

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 Rachel Chen. 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 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 Richard Knight** MB, BCh, MRCP

*Sessional GP's:*

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

**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. Our Practice Manager is currently on maternity leave. Please contact: Elaine Ellis or Casey Harding at the Practice.

**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 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 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.

**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.

**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.

