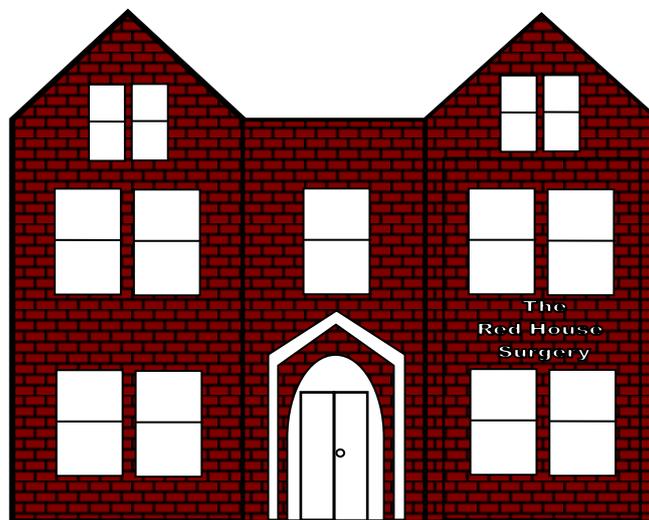


# The Red House Surgery

Practice Leaflet



96 Chesterton Road  
Cambridge  
CB4 1ER  
Telephone 01223 365555  
Facsimile 01223 356851

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

# DOCTORS IN PARTNERSHIP

## Dr Ralph Salmon

MB BS (Sydney) 1981

## Dr Richard Marriott

MB BS (1986) MRCGP DRCOG

## Dr John Foo

MB BCh BAO LRCP&SI (Ireland) 1993 DCH DRCOG

## Dr Sam Kapadia-Miller

BSc 1992 MB BS (London) 1994 MRCGP 2002

### ACCESSIBLE INFORMATION

**If you, or someone you care for, need this information in a more accessible format e.g. large print - please tell a receptionist.**

### ASSOCIATED STAFF AND SERVICES

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The Partners in the Practice aim to provide medical attention of the highest quality. They are assisted in their aims by the following associated staff:-

Dr Mary Allwood \_\_\_\_\_ MB ChB 1989

Dr Benita Dhanasekaran \_\_\_\_\_ MB BS 2010 Kings College London MBBS BSc(Hons)  
DRCOG MRCGP

Dr Joan May \_\_\_\_\_ MB ChB 1994 Belfast

Dr Sophie Ng \_\_\_\_\_ MB BChir

Dr Alexandra Roberts \_\_\_\_\_ MB BS BSc MRCGP DRCOG DFFP

Dr Tim Sharp \_\_\_\_\_ BM BS 2010 University of Nottingham

Dr Tom Mathias \_\_\_\_\_ MB BS 2010 University College of London

Dr Anne Roque \_\_\_\_\_ MD 2003 Lyon, France

## **PRACTICE NURSES**

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We have a team of well-qualified and experienced nurses who may be seen by appointment.

Some of our nursing staff have special expertise with conditions such as asthma, diabetes and coronary heart disease; they can monitor the patient's condition, review their medication and discuss any problems or concerns.

All Practice Nurses are available for:

- General health advice
- Travel advice and immunisations
- Cervical smears (female nurses only)
- Family planning advice, contraception and hormone replacement checks
- Minor illnesses such as coughs and rashes
- Treating minor injuries

## **PHLEBOTOMIST AND HEALTH CARE ASSISTANTS**

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In addition to Practice Nurses we have a team of Health Care Assistants who are qualified to carry out a variety of routine checks and procedures such as blood tests, blood pressure checks, ECGs, Health Checks, dressings, flu and pneumococcal injections, contraceptive pill checks etc.

## **MIDWIFE**

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The midwife is closely involved with all aspects of the care of expectant mothers, and in the period immediately after the birth. Newly pregnant women are invited to book an appointment to see the midwife for a booking appointment. For advice during pregnancy the Lily Team can be contacted on 01223 586787.

## **DISTRICT NURSES**

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The District Nurses assist our patients who need treatment at home. You may speak to them or leave a message on 01223 726469 option 2.

