

Patient Group

Our Patient Group works alongside the Practice staff representing the patient's voice. All patients registered at the practice are "members" of the Patient Group.



If you are interested in joining the committee or would like more information please contact us via the website.

If belonging to a committee does not appeal to you, why not get involved through the "Virtual" Patient Group and receive regular news, updates and occasional surveys by email. See our website for more details.

St George's Medical Practice is in

The Isle of Ely Local Commissioning Group

Telephone : 01945 482 151

Email : mark.evans60@nhs.uk

www.cambridgeshireandpeterboroughccg.nhs.uk/Isle-of-Ely

which is one of eight LCGs in the

Cambridge and Peterborough Clinical Commissioning Group

Lockton House, Clarendon Road, Cambridge. CB2 8HF

Telephone : 01223 725 400

Email : capccg.communications@nhs.net

www.cambridgeshireandpeterboroughccg.nhs.uk

which is part of the

NHS England Midlands and East

East Anglia Area Team

West Wing, Victoria House, Capital Park, Fulbourn. CB21 5XB

General Enquiries Telephone : 0300 311 22 33

Email : england.contactus@nhs.net

www.england.nhs.uk/mids-east/ea-at

(Practice Leaflet updated - 15th March 2016)

St George's
Medical Centre

Parsons Lane

Littleport

Ely

Cambs

CB6 1JU

Telephone: 01353 864100

www.stgeorges-littleport.co.uk

St George's Medical Centre

St George's Medical Centre is run by a partnership providing General Medical Services under the NHS. We aim to provide high quality healthcare to patients in the area. Our doctors, nurses and all our other staff are dedicated to offering a patient focused and professional service.

Opening Hours

Reception

Monday to Friday : 8.00am to 6.00pm

(Telephones open for EMERGENCIES ONLY Monday to Friday 8.00am to 8.30am)

(Telephones open Monday to Friday 8.30am to 6.00pm)

Practice Dispensary

Monday to Friday : 8.30am to 6.00pm

Evenings and Weekends

For **urgent** matters only call (01353) 864100

You will automatically be diverted to the Out of Hours Service.

Car Parking

When you attend the Medical Centre, please use the car park at the front of the building, using the marked parking bays only.

Disabled spaces are available at the front of the building.

The car park at the rear of the building is for staff only.

Telephone : (01353) 864100

FAX : (01353) 864171

Email : capccg.stgeorgesmedicalcentre@nhs.net

Website : www.stgeorges-littleport.co.uk

Information

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible care.



The Practice complies with the Data Protection Act 1998 and Freedom of Information Act 2000 and Access to Medical Record legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you, for example from hospital services or district nursing (your full record will only be shared if you give your consent).
- For provision of other services, for example Social Services. This will need your consent.
- When we have a duty of others, for example in child protection cases.

Anonymised patient information will also be used at local and national level to assist the Government to plan services. If you do not wish your information to be used in such a way, please inform us in writing, more information is available on our website.

From time to time, medical and lay visitors to our Practice may need to inspect our medical records for quality and educational purposes. Even though such inspections are carried out under our supervision, if you would prefer that your notes are not inspected, please let us know in writing.

You have the right to know what information we hold about you. If you would like to see your records, please speak to the Practice Manager. You may be asked to bring photographic identification to your appointment. From April 2015 patients will be able to access their Summary Care Record online.

Summary Care Record

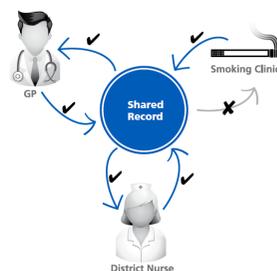
There is a Central NHS Computer System called the Summary Care Record (SCR). It is an electronic record which contains information about the medicines you take, allergies you suffer from and any bad reactions to medicines you have had.

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

It is not compulsory to have an SCR, but if you choose to opt out of the scheme, then you will need to complete a form (available on our website or at reception) and bring it back to the surgery so that we can update recorded in your notes.

Sharing your Medical Records

The clinical computer system used at St George's Medical Centre gives us a facility to share the whole of your health records with other health providers involved in your care.



Every patient must choose whether or not the data we hold on them can be shared with other health provider units. By allowing this sharing of information professionals can keep up to date with your care, it will help communication and reduce duplication.

You will also be asked if you wish to share your information each time you attend the out of hours service or hospital. However, in exceptional circumstances your information may be shared without your permission - for example if your life is at risk.

