



Anglia Ruskin
University

The Medical Centre



Contents

The Medical Centre opening hours (semester time only)	2
Our doctors	3
Appointments	4
Registration	5
Normal registration	5
Temporary residents.....	5
International students.....	5
Nursing services.....	5
Your health	6
Repeat prescriptions.....	6
Travel advice.....	6
Test results.....	6
Non-NHS medical examination	7
Home visits.....	7
Self-help information for minor illnesses.....	7
Contraception and screening.....	7
Emergency contraception	7
Flu vaccinations.....	7
Do you need a Doctors letter to support a request for an extension or a mitigation claim?	8
Medical emergencies	9
Using the Out-of-Hours Service Telephone 111	9
Making a comment, suggestion or complaint	10
How to complain.....	10
Complaining on behalf of someone else.....	10
What you should do.....	11
Feedback and complaints	11
Useful addresses	12

Welcome to the Anglia Ruskin Medical Centre

We aim to provide and promote excellent health care within a caring and efficient environment.

Our core values are:

- Treating patients with respect and courtesy at all times
- Putting patient welfare at the centre of what we do and ensuring your confidentiality
- Providing information and supporting patients in making decisions about their health
- Clinical excellence, care and efficiency
- Acting as patient advocates and guiding patients through health care services
- Ensuring access to healthcare and providing personal and holistic care.

The Medical Centre is a branch surgery of the Red House Surgery. We offer a full range of medical services, staffed by doctors, practice nurses and receptionists. Our aim is to provide medical care of the highest quality.



The Medical Centre opening hours (semester time only)

Day	Morning	Afternoon
Monday - Thursday	8.30am - 1pm	2pm - 5pm
Friday	8.30am - 1pm	2pm - 4pm

Doctor's surgeries at Anglia Ruskin Medical Centre

Day	Morning	Afternoon
Monday	9.30am - 12.30pm	2.30pm - 4.30pm
Tuesday	9am - 12.30pm	2.30pm - 4.30pm
Wednesday	9am - 12.30pm	
Thursday	2.30pm - 4.30pm	
Friday	9am - 12.30pm	

Pre-bookable appointments available 9am - 9.20am and 2pm - 2.20pm

Patients may book up to 4 weeks in advance with a health care professional.

Book on the day appointments available 9.30am - 12.50pm and 2.30pm - 4.30pm.
Please call at 8.30am if you require an early morning appointment.

Our current appointment system allows all patients same day contact with a health care professional upon request.

Nursing staff are available most days. Please ask the receptionist for further details.

Daily surgeries are also held at the main surgery which provides emergency cover (evenings, weekends and holidays).

The Red House Surgery
96 Chesterton Road
Cambridge
CB4 1ER
01223 365555

If you need to attend the Accident and Emergency department, transport can be arranged by any of the qualified first aiders in the university.

Our doctors

The university doctors are general practitioners who treat acute and chronic illnesses and provide preventive care and health education to patients. Some of our GPs also specialise in specific areas of health.

Dr Ralph Salmon (specialises in mental health related conditions)

Dr Richard Marriott

Dr John Foo

Dr Samim Kapadia-Miller (specialises in women's health)

Dr Joan May (specialises in dermatology)

Dr Mary Allwood

Dr Tim Sharp

Dr Alex Roberts

Dr Tom Mathias

Dr Sophie Ng

Dr Benita Dhanasekaran

Additional doctors may also be available from time to time.



Appointments

Our initial appointments are 10 minutes long.

There's always high demand for appointments so please let us know as soon as possible if you can't make your appointment.

Unless advised otherwise by the receptionist, your appointment will be held at the:

Anglia Ruskin Medical Centre
Mumford 101
Anglia Ruskin University
East Road
Cambridge
CB1 1PT
01223 698251



Registration

Normal registration

Although you're registered with one named doctor, you can see any of the doctors within our practice. Your medical notes will be transferred to the medical centre from your previous surgery.

If you need to see a doctor when you're out of Cambridge, e.g. during holidays, you can see any doctor in the UK as a temporary resident for up to 3 months.

Temporary residents

Students or visitors to the university whose intended stay is short, can be seen as temporary residents for up to 3 months

International students

International students who are not from EU countries can register with the Medical Centre. However, students may be charged for appointments at the hospital.