## **HEALTH VISITOR**

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The local team of Health Visitors have a particular responsibility for child care. They can be contacted on 0300 029 5050, option 2.

## MEDICAL SERVICES AND CLINICS

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We can offer the following:

- Asthma clinic
- Baby and child immunisation clinic
- Blood taking service
- Cholesterol reduction
- Cervical smear screening
- Contraception - including emergency contraception
- COPD clinic
- Diabetic clinic
- Healthy heart clinic
- Influenza, pneumococcal and shingles immunisations
- Maternity care
- Minor illness clinic
- Minor injury services
- Minor surgery
- Smoking cessation
- Travel clinic

## TRAINING PRACTICE

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We are committed to teaching both undergraduates and doctors training to specialise in General Practice. On occasions, you may be asked to allow medical students to sit in with your doctor; if you do not want students to observe or participate in your consultation you will be offered an appointment with another doctor. Sometimes you may be seen by a fully qualified doctor undergoing higher training.

## REGISTRATION AND PRACTICE AREA

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Our **inner boundary** includes the City of Cambridge and the villages of Girton, Histon, Milton and Newnham. Patients who live in these areas may register with the practice.

Our **outer boundary** includes Barnwell, Cherry Hinton, Fen Ditton, Impington and Landbeach. Patients who move from the inner boundary to one of these areas may remain registered with the practice if they wish to **and** if their doctor feels it is in their best interest to do so.

We can currently only register new patients who live within the **inner boundary**.

## **SURGERY HOURS AND APPOINTMENTS**

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**The Surgery doors open at 8.15am; the reception desk and telephone lines are open Monday to Friday 8.30am until 6.00pm.**

### **APPOINTMENT SYSTEM**

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We aim to meet the needs of our patients and for this reason we offer different ways to book appointments:

- SAME DAY appointments
- PRE-BOOKABLE appointments

### **SAME DAY APPOINTMENTS AND TELEPHONE TRIAGE CALLS**

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If you require a SAME DAY appointment with a doctor, please telephone from 8.30am.

Some appointments will be available to book with the receptionist, or your call may be triaged by a doctor who will call you back.

The doctor will discuss your case; if they cannot resolve the problem over the telephone they may offer you an appointment later on the same day, or on another day – depending on clinical need.

Please make sure that you are able to take a phone call from the doctor; or advise us of times when you will, or will not, be able to speak to the doctor. Please note that the surgery number will show up as '*withheld*' or '*private*' on your telephone display.

We are only able to telephone UK phone numbers from the surgery so please do not expect a call if you are travelling abroad or using a non-UK phone number.

Some SAME DAY appointments can also be booked on-line from 8.30am.

### **SPEAKING TO A DOCTOR ON THE TELEPHONE**

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You may request a telephone call with a particular doctor to discuss an existing problem that they are currently treating you for. Please be aware that the doctors may make these calls at the end of the day.

If you are ringing about a referral that has been made by a doctor the secretaries may be able to assist as they manage the processing of all hospital and specialist referrals.

### **PRE-BOOKABLE APPOINTMENTS**

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If you wish to pre-book an appointment it is possible to book up to 4 weeks in advance. These appointments can be booked on-line or by telephone.

### **FACE-TO-FACE CONSULTATIONS**

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Consultations are booked at 10 minute intervals. Please restrict consultations to ONE medical condition per appointment, rather than expect to have a number of unrelated problems dealt with at once. This is to ensure that the doctor has sufficient time to treat you safely and with appropriate care.

### **BOOKING APPOINTMENTS ON-LINE**

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You can book **doctors'** appointments on-line\*. Please speak to a receptionist for further information or go to the website: **[www.redhousesurgery.nhs.uk](http://www.redhousesurgery.nhs.uk)** and register for PATIENT ACCESS. You will need to come to the surgery with photo ID before you can have full access to the on-line service.

Please check that you are booking the appropriate appointment for your needs: for example, if you are newly pregnant you need an appointment with a midwife; if you want the contraceptive pill you should see a nurse.

If you fail to attend an appointment you have booked on-line, your use of this facility may be suspended.