Please visit our website for full details of Data Sharing. You can also download a consent form which should be completed and returned to the surgery so that we can update your records.

The Doctors

(Jnt Snr Partner) **Dr Matt Stephens** : MB ChB MRCGP

(Jnt Snr Partner) **Dr Mick Bolina** : MBChB MRCGP DFFP CIDC

(Partner) **Dr Caroline Diston** : MA MB BChir MRCGP DFSRH

Dr Farrukh Haque : MBBS MRCGP

Dr Zoe Hutchinson : MBChB Honours, MRCGP, DFSRH

Dr Emily Baker : MBChB, MRCGP

(A full list of medical qualifications can be found on our website)

The Managers and Staff

Practice Manager : Simon Randall

Assistant Practice Manager : Poppy Knowles

Finance Manager : Gary Shepherd

Nurse Practitioners

Elizabeth Norman
Penny Burrows
Jane Harness

Practice Nurses

Ursi Robson
Joanne Allen
Jennie Law
Laura Munt

Health Care Assistants

Wendy Gosling
Karen Dear

Phlebotomist

Tina Willett

Dispensary Assistant

Jo Steadman (Jnt Man)
Angie Porter (Jnt Man)
Abigail King
Michelle Vinall
Emily Evangelides

Receptionists

Debbie Peacock (Snr)
Lyn Ford
Karen Langford
Donya Cornwell
Sue Leonard
Donna Barrett

Secretaries

Sharon Tuck (Snr)
Sharon Hunter
Jane Bacon
Diane Coates

Medical Record Summariser

Pamela Mayes-Wright

Health Care Trainer

Alex Anthony

NHS Health Checks

Adam Peacock

New Patient Registrations

The doctors work as a Partnership at St George's Medical Centre and we welcome patients from Littleport and surrounding areas.



From January 2015, practices can also register patients who live outside their practice boundary. For more information on this type of registration, please visit our website.

Where patients are requesting to join the practice, we do not discriminate on the grounds of race, age, gender, social class, religion, sexual orientation, appearance, disability or medical condition.

To register with this practice please bring your FP4 (medical card) in person to reception, along with photographic identification. If you do not have photo ID such as a driving license or passport, please provide two other forms of ID, such as utility bills. If you do not have your medical card you will be asked to sign an alternative form. If you do not provide any ID we will contact your previous surgery to confirm that you were registered there.

All new patients are assigned an accountable GP although you are able to visit any doctor of your choice. New patients are asked to complete a health questionnaire and to make an appointment to see a doctor or nurse. If you need a prescription please make an appointment with a GP. You will be registered with the practice, but you are entitled to ask to see the doctor or healthcare professional of your choice. Further details and registration forms can be downloaded from our website.

Temporary Residents

If you are temporarily staying in the practice area and need to see a doctor or healthcare professional, you will be asked to complete a temporary resident form. You will also need to provide photographic identification.

We ask for at least 3 working days to prepare repeat prescriptions. All repeat items are dealt with by our Dispensary staff, even if you collect your medication from an outside Pharmacy. It is important that they have sufficient time to carry out all the relevant safety checks.



The Dispensary staff also deliver prescriptions to Southery Village once a week. Please ensure that you give at least three working days notice for repeat prescriptions.

If you have run out of your medicines please speak to a member of the dispensary staff. The dispensary and reception staff are not allowed to prepare prescriptions on demand.

Special Facilities

All consulting rooms and patient toilets are on the ground floor. A lift is available for visitors who need to access the first floor. We have wheelchairs available for use within the surgery. There are also parking spaces reserved for patients with disabled parking badges.



If you need to bring someone to help you at your appointment, please consider making a double appointment.

If English is not your first language you may find it useful to visit our website where the content can be translated into your native language. This facility is powered by Google Translate. However, we can not be responsible for the content of the translation.



PRESCRIPTIONS AND DISPENSARY SERVICES

Repeat Prescriptions

Please order repeat prescriptions using the right hand side of your prescription or online (ask at reception for details on how to register for online ordering). Please allow at least 3 working days for us to process your request.

Prescriptions can be sent to a local Pharmacy or held at the surgery for you to collect. Please indicate your choice on the request slip attached to your prescription. If your repeat prescription computer slip has been mislaid then please write your name and address and a list of the medication you require and either bring or post it into the surgery.

Doctors check repeat requests before issue and on certain occasions a doctor may feel that it is more appropriate to see you or speak to you before issuing further medicines.

