



BRIDGE ROAD SURGERY



April 2018

Practice Brochure

Bridge Road Surgery
1a Bridge Road
Oulton Broad
Lowestoft
Suffolk
NR32 3LJ

Tel: 01502 565936
Appointments: 01502 587811
Fax: 01502 567359
www.bridgeroadsurgery.nhs.uk

About Us

CONTACT NUMBERS AND CLINICAL STAFF

HOW TO CONTACT US

Appointments: 01502 587811 / 01502 565936

Home Visits / Emergencies: 01502 565936

Test Results (Between 2pm and 5pm): 01502 565936

Fax: 01502 567359

Out of Hours: 111

Please note that BT "call back" does not work when telephoning any of our numbers

GENERAL PRACTITIONERS

The General Practitioners at Bridge Road Surgery who are medically qualified are: -

Dr Amber Lillingstone	MB BS, BSc, DRCOG, DFRSH, MRCGP
Dr Rebecca Udeh	MB BS, MRCGP, DRCOG
Dr Rebecca Nunn	MB BS, MRCGP
Dr Umar Naeem	MB BS, nMRCGP
Dr David Fearnley	MRCGP, MB BS, BSc, MRes.
Dr John-Paul Yeomans	MBChB, MRCGP
Dr Whye-Yoong Lok	MBChB, nMRCGP, DFRSH

NURSES

NURSE MANAGER

Nicola Shea RGN, RSCN

NURSE PRACTITIONERS

Georgina Mawer RGN, RSCN, DN Cert, MComH, MSc Advanced Practice

Claire Sargeant RGN, BSc, MSc Advanced Healthcare Practice

PRACTICE NURSES

Lavinia Gardner RGN

Shelly Peck RGN

Jackie Gardiner RGN

Lisa Betts RGN

Elizabeth Brannum RGN

HEALTH CARE ASSISTANTS

Michele Silom

Helen Powley

AREA COVERED BY THE PRACTICE

Our current Practice area is Ashby, Blundeston, Flixton, Lound, North Oulton Broad, Oulton Village, the Parkhill estate and Somerleyton. If you move from this area you may have to register with another Practice. We currently look after approximately 13,200 patients.

Appointments

HOW OUR APPOINTMENT SYSTEM WORKS

BOOKING AN APPOINTMENT

- An appointments system is in operation for Doctors and Nurses. To make an appointment, please telephone the surgery on 01502 565936 during normal surgery hours.
- Routine appointments are made for most doctors at 10 minute intervals. If you have a problem which is likely to take longer than this, please ask for a longer appointment.
- Each member of the family needs a separate appointment. Please do not ask the Doctor to see more than one member of the family at an appointment.
- If you no longer need an appointment you have made, please cancel it so that another patient may benefit.
- Patients with an urgent medical need (*one that cannot wait until a routine appointment is available*) will be seen as emergencies. These emergency appointments will normally be added to a surgery which is already fully booked and therefore patients should expect to have to wait. Emergency appointments cannot be pre-booked before the day.
- If you feel that a problem can be resolved by talking to a clinician (*doctor or nurse*), without the need for a visit, please ask for a telephone appointment. We will take your details and the clinician will call you back.
- Please be patient if you experience delays. We do try to keep to time with appointments, however, problems do occur and Doctors are sometimes called out to emergencies or can have unexpected complex issues to deal with.
- Our GP's work on personal lists. In the first instance you will be asked to see your Registered GP or Nurse Practitioner depending on the nature of your appointment if they are available. If you wish to change your registered GP you may apply through the Practice and requested will be agreed whenever possible.

CANCELLING AN APPOINTMENT

If you are unable to keep an appointment please let us know. There is always a demand for appointments and by informing us, even at short notice, we will be able to offer the appointment to another patient.

There are many ways to cancel an appointment:

- By telephoning **01502 565936**
- By text to mobile number **07786 662855** (*please note this is a text only service*).
- In writing.
- Via our website www.bridgeroadsurgery.nhs.uk
- By registering for our online services (*please see reception to find out more*).