**\* Please note that you cannot book nurse or midwife appointments on-line.**

### **EXTENDED HOURS SERVICE**

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We offer an extended hours service for those patients who find it difficult to take time off during the normal working day to see the doctor.

Appointments are available one evening per week from 6.30pm until 9.00pm and each Saturday morning from 8.00am until 12.30pm. Please speak to a receptionist if you wish to book an extended hours appointment.

## **EXTENDED ACCESS APPOINTMENTS**

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If you wish to see a doctor at the weekend, or on a weekday evening, we can offer some appointments at Nuffield Road Medical Centre. You may also be offered an appointment at Nuffield Road if you want to see someone sooner than we can offer you at the Red House Surgery.

## **HOME VISITS**

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The doctors are not able to make home visits unless a patient is too unwell to come into the surgery. If you feel your condition warrants a home visit, please telephone before 10.30am. A doctor may telephone you to assess your situation before coming out.

## **CANCELLING APPOINTMENTS**

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If you are unable to keep an appointment, please let the surgery know as soon as possible so that the appointment can be offered to another patient. If you have booked an appointment on-line you can also cancel it on-line.

## **APPOINTMENT CHECK-IN SYSTEM**

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When attending for an appointment, please use the check-in screen in the waiting room to let the doctor or nurse know you have arrived. The system is easy to use and saves time queuing at the desk. If you are unable to use the check-in screen please let the receptionist know you have arrived.

## **CHILDREN UNDER 16 YEARS OF AGE**

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If a child under the age of 16 needs a medical procedure, e.g. immunisations, s/he must be accompanied by a parent, or have a parent's consent in writing.

## **'CHOOSE & BOOK' REFERRALS**

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Should you require a referral to a specialist, your doctor will refer you to either a GPwSI (GP with special interest), a community based clinic or to a hospital. Either way, he/she will discuss your referral with you and, if you are being referred to a hospital, will offer you a choice of hospitals. The practice secretary will book your hospital appointment for you, unless you choose to book your appointment yourself.

## **NEW PATIENT HEALTH CHECKS AND OTHER CONSULTATIONS**

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- All patients between 40 and 74 years who do not have a pre-existing condition will be invited for a Health Check. This will check your circulatory and vascular health to help prevent diabetes, heart disease, kidney disease, stroke and dementia. If you are eligible for this we will write to you inviting you to come for a half hour health check appointment with a nurse.
- Patients aged between 16 and 74 years, who have not been seen within three years, will be provided with a consultation upon request.
- Patients aged 75 years or older, who have not been seen within twelve months, will be provided with a consultation upon request.

## **PARKING AND WHEELCHAIR ACCESS**

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A limited number of car and cycle parking spaces are available behind the surgery, with priority given to the elderly and disabled.

*Wheelchair access is via the ramp to the side door.*

## **PRESCRIPTIONS**

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### **REPEAT PRESCRIPTIONS**

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To order a repeat prescription please:

- Fill in the slip on the back of the prescription and return it to the surgery.
- Or put the request in writing.
- Or order it on-line: register for internet access through the website.
- Or you can arrange for a pharmacy to order prescriptions on your behalf.

**Please note: prescription requests will not be taken over the telephone.**

**Please order at least 2 working days before you need your prescription.**

### **ELECTRONIC PRESCRIBING**

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Prescriptions can be sent electronically to a pharmacy of your choice. We encourage you to use this system as it is generally more convenient for everyone.

## ACUTE MEDICATIONS

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If you need medications that are not on your repeat medication list you will need to see or speak to the doctor.

## WHEN THE SURGERY IS CLOSED

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For urgent medical attention when the surgery is closed call **111** to be directed to the Out Of Hours service.

You may be asked to attend the emergency Out of Hours medical centre in Union Lane, Chesterton, Cambridge CB4 1PT

## ACCIDENTS AND EMERGENCIES

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If you have a serious medical emergency, i.e. a critical, life-threatening situation such as:

- Suspected heart attack
- Unconsciousness
- Heavy blood loss
- Suspected broken bones
- Deep wounds such as stab wounds
- Severe breathing difficulties
- Head injuries

... you should seek medical attention either by going to the Accident and Emergency Department (A + E) at Addenbrooke's Hospital, or telephone 999 for an emergency ambulance.