In line with National & local guidelines we will usually issue one month's supply of medication at a time. This is in order to reduce the huge cost to the NHS of medicine wastage. For many patients collecting more than two items per month, it may therefore be cost effective to have a pre-payment certificate. Please see the website for more details or ask at the dispensary.

Practice Dispensary

The practice dispensary is open 8.30am – 6pm Monday to Friday.

This service is available to all patients who live more than one mile from a Pharmacy “as the crow flies”. Further details available at the dispensary.



Rights and Responsibilities

We aim to treat our patients courteously at all times, likewise we expect our patients to treat our staff and fellow patients in a similarly respectful way. We do not tolerate behaviour which is threatening, violent or abusive towards any member of staff or patients. In cases of such behaviour the police may be contacted, you will be asked to leave the premises and may be removed from the patient list with immediate effect.

Appointments are not to be wasted, please cancel your appointment if it is no longer required. This can be done by telephone or online.

From the 1st December 2014 you will be encouraged to comment on the services at St Georges by answering the question “**How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?**”. More information and results from the Friends and Family Test can be found on our website.

If you would like to make a more formal **comment or complaint** about the service you receive at this practice please write to the Practice Manager. For further details about our complaints procedure or for a copy of “How to make a Complaint” please ask at reception or visit our website.

Change of Details

Please let us know if you change your name, address, telephone number or mobile number as we may need to contact you in an emergency.

If you move out of our area, please register with another GP near to your new home. This will automatically trigger the transfer of your medical records.



Appointments

Appointments with the Doctor or Nurse are available mornings and afternoons each week day (except Bank Holidays). We also offer late appointments two or three evenings each week.

Urgent problems are dealt with on the day. The on-call doctor will talk to you and only bring you into the surgery to be seen if it is deemed necessary.

If your condition is not urgent, you can expect to see a GP within two working days, although you may have to wait longer to see the doctor of your choice. You may also book routine appointments up to two weeks in advance. Mondays are always busy in the surgery, so it would be helpful if you could avoid making routine appointments for a Monday or the day following a Bank Holiday.

Only one person can be seen at each appointment. If another member of the family needs to be seen, please ask for a double appointment. Likewise if you have multiple problems that you need to discuss, please make a double appointment.



If you only need to talk with a doctor or nurse it may be more convenient to make a **telephone appointment**. Leave your contact number with reception and we will ring you back.

You can make your appointment by calling in to reception, telephoning (01353) 864100 or online. To use our online service, you will need to register at reception.

Appointments for Blood Tests

There is a courier service that collects blood samples from the surgery to take to Addenbrooke's Hospital for testing. It would be helpful if you could make appointments for blood tests in the morning so that they can go for testing on the same day.

Choice of Provider

When you and your GP agree that you need to see a specialist, you will be able to choose the date and time of your appointment with a specialist from at least five hospitals or clinics.

The benefits are:

- You have free choice of where you receive your hospital treatment,
- You can choose the date and time of your appointment,
- You experience greater convenience and certainty.
- There is less chance that information will get lost in the post because more correspondence takes place through computers.

Queen Elizabeth Hospital, Kings Lynn 'Satellite' Services

Queen Elizabeth Hospital NHS Foundation Trust, Kings Lynn, offer a range of weekly services to our patients by visiting clinicians. Services provided at St George's include:

- General surgical assessment and operations
- Ophthalmological (eye) assessments and surgery, including onsite cataract surgery
- Gastroenterology services
- Urology assessment and surgery



Addenbrookes Hospital Oncology 'Satellite' Services



We also work in partnership with the Oncology service at Addenbrookes Hospital. They visit the surgery once a week to offer Chemotherapy. This service has been very well received by patients as they find the environment relaxed and friendly and it has reduced the stress of travelling to Cambridge.

We offer routine pill checks, contraceptive services as well as pre-conceptual advice for women thinking about pregnancy. We also offer coil fitting and contraceptive implants, emergency contraception and Depo-injections.

Stop Smoking

A clinic is held each week by the Healthy Living Education Counsellor to offer advice, counselling and medicinal support to patients wishing to give up smoking. Ask at reception for details.



NHS Health Checks

The practice offers a five yearly health check to patients between the ages of 40 and 74. Our Health Trainer will carry out a cardiovascular risk assessment and will offer advice on leading a healthier lifestyle.

Community Midwives from Addenbrooke's Hospital hold antenatal clinics at the surgery. Antenatal clinics are also held at the Family Centre at Littleport Community Primary School. Make an appointment at reception.

