop a patient participation group. If you are at all interested in being involved in such a group please contact the Practice Manager.

Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Data Protection

Everyone within the practice is aware of the importance of confidentiality. Training is given to all staff on all aspects of confidentiality with respect to both manual and electronic records. The practice is registered under the Data Protection Act 1998 and has a legal responsibility to keep confidential all of the information held about you. If you need further information about the application of the Data Protection Act 1998 within this practice please discuss with the Practice Manager.

The Spine

The Government is introducing an NHS Care Records Service, part of which is the 'Spine'. The spine currently stores the following demographic information:-

- Name
- Address
- NHS number
- Date of Birth

No other data is currently stored on the spine.

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Freedom of Information Act

The practice provides a publication schedule detailing information made available by the General Practitioners and the staff of Trumpington Street Medical Practice and Trumpington Branch Surgery as required by the Freedom of Information (FOI) Act 2000. This is available from reception and outlines where information is available from.

CCTV

The practice has closed circuit television in the Reception area and the downstairs waiting area.

Complaints Procedure

We have a practice complaints procedure and if you wished to make a complaint we would attempt to deal with this as quickly and effectively as possible. For further information please contact the Practice Manager.

Other primary medical services

The Cambridge City Primary Care Trust are responsible for commissioning services for the local population and can be contacted for any further information about local services: NHS Cambridgeshire, Lockton House, Clarendon Road, Cambridge, CB2 8FH. Tel. 01223 885720

Useful Websites

NHS Direct

NHS Direct is a confidential 24-hour advice and health information service staffed by nurses and professional advisers. You can call NHS Direct on 0845 4647 any time for immediate advice on what to do if you or a family member feels ill. You can also visit NHS Direct online at

www.nhsdirect.nhs.uk

www.addenbrookes.org.uk

www.citizensadvice.org.uk

www.hinchingbrooke.nhs.uk

www.papworthpeople.com

www.relate.org.uk