EMERGENCY/OUT OF HOURS VISITS

Emergencies between 6.30pm and 8.00am during the week and all day and night at weekends and bank holidays, will be handled by the out of hours provider IC24, the Out of Hours service commissioned by the CCG. If you telephone the surgery you will be given the telephone number of IC24. If you wish to keep a record of the number it is: **111**

HOME VISITS

If you are too ill to come to the surgery and feel you need to be seen at home, please telephone the Surgery on 01502 565936 before 11:00 a.m. so the Doctors can plan their journeys. Please only ask for a home visit if you are too ill to come to the surgery, and remember that a Doctor can see 3-4 patients at the surgery in the time it takes to make 1 home visit! If you are well enough to go out, you should not expect a home visit. A Doctor may ring you back to assess whether a visit is required. **LACK OF TRANSPORT IS NOT A VALID REASON TO REQUEST A HOME VISIT.**

In an emergency, requests for home visits will be accepted at any time between 8:00am – 6:30pm.

About Us

SURGERY HOURS AND SERVICES PROVIDED

SURGERY HOURS

The surgery is open from 8.00am until 6.30pm on weekdays.

Telephone lines are open 8:00am until 6:30pm. Consultations are by appointment only.

We are also open Saturday mornings from 8.10am with pre bookable appointments only. There are no telephone, drop in or emergency services available in the surgery on Saturdays. If you do not have an appointment you should call the Out Of Hours service.

Please make a separate appointment for each member of the family who requires attention and for each complaint.

SERVICES PROVIDED BY THE SURGERY

The following services are provided during weekday hours (**8:00am to 6:30pm**) under the NHS Contract:-

CORE SERVICES

- General management of medical conditions and preventative care
- Health promotion advice
- Emergency care, if appropriate
- Referral for other services, if appropriate
- Urgently required care for temporary residents

ADDITIONAL SERVICES

- Cervical screening
- Contraceptive (Family Planning) services – please see page 5
- Vaccinations and immunisations
- Child Health surveillance
- Maternity services – please see page 6
- Minor surgery procedures
- Travel immunisation – please see page 6
- Chronic disease management i.e. asthma, diabetes, blood pressure, coronary heart disease

NURSE PRACTITIONER

If you have an urgent medical problem you will usually be offered an appointment with one of our fully trained Nurse Practitioners who deal with a large range of conditions and are able to prescribe medication and do hospital referrals if needed.

CLINICAL PHARMACIST

Caroline has joined us as part of a national three year pilot to test the role of clinical pharmacists working in general practice.

Clinical pharmacists work as part of the general practice team to resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medications and support for high quality prescribing.

Having a clinical pharmacist in GP practices means GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with complex conditions. This will help GPs manage the demands on their time.

If you have a query about your medicines you can either ask your usual community pharmacist or phone the practice and ask to speak to the clinical pharmacist.

Surgery Information

NEW PATIENTS

HOW TO REGISTER

If you wish to register with the Practice, please either call into the Practice reception or telephone the Practice and the relevant forms will be sent to you.

All newly registered patients over 5 years of age are asked to attend for a health check prior to the arrival of their medical records. The medical records may well take 6 weeks to arrive at the Practice and the health check will provide the Doctor with vital information to assist with your treatment.

As part of an NHS initiative to reduce fraud, all new patients registering with the practice will be required to provide two forms of identification. The reception staff will be pleased to inform you of the types of identification that are acceptable.

Patients will have a named GP who is responsible for patients' overall care at the practice, patients should contact the practice if you wish to know who this is, and that if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate this request.

REPEAT PRESCRIPTIONS

All patients receiving regular medication will have a computer listing of all the medication they receive regularly. Please use this to re-order a prescription by ticking the items required and handing the completed slip to the prescriptions desk or leaving it in the box by the prescription desk.

Alternative ways of ordering your repeat prescription are; your completed slip may be

- posted, with a stamped addressed envelope, for the return of your prescription.
- faxed on **01502 567359**
- ordered via our online services. *(Please register at reception for this)*
- Please note we **DO NOT** accept prescription requests over the telephone.

Please allow 3 full working days (*excluding Saturday, Sunday and Bank Holidays*) for requests for repeat prescriptions to be processed. After which the prescription may be picked up from the surgery or your nominated pharmacy.

Many local pharmacies will deliver prescriptions free of charge. If you have not received your prescription, please contact your nominated pharmacy for further information.

DISABLED PATIENTS

Both the Atrium and the front door of the Main Surgery (*from Bridge Road*) have ramps to make access easier.

STAFFING

Most members of the Primary Healthcare Team work directly for the practice whilst some work for other organisations, but are attached to the practice, developing close working relationships in the process. Information about patients is treated in the strictest confidence, **all** staff being bound by the same confidentiality rules as the Doctors.

