

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 Hannah James. 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 GDPR and Data Protection Act 2018 replaced the Data Protection Act 1998 with an updated and strengthened data protection framework; however, the key principles of the original Act remain unchanged. You are still able to access your medical records using our online system or if requesting a copy of these, contact reception for more information.

#### **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**

Mon - Friday - 8.40 – 12.00 noon. 3.00 – 6.00 pm

#### **Dispensary Hours**

Mon - Friday 8.30 – 6.00pm

#### **Extended Hours**

Monday - 6.30 – 8.30 pm

(routine, pre-bookable appointments)

**Clinical Governance:** The surgery will be closed for staff training on the third Monday afternoon of each month. Our telephone lines remain open as will askmyGP. Please expect a delay in our response. Dial: 999 in a life-threatening situation.

#### **Booking Appointments 741234**

askmyGP is an online system which improves accessibility to GPs and is flexible for patients. It is the easiest and fastest way to ask for help from a doctor. All our registered patients are invited to use the new system, and as a parent or carer you can use askmyGP on behalf of a patient. We will respond in working hours, 8.30 am to 5.30 pm Monday – Friday. You can choose a particular named GP if you wish (so long as they are working on that day). You can choose how you would like the surgery to respond to you, eg by phone or email.

To register: visit our website:

[www.theburwellsurgery.co.uk](http://www.theburwellsurgery.co.uk) and click on the askmyGP log. If you are unable to register, please contact one of our receptionists: 01638 741234.

#### **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.

# 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 Richard Knight** MB, BCh, MRCP

*Sessional GP's:*

**Dr Syed Anwer Ali** MBBS 1992  
University of Karachi, MRCP 2006 London

**Dr A Kendall**

MB BCh University of Wales DFRH

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

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

**Out of Hours : 111**

**E-mail:**

**admin.burwellsurgery@nhs.net**

**Prescriptions :**

**prescriptions.burwellsurgery@nhs.net**

**Website :**

**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.

**The Practice Nurses** – Angela Osborne, RGN, Carolyn Stewart, RGN and Jacqui Barker, 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 Assistants** – Maxine Copland (NVQ3) and Christine Cowlan. (NVQ3). Our healthcare assistants (HCAs) provided support to the practice nurses and work under their guidance. Services include anticoagulation, dressings, ECG, suture/clip removal, 6 week baby checks, ear irrigation, hearing tests, new patient health checks, memory tests, no smokes clinic, weight management clinics, 24-hour blood pressure monitor fitting and spirometry. They also assist with coil fittings.

#### 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 on: 0330 7260077

**The Health Visitors** provide health visiting and school nursing services for families with children 0-5 years. They can be contacted on 01223 813413.

**Midwife Clinics:** are held at Bottisham Children's Centre and Soham Children's Centre. To book an appointment: 01223 507152

#### To Register

Please ask at reception for details or download a registration form from our website.

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 online. 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 note, not all items can be processed using EPS. Please allow 48 working hours for repeat prescriptions to be processed. Please note Pharmacies require additional days. Please check with them directly.

#### 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 The GDPR and Data Protection Act 2018

#### 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.

**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.

**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.

Elaine Ellis 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.

