

The Burwell Surgery is a rural practice situated on Newmarket Road, Burwell. We care for patients in Burwell and the villages of Exning, Reach, Swaffham Prior, Swaffham Bulbeck and Fordham.

We have parking facilities and easy access for disabled patients.

We are a training practice for doctors who wish to make general practice their career. Our present GP Registrar is Dr Knight. At times, we have medical students visiting the practice.

#### **Accessible Information: Making Information Clearer for Patients**

Here at Burwell Surgery, we are dedicated to the needs of all our patients, as such we would like to ensure that all information we send to you is clear and that you are able to understand it. If you feel you would like additional support please let us know.

#### **Zero Tolerance**

This practice follows the NHS zero tolerance policy and as such reserves the right to remove any patient being verbally or physically abusive from our list.

#### **Access to Medical Records**

The Data Protection Act gives you the right to access your medical records. If for any reason you wish to do this please contact Debbie Everitt, Practice Manager, and she will explain the process to you. A charge will usually be made.

#### **Patient Participation Group**

This enables patients to provide feedback on a range of health related issues. If you are interested in being part of this group, please enquire at reception.

The practice is part of NHS England:

NHS England, East Anglia Area Team, Victoria House, Capital Park, Cambridge CB21 5XA

[www.england.nhs.uk](http://www.england.nhs.uk)

#### **Opening Hours**

Monday – Friday 8.30 am – 6.30 pm

#### **Surgery Hours**

Monday – Friday 8.40 – 12.00  
3.00 – 6.00 pm

#### **Extended Hours**

Monday 6.30 – 8.30 pm  
(routine, pre-bookable appointments for those unable to attend during normal surgery hours)

**Clinical Governance:** The surgery will be closed for staff training on the third Monday afternoon of each month. Please call 111 to access medical assistance during these times.

#### **Booking Appointments ☎ 741234**

Consultations with the doctors are based on a **12-minute appointment system**. If you need longer or have more than one problem please let reception know. Routine appointments can be pre-booked with the health professional of your choice and “urgent” (same day) appointments with the duty doctor or nurse. Please telephone before 11.30 am for an urgent appointment. Appointments can also be made “on-line” via the internet. Please ask at reception for details. Also, please notify us if you are unable to keep your appointment.

#### **Out of Hours & Emergencies**

For non-emergency medical assistance please dial 111. In a life threatening emergency dial 999.

#### **Home Visits**

If you are unable to come to the surgery and require a doctor, please telephone the surgery, preferably before 10.00 am.

#### **Telephone**

Please try to be brief so as not to block the lines for urgent calls. All non-urgent calls should be made during surgery hours. Please note that Mondays are a particularly busy time for phone calls.

#### **Telephone Advice ☎ 743602**

The doctors and the practice nurses are willing to give advice on the telephone. If they are not available when you ring they will be happy to call you back. You can also obtain advice from:

**Out of Hours: 111**

**NHS website: [www.nhs.uk/111](http://www.nhs.uk/111)**

# **Burwell Surgery**

**NEWMARKET ROAD  
BURWELL, CAMBRIDGE, CB25 0AE**

*The practice is a partnership between:*

**Dr Andrew Wills** MB, ChB, MRCP, DRCOG

**Dr Alex Manning** MB, ChB, MRCP, DCH, DRCOG

**Dr James Parry** MB, BS, MRCP, DRCOG

*Sessional GP's:*

**Dr Maureen Birch**, MB, BS, DCH, ARCOG, AFHEA, FRCGP

**Dr Caroline Greene** MRCP, MBChB, DCH, DRCOG, DipMedEd

**Dr Joanna Mckerrell** MRCP, MBBS, DRCOG, DFFP, LoC SDI, LoC IUT, PGCMedEd

**Dr Manisha Wickramasekera** MB, BS, MRCP. American Board of Internal Medicine (2009)

**Tel : (01638) 741234**  
Appointments and emergencies

**Tel : (01638) 743602**  
Enquiries

**Fax: (01638) 743948**

**Out of Hours : 111**

**E-mail:**  
**[admin.burwellsurgery@nhs.net](mailto:admin.burwellsurgery@nhs.net)**

**Website :**  
**[www.theburwellsurgery.co.uk](http://www.theburwellsurgery.co.uk)**

The practice is dependent on the teamwork and the co-operation of many people working together to help you.