Surgery Information

SERVICES WITHIN THE SURGERY

TEST / X-RAY RESULTS

- Please telephone on **01502 565936** between **2.00pm** and **5.00pm**, Monday to Friday, to ask for your test results. We ask for calls after 2pm to ensure that the Doctor has had time to see the results when they come in from the hospital, therefore hopefully saving you having to phone back later.
- All results are assessed by a Doctor.
- The Receptionist will indicate if there is a need to see or speak to a Doctor or simply confirm a result. Results can only be given to a patient and not a friend or relative to ensure patient confidentiality is maintained.
- Most blood, urine and bowel motion test results will be available in 3 to 7 days, whilst cervical smear results usually take about 7 weeks.

BLOOD TESTS

From 1st April 2018 the Surgery will start taking blood tests for our patients.

Please ring the Appointments line on **01502 565936** after **11:00am** to book an appointment.

Appointments are **Monday - Friday 8:10am - 12:50pm** and will be held in the Main Surgery.

Any further questions, please speak to a member of staff.

FAMILY PLANNING

The initial request and consultation should be arranged with the Doctor in normal surgery time. Follow up appointments, checks and requests for repeat prescriptions take place at the Family Planning clinic held by one of the Practice Nurses. The Practice provides full contraceptive services including the cap, contraceptive implant and IUCD (coil) fitting. We are also a C-Card venue.

REFERRAL LETTERS

If you are referred to another Health Professional, please note that the letter will routinely contain, as well as the history of the current complaint, a summary of important past medical history and details of your medication.

SICK CERTIFICATE

Did you know you do not need a sick certificate if you are off work for less than seven days? You can self-certify, contact your own personnel office at work for details. We do not issue sick certificates for school students.

NON-NHS SERVICES

Certain services such as insurance claim forms, elderly driver medicals, HGV/PSV medicals are not covered by the NHS. A fee is therefore payable to the Practice and the list of charges are available on request. Please confirm the fee when booking an appointment or requesting the Doctor to complete a form.

ADDITIONAL INFORMATION

There is a no smoking policy throughout the Surgery.

There are a limited number of parking spaces for patients. However we have an agreement with the Commodore Mission in Hall Road for our patients to use their car park whilst visiting the Surgery. We ask all of our patients to be considerate to other road users and the local residents when parking, and to use the mission car park if the surgery car park is full.

TRAVEL ADVICE

1. On enquiry regarding travel vaccinations you will be asked to collect a Travel Health assessment document. These need to be returned to the surgery with the itinerary attached. Alternatively you can download the questionnaire from the surgery website and return as an email to gywccg.bridgeroadsurgery@nhs.net with their itinerary attached. This ideally should be at least 6 weeks prior to departure date.
2. The Nurses will then assess the travel risk & vaccination requirement, contact you and then book an appointment if it is required. If the itinerary is detailed and requires vaccinations other than those that may be given on NHS as preventative medicine, the patient will be advised to seek Travel Health advice from a Private Travel Health Clinic i.e. Timber Hill, Globe Travel Clinic.
3. At the appointment the Nurse will assess your health that day, answer any questions, and give information on the vaccine & possible side effects and administer the vaccine(s).

TETANUS

It is advisable for everyone to ensure they are immunised against tetanus. It is now advised that a total of five injections are required for life-long immunity i.e. the initial course of three at monthly intervals (*now given as part of the routine baby immunisations*) and two booster injections.

Please ask if you are unsure whether you need any more injections.

Even if you are immune, you should seek medical attention if you sustain a dirty or puncture type wound.

Community Services

SERVICES PROVIDED FROM THE COMMUNITY

DISTRICT NURSES

District Nurses look after patients who are confined to their homes and need nursing care. They also provide any nursing care you may need after being discharged from hospital. If a Doctor feels that you may need assistance from the District Nurses, he/she will make the necessary arrangements. Messages can be left for the District Nurses by telephoning the Surgery on **01502 565936**.

HEALTH VISITORS

The wellbeing and healthy development of children forms a major part of the work of the Health Visitors. They are happy to advise you about the health and welfare of family members. They can also advise on health and welfare matters for children with disabilities. They can be contacted on **01502 532053**. Messages may be left on their answer machine.