Nursing services

You don't always need to book an appointment with a doctor. Our nurses can be seen for:

- Asthma
- Blood pressure checks & blood tests
- Cervical smears and swabs
- Contraception, including emergency contraception
- Coughs/colds, chest, ear and throat infections
- Diet and health advice
- Dressings
- Ear syringing
- Minor injuries
- Pregnancy testing
- Urine testing, e.g. for urinary tract infection/cystitis
- Sexually transmitted infection screening
- Smoking cessation
- Suture removal
- Travel advice and vaccinations.

You may be asked to give the receptionist brief details about the nature of the problem when asking for an appointment so you see the relevant nurse. District nurses are also available. Please ask for more details.

Your health

The Medical Centre staff are always willing to give patients advice and information to help promote good health and avoid illness. We encourage you to adopt a healthy lifestyle, with a well-balanced diet, moderate intake of alcohol and to avoid smoking.

We can advise on sexual health matters and safe sex to help prevent sexually transmitted infections. The Medical Centre has free informative leaflets on a wide variety of health related topics and you are welcome to help yourself.

You are assured of complete confidentiality in any contact you have with the Medical Centre staff.

Repeat prescriptions

You'll need to see the doctor the first time a repeat prescription is requested. After that:

1. You should request a repeat prescription before you run out of medication
2. We need at least 48 hours' notice to process repeat prescriptions
3. You'll need to see the doctor for occasional medication reviews
4. Prescription requests can't be taken over the telephone for patient safety reasons.

Unless you are under 19 years of age or have a current NHS exemption certificate, you'll have to pay for any medication prescribed when you collect it from the chemist. The current charge is £8.80 per item (as of 1 April 2018). Application forms (HC1) for exemption certificates are available in the Medical Centre or the Post Office.

Travel advice

Please book an appointment with the nurse at least 6-8 weeks before you travel abroad so we can plan your vaccine programme. Some vaccines are not covered by the NHS so will need to be paid for in advance. Payment methods accepted at the Medical Centre are: cash, UK cheque or debit/credit card.

Test results

Results of blood tests and other lab tests are usually available 7-10 days after they have been carried out. Please visit or call us for these results as we will only contact you if further action is needed.

Non-NHS medical examination

If you need a special medical exam (for working abroad, Camp America, Bunac, diving etc.) you'll need to pay for an appointment. This will be between £25.00 and £50.00, payable on booking. This fee is returnable if you cancel the appointment at least 24 hours before you're due to come in. Should tests be performed an additional charge will be made.

Home visits

Please attend the Medical Centre whenever possible. Requests for home visits can be requested by calling 01223 365555 before 11am. Urgent visits during the evening, night and weekend are carried out by the emergency doctors Out of Hours Service.

Self-help information for minor illnesses

For information on what to do when you have minor illnesses, please see our website: **redhousesurgery.nhs.uk/aru-branch**

Contraception and screening

All aspects of contraception, sexual health screening and cervical smears are available, as well as help and advice. Appointments can be made with any doctor or the practice nurse.

Emergency contraception

If you've had unprotected sex, or think that your usual method may have failed, you should attend the Medical Centre to see the nurse as soon as possible. The 'Morning After Pill' can be effective up to 72 hours after sex and is available from the pharmacy. Some pharmacists are able to provide this free of charge (check with individual pharmacies for details).

Emergency contraception only reduces the risk of pregnancy and is not always suitable for everyone so you should obtain medical advice in the first instance from your Pharmacist, Practice Nurse or GP.

IUCD insertion (the coil) can be used within 5 days of unprotected sexual intercourse.

Flu vaccinations

From October each year we offer flu vaccinations to special risk patients e.g. asthmatics, diabetics or those whose immune systems are suppressed. If you'd like a flu vaccination, please ask one of our nurses or the receptionist for further details.

Do you need a Doctors letter to support a request for an extension or a mitigation claim?

Most student requests for an extension and all student mitigation claims where medical grounds are cited **must** be supported with third party medical evidence. Students can request a medical letter from the surgery for this purpose. Please note that a letter from the GP is not required for first extensions.

- Students will be provided with a letter free of charge if they have been seen by or spoken to a **doctor** on the day of the illness.
- Doctors can only provide letters detailing historic medical conditions if they have treated the student previously for the ongoing medical condition or there is evidence of the condition available from another Healthcare Provider. No charge will be made for the letter.
- A fee (currently £15) may be charged for a letter if the doctor does not see the student on the day of the illness and there is no evidence available from another Healthcare Provider of the student's condition.
- Decisions regarding extension requests and mitigation claims are taken solely by the Student Advisers and the Mitigation Panel. A medical letter provided in support of your request will not automatically be accepted as evidence.