***Please DO NOT go to the hospital unless you have a life-threatening medical emergency or a serious injury.***

## PATIENTS' RIGHTS AND RESPONSIBILITIES

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You have a right to the best medical attention available according to clinical need, free at the point of use. All our patients have the same rights and demand is high.

Patients may see any of the doctors they choose. For recurring conditions it is probably better to see the same doctor. In an emergency the doctor of your choice may not be available but you will be offered an appointment with another doctor.

Any questions regarding our policies and procedures should be addressed to the Practice Manager: Mrs Caroline Mason CMgr, MCMI.

### **CHAPERONE POLICY**

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Any patient who wishes to have a chaperone present during a consultation or examination may request this. A friend or relative may accompany a patient as an 'informal chaperone', or a trained member of staff may be a 'formal chaperone'. The surgery Chaperone Policy is available on the website.

### **MAKING A COMMENT, SUGGESTION OR COMPLAINT**

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If you would like to make a comment, suggestion or complaint about our service please write, or ask to speak to the Practice Manager Caroline Mason CMgr, MCMI.

More information about making a complaint is in our Complaints Procedure leaflet which can be obtained from the receptionist on the front desk.

### **RESPECT FOR SURGERY STAFF**

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As responsible employers we have a duty to protect our staff in their working environment. Any patient who is verbally or physically threatening, abusive or intimidating to any member of staff will be summarily removed from our list and the Police may be informed.

### **CARE QUALITY COMMISSION (CQC)**

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The CQC regulates all health and adult social care services in England, which includes services provided by doctors' surgeries. The CQC, under the Health and Social Care Act 2008, has access to patient identifiable information and in some cases may need access to patient information without prior consent of the patient. For further information on the CQC you can visit [www.cqc.org.uk](http://www.cqc.org.uk)

## **YOUR MEDICAL RECORDS**

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Patients have a right to gain access to their own medical records. Patients can view their Summary Care Record on-line. This includes basic information about your health conditions, medication and allergies.

If you wish to view, or have copies of all, or part of your medical records in addition to your Summary Care Record you will be asked to complete an application form (Subject Access Request) explaining exactly what information you require and in what format: records can be copied and printed or put onto a disc. Requests for access can also be made verbally. There will be no charge to the patient. However, the practice may charge a reasonable fee to comply with requests for further copies of the same information. The fee will be based on the administrative cost of providing the information. Please ask at reception for a Subject Access Request form or print the form from our practice website.

## **NHS DIGITAL**

### **HOW THE NHS AND CARE SERVICES USE YOUR INFORMATION**

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Red House Surgery is one of many organisations working in the health and care system to improve care for patients and the public.

Whenever you use a health or care service, such as attending Accident & Emergency or using Community Care services, important information about you is collected in a patient record for that service. Collecting this information helps to ensure you get the best possible care and treatment.

The information collected about you when you use these services can also be used and provided to other organisations for purposes beyond your individual care, for instance to help with:

- improving the quality and standards of care provided
- research into the development of new treatments
- preventing illness and diseases
- monitoring safety
- planning services

This may only take place when there is a clear legal basis to use this information. All these uses help to provide better health and care for you, your family and future generations. Confidential patient information about your health and care is **only used** like this where allowed by law. Most of the time, anonymised data is used for research and planning so that you cannot be identified in which case your confidential patient information isn't needed.

You have a choice about whether you want your confidential patient information to be used in this way. If you are happy with this use of information you do not need to do anything. If you do choose to opt-out your confidential patient information will still be used to support your individual care.

To find out more or to register your choice to opt out, please visit [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).

You can also find out more about how patient information is used at: <https://www.hra.nhs.uk/information-about-patients/> and <https://understandingpatientdata.org.uk/what-you-need-know>

You can change your mind about your choice at any time.

Data being used or shared for purposes beyond individual care does not include your data being shared with insurance companies or used for marketing purposes and data would only be used in this way with your specific agreement.

### **National Data Opt-Out**

If you DO NOT want your identifiable information to be used for research or planning purposes, you must contact NHS Digital directly. The practice cannot opt-out on your behalf.

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