MATERNITY SERVICES

Maternity care is shared between the Doctors and Community Midwives. As soon as pregnancy is confirmed, please make a "first antenatal" appointment with the Midwife, approximately at 8 weeks. You will then receive details of your Community Midwife and she will also organise further appointments for an ultrasound scan, blood tests and a consultant appointment at the James Paget Hospital. Most antenatal appointments are held here at the surgery with the Community Midwife. After delivery, the Community Midwife will visit regularly to check the health and well-being of both you and your baby. You will then be referred to a Health Visitor for continued care. At 6 weeks, postnatally, you and your baby will be offered a joint appointment with the Doctor for a postnatal check and a development check for your baby. In common with most practices in the area, we do not provide routine care for home deliveries.

Obligations and Responsibilities

OUR EXPECTATIONS AND YOUR RESPONSIBILITIES

CONFIDENTIALITY

HERE TO LISTEN NOT TO TELL!

We provide a confidential service to all our patients, including those under 16. This means that you can tell others about your visit but we won't!

The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital or a Family Planning Clinic – it is best if you allow the Doctor or Nurse to inform the Practice of any treatment you are receiving

If you have any worries about confidentiality please feel free to ask a member of staff.

WARNING

Whilst we take every effort to make these premises as safe as possible, there are hazardous substances and instruments in the surgery. We must, therefore, ask patients to supervise their children at all times whilst on our premises.

Practices and patients should treat each other with mutual respect. Behaviour that is unreasonable or disturbs, offends or threatens other patients, Doctors or Staff is unacceptable and may cause disruption to the provision of our services. In such circumstances patients may be removed from our lists. If this should occur, we are obliged to notify the patient of their removal from our list and record, in the patient's records the fact of their removal and the circumstances leading to it. NHS England is then responsible for providing further medical care for such patients.

OBLIGATIONS AND RESPONSIBILITIES

Practice: You will be treated with respect and courtesy by all Practice staff

Patient: Please treat Doctors and staff with the same courtesy

Practice: You are entitled to a copy of the Practice leaflet

Patient: Please read the leaflet; it will help you get the best out of the services we offer

Practice: We will visit a patient in their own home if he/she is too ill to get to the Surgery

Patient: If you need a home visit, please contact the Surgery by 10.00am, unless it is an emergency, when we should be contacted immediately. Home visits are for those who are too ill or infirm to come to the Surgery

Practice: Patients with an emergency will normally be seen the same day, but not always by their usual Doctor. Appointments are for 10 minutes and 1 problem only.

Patient: Please only request an emergency appointment when you have a genuine emergency medical need.

Practice: Repeat prescriptions will usually be ready within 3 working days

Patient: Please order your repeat prescription whilst you still have at least three days supply of medication.

Practice: We try to keep to appointment times. If there is a delay, please be patient as the Doctor may be attending an emergency or have a patient with complex problems

Patient: Please let us know if you no longer need or cannot keep your appointment to enable us to offer the appointment to someone else. Please also inform us if you feel you need a longer appointment.

Practice: We will offer advice and information about how you can promote good health and prevent ill health

Patient: Please also take responsibility for your own health and wellbeing and that of your family members by acting on the medical advice that you have been given.

Practice: You will be given appropriate advice and care outside normal surgery hours by the out of hours provider.

Patient: Please only call the Doctor after hours if you are not sure whether your problem could wait

Additional Information

EXTRA INFORMATION ABOUT THE SURGERY

RESEARCH

We contribute anonymous data to a database used for healthcare research purposes. We receive a nominal fee and training from the company aggregating the data to help improve quality in our computer records. The company holding anonymous data will be providing the data to authorised researchers for a data fee. The data collection scheme has been approved by the South East Multicentre Research Ethics Committee. The Committee will also be overseeing all research conducted on this data. The database will hold data on millions of patients and no patient will be traceable to anyone outside this Practice.

TEACHING

This practice is involved in training fully qualified doctors who are gaining further experience in General Practice. These Doctors work with us as Registrars, usually for 6 months. We occasionally have medical students attached to the Practice. This includes student Nurses, Paramedic students and students considering a career in the medical profession. If a student is to be present at your consultation you will always be told and given the option of seeing the Doctor alone.

Occasionally, we video-record consultations for teaching purposes in the Practice. You will always be informed and asked for your consent before this is done. We would like to stress that you are under no obligation whatsoever to help us in this way, and we will NOT be upset at all if you decline to take part. The video tapes will only be watched by Doctors involved in training and assessment, and will be erased after they have been studied.

PRACTICE EQUIPMENT FUND

Sometimes patients make donations to the practice. These donations are placed in the practice equipment fund.