For further advice regarding mitigation and extensions please contact

The Students' Union
cambs.advice@angliastudent.com
01223 460008

Student Advice Service
studentadvice@anglia.ac.uk
01245 686700



Medical emergencies

For urgent medical attention out of semester/trimester time you should phone:

The Red House Surgery
96 Chesterton Road
Cambridge
CB4 1ER
01223 365555

For urgent medical attention at all other times (if you have a medical problem that cannot wait until the next working day to be treated) you should contact NHS 111.

Using the Out-of-Hours Service Telephone 111

If you need to phone the out-of-hours service, either for yourself or on behalf of someone else, be prepared to explain:

- What the symptoms are, how they affect you / the other person
- When the symptoms began
- What you / the other person have already tried
- Any medication / drugs you / the other person are already taking
- Any existing medical conditions
- Anything else you think is relevant.

In many cases the doctor or nurse will be able to give you advice and reassurance over the telephone.

However, if you do need to see a doctor, you may be asked to go to an Out of Hours clinic.

If you really need a home visit the doctor or nurse will arrange it. Be prepared to give clear directions to your house.

Please ring back if you or the patient's condition improves because it may be that medical treatment is no longer necessary.

Making a comment, suggestion or complaint

Making a comment or suggestion

If you would like to make a comment or have a suggestion about our service, please let us know by completing a patient feedback slip, which is available in the waiting room, or please write to, or ask to speak to, the Practice Manager Caroline Mason CMgr MCMI.

Making a comment, suggestion or complaint

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with complaints. Our complaints system meets national criteria as laid down by the NHS.

How to complain

We hope that most problems can be sorted out easily and quickly, often at the time they arise and directly with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

- Within 12 months of the incident that is the cause of the problem; or
- Within 12 months of discovering that you have a problem.

Complaining on behalf of someone else

Please note that we keep strictly to the rules of patient medical confidentiality. If you are complaining on behalf of someone else, we have to be assured that you have his or her permission to do so. A note signed by the patient concerned will be needed, unless they are incapable (because of illness) of providing this.

What you should do

Complaints should be addressed to:

Mrs Caroline Mason CMgr MCMI, Practice Manager – The Red House Surgery, 96
Chesterton Road, Cambridge CB4 1ER.
01223 365555

Alternatively, you may ask for an appointment with the practice manager in order to discuss your concerns.

The practice manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Feedback and complaints

The NHS encourages feedback in order to improve their service. Just talk to a member of staff if you want to share your views.

You have the right to make a complaint about any aspect of NHS care, treatment or services. If you're not happy with a service it's worth discussing this as early as possible in order to deal with the issue.

Please visit the NHS website for more information about feedback and complaints.



Useful addresses

<p>The Red House Surgery 96 Chesterton Road Cambridge, CB4 1ER Tel: 01223 365555 Out of Hours, Tel: 111</p>	<p>Anglia Ruskin University Medical Centre Mumford 101 East Road Cambridge, CB1 1PT Tel: 01223 698251</p>
<p>Lime Tree Clinic (Sexual Health Clinic), Brookfields Hospital, 351 Mill Road Cambridge, CB1 3DF Tel: 0300 300 3030</p> <p>Lime Tree Clinic is also for emergency contraception, pregnancy information, condoms, contraception information and chlamydia screening.</p>	<p>Addenbrookes Hospital NHS Trust Hills Road Cambridge, CB2 2QQ Tel: 01223 245151</p>
<p>Department of Social Security Henry Giles House 73-79 Chesterton Road Cambridge, CB4 3BQ Tel: 01223 545200</p>	<p>Cambridge AIDS Helpline P.O. Box 257 Cambridge, CB2 3AY Linkline, Tel: 0800 697697</p>
<p>Anglia Ruskin University Counselling and Wellbeing Service HEL341 01245 68 6700</p>	<p>NHS Dental Helpline For information on dental treatment and where to register with a NHS dentist in the Cambridge area Tel: 111 Open 24 hours 7 days a week</p>
<p>CAMQUIT (Stop Smoking Group) The Mill house, Brookfields Hospital 351 Mill Road Cambridge, CB21 3DF Tel: 01223 723022</p>	