Members of the team include:

#### Practice Staff

**The Practice Manager** – Mrs Debbie Everitt is responsible for the administration and running of the practice. Debbie will be pleased to deal with any comments, queries, or complaints that you may have concerning the practice and the service it provides.

**Practice Nurses** – Angela Osborne, RGN, Carolyn Stewart, RGN and Jacqui Reggiani, RGN. They offer a wide range of services including immunisations, wound and leg ulcer management, contraceptive, dietary and smoking cessation advice and health checks. They also run diabetic, asthma, and heart clinics.

**Health Care Assistant**, Amanda Trent, carries out blood tests, blood pressure checks, ear irrigation, ecg's, health checks, smoking cessation and weight reduction advice.

**Phlebotomist**, Maxine Copland, carries out blood tests and health checks.

#### Community Staff

**The Community Nurses** tend those who are unable to come to the surgery and require nursing care at home. They can be contacted as follows:-

Weekdays 08:00 – 16:00  
0330 726 0077 Option 3

Evenings, Nights, Weekends & Bank Holidays  
01603 481205

**The Health Visitors** provide health visiting and school nursing services for families with children 0-5 years. They can be contacted on 01223 813413. They also hold clinics on the 2nd and 4th Tuesday afternoon of each month between 12,30-2.00 pm at Mandeville Hall. School nursing services for families with children 5-9 year olds can be contacted on 01223 810041.

**The Midwife** holds antenatal clinics on a Friday morning.

#### To Register

Please ask at reception for details or download a registration form from our website. You will need photo ID when you come in to register with your forms and proof of address.

You will be allocated with a named GP who will be responsible for your overall care at the practice. If you would like to know who your named GP is, please contact the surgery to ask. If you have a preference who you would like it to be, the practice will make reasonable efforts to accommodate this request. You are free to see whichever GP you would like when booking appointments.

#### Repeat Prescriptions

We have our own dispensary but we can dispense only to those patients who live more than a mile from a chemist as the crow flies. When requesting a repeat prescription please use your repeat prescription form which can be delivered, posted or faxed to us. Requests can also be ordered via the internet. Please see reception if you wish to register for this service. Do you have a nominated Pharmacy? The Electronic Prescription Service (EPS) is available. This makes it possible for your prescriptions to be sent electronically to the pharmacy of your choice. Please allow 48 hours for repeat prescriptions to be processed.

#### Confidentiality

The information we hold about you is solely for the purpose of caring for your health, and will only be seen by those who need to. There is a possibility of patient data (either anonymised or patient-identifiable) being used in a limited way by the NHSE for the purpose of the provision of care and treatment and the management of healthcare services. We have a legal responsibility to keep confidential all of the information about you. The obligations the NHS has and the rights of individuals are set out in the Data Protection Act 1998.

#### Complaints

For details of our complaints procedure, please ask at reception for a leaflet.

#### Services Available to Registered Patients

**Child Health Surveillance** to monitor your child's health and development.

**Immunisations** – We recommend that children should be immunised according to national guidelines. For more information visit [www.immunisation.nhs.uk](http://www.immunisation.nhs.uk) or feel free to ring and discuss with one of the practice nurses. Adults should ensure that they are protected against Tetanus. Flu and pneumonia vaccinations are available each autumn for over 65's and those at risk.

**Holiday Travel** – Our practice nurses will advise you on holiday or travel immunisations which we suggest you arrange at least 6 weeks before your departure if possible

**Cervical Smears** – It is recommended that all women between the ages of 25 and 64 should have regular cervical smears. You will be informed by letter when you are due for this simple test which will be carried out by a practice nurse.

**Family Planning** – Doctors and nurses are available for contraceptive advice.

**Minor Surgery** – Certain minor surgical procedures are carried out by the doctors.

**Health Screening** is available to all patients. We may write to you to invite you to an NHS Health-check appointment.

#### Chaperone

You are entitled to have a chaperone present for any consultation/examination. Please ask at reception or when booking your appointment.

#### Are you a carer?

Do you care for someone perhaps for just one hour a week or on a regular, unpaid basis?

**Please let reception know**

There is a carers' notice board and carer information leaflets available at the surgery. Janet Parker is the named carer link.

Burwell Surgery is a research active practice and supports high quality medical research through the Primary Care Research Network East of England.