We are indebted to the many present and former patients of this Practice who have contributed to these funds. The funds are used to buy various items of equipment for the benefit of our patients. Should you have any questions about the fund please contact Clive Sillitoe, the Practice Manager.

COMPLAINTS PROCEDURE

Clive Sillitoe is our Practice Manager and is responsible for the day to day running of the Practice. He would be happy to hear your views and suggestions about the services offered by the Practice. We follow the NHS complaints procedure when dealing with any complaint. A copy of our complaints procedure leaflet is available upon request.

Your Medical Records

INFORMATION ABOUT HOW WE DEAL WITH YOUR RECORDS

ABOUT YOUR RECORDS

Information about patients is treated with the strictest confidence. All our staff are trained in confidentiality and are bound by the same rules as the doctors.

We have a fully computerised medical record system, this information is held on a secure server.

If you wish to see or obtain a copy please ask at reception. A charge of £10.00 is required for viewing records, and up to £50.00 for full paper copies.

SHARING INFORMATION FROM YOUR MEDICAL RECORD

For a number of years, work has been ongoing to improve the way that medical records are made available to treating clinicians. Our main computer system is called SystmOne, which has the advantage of enabling information to be shared between certain health professionals.

Enhanced Data Sharing Model (EDSM) enables us, with your consent, to share your medical records with those in the NHS who are involved in your care. NHS staff can only access shared information if they are involved in your care and being an electronic service an audit log is maintained showing when and who has accessed medical records.

We already share records of children for child protection reasons and patients who are under the care of the District Nursing Team. This helps clinicians to make decisions based upon a wider knowledge of you and also helps to reduce the number of times that you or your family members are asked the same question. **In short it assists clinicians to provide more 'joined up care'.**

EDSM will allow clinicians treating you, who have access to SystmOne to view and in some cases update your medical records. Locally this includes the Walk-In-Centre, many departments at local hospitals (*including A&E*) and community services, such as the District Nursing Team.

Clinicians outside of the surgery who wish to access your medical records will ask for your permission to do so and will need to have been issued with a NHS Smartcard.

Under EDSM there are two levels of consent. The first is to agree to sharing your medical records OUT of the practice. This is your agreement that records maintained by your GP can be seen, **subject to your authority at the time**, by clinicians working outside of the surgery. The second is agreeing to share your records IN. This means that your GP can see the records made by other health professionals who have access to EDSM.

However, as the treating clinician needs to ask your permission to see the records at the beginning of each period of care you are in control of who can see your medical information.

You can ask for any consultation to be marked as private, this means that viewing is restricted to the surgery, but allows the rest of the record to be viewed by whoever else is treating you. It is your responsibility to ask for a consultation to be marked as private.

EDSM may seem very similar to patients as the Summary Care Record which went live some years ago. The Summary Care Record contains only a very small part of your record that is available to be seen by clinicians who might be treating you in A+E departments, Walk In Centres or if you register temporarily somewhere else within the UK.

The Summary Care Record allows other NHS Services to see your current medications and the drugs that you are allergic or sensitive to. Your Summary Care Record can be enriched by your GP to include information that it is important to pass on in the case of an emergency.

Contacts

USEFUL CONTACTS

CONTACT DETAILS FOR NHS ENGLAND

NHS England is party to the contract held by this Practice. Further details of primary care services in this area may be obtained from them at the following address: -

NHS England
PO Box 16738
Redditch
B97 9PT
Telephone: 0300 311 22 33
E-mail: england.contactus@nhs.net

USEFUL TELEPHONE NUMBERS PROVIDED BY THE PPG

Broadlands Residential Home	01502 512895
Carlton Court	01502 538008
Citizens Advice Bureau	01502 518510
Dental Emergency (Out of Hours)	111
IC24 (Out of Hours)	111
James Paget University Hospitals	01493 452452
Lilac Lodge/Lavender Cottage	01502 581920
Lound Hall	01502 732331
Lowestoft Hospital	01502 587311
Norfolk & Norwich University Hospitals	01603 286286
North Bay House	01502 512489
Oulton Park Care Centre	01502 539998
Police (Lowestoft)	01986 835300
Registrar of Births and Deaths	01502 405096
Red Cross	01502 562970
Relate (Marriage Guidance)	01502 563733
Riverside Children's Centre	01502 526610
Samaritans	01502 500800
Social Services - Customer First	0808 800 4005