Health Visitors offer advice to expectant mothers, babies and children under five.

District Nurses see patients in need of nursing assistance and assessment, but are confined to their homes.

Non NHS Services

A wide range of private services are available at the practice that are not covered by the NHS. These include examinations for HGV and PSV licenses, pre-employment, fitness to travel and completion of private medical certificates. These services are provided at the discretion of the doctor and a fee will be payable.

Home Visits

Our doctors typically see four patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the practice if at all possible. Facilities for diagnosis and treatment are much better in the surgery than those available to the doctor on a home visit and therefore allow the doctor to make a more thorough assessment of the situation. However, we can visit you at home if your condition means you can not attend the surgery. Please ring **before 10.00am** to arrange a visit. Please let us know if your condition is urgent.

Minor Injuries Unit - Princess of Wales Hospital, Ely

This service is run by nurse practitioners that are trained to deal with a wide variety of minor injuries. The unit is open from **8.30am to 6.00pm** seven days a week (sometimes it is necessary to change these times, so it is always advisable to telephone to check).



Minor injuries include:-

Telephone (01353) 656675

Minor head injury
Fingers and toes
Hands, wrist and forearm
Elbow, Upper arm and shoulder
Feet, Lower leg injury, knee injury
Rupture of Achilles tendon
Uncomplicated nasal fracture
Suspected isolated rib fracture
Eye problems

Lacerations/finger tip lacerations
Pre-tibial wounds (lower arm)
Puncture wounds
Foreign bodies through skin
Removal of jewellery from body piercing
Removal/cutting off rings
Removal of sutures
Mild to moderate reaction to insect bites
Emergency Contraception

EMERGENCIES

Night Time : Weekends : Bank Holidays

For **urgent** advice and treatment, please use the usual surgery number **(01353) 864100** and you will be re-directed to the Out of Hours service which is commissioned by C&P CCG.

Please do not use the Out of Hours service if your problem can wait until the surgery re-opens.

Services - Under our contract with NHS England we offer Essential Services which covers care and treatment to our normal and temporarily registered patients for conditions from which recovery would generally be expected, chronic disease management or end of life care.

We also provide a range of **Additional Services** which would include maternity medical services, health surveillance for children under 5 years of age, child and adult vaccinations and immunisations, contraception services, cervical screening and minor surgery.

Our doctors do not offer **Out of Hours Services**, these are provided by telephoning 111.

Clinics - We run a range of clinics. Further details can be found on our website. For an appointment please call (01353) 864100.

Asthma and COPD - Patients with breathing problems can make an appointment for advice and support from Sr Penny Burrows who specialises in respiratory care. All patients with COPD or those with Asthma and currently using inhalers should be seen annually for review.



Diabetes - This clinic led by the Nurse Practitioner offers advice and general health checks to patients with diabetes. Patients are sent regular appointments for review.

Hypertension - All patients taking medication for high blood pressure should be seen at least every six to nine months to have their blood pressure monitored. Reminder letters are sent annually to these patients.

Flu Clinics - Flu vaccinations are given annually to all patients over the age of 65 and patients who are deemed to have a high risk of problems should they get the flu, including people with breathing or heart problems, pregnant women and very young children. The vaccinations begin in October each year. For information about clinic times contact the surgery or watch our website or waiting room as details and “at risk groups” may vary from year to year.



Travel Vaccinations

If you are planning a holiday overseas, we would advise you to check that your immunisations are up to date. You will need to complete a Travel Health form (available on our website or from reception). Then make an appointment to see one of the practice nurses at least eight weeks before travelling to discuss your vaccination requirements.

Child Health and Immunisations

All babies are seen at six weeks for a general health check and first immunisations are at eight weeks. It is very important that all babies are fully immunised at the appropriate age. A pre-school booster will be offered at 3 years 4 months.



All girls aged 12 to 13 are offered HPV (human papilloma virus) vaccination as part of the NHS childhood vaccination programme. This vaccine protects against cervical cancer.

Youngsters will be invited to attend the surgery around the age of 16 for a further booster. Signed parental consent is required but we encourage the young people to attend this appointment unaccompanied.

Further information about the immunisation programme can be found on our website.

Chlamydia, Smears and Family Planning

Chlamydia screening is available to everyone between the age of 15 and 25 years. Talk to one of the doctors or nurses or find more information on our website.

Regular smears are recommended for women between the ages of 25 and 64. When making an appointment for a smear please tell the receptionist as you will require a double appointment.