

Practice Booklet

Staploe Medical Centre

Brewhouse Lane, Soham, Cambridgeshire, CB7 5JD

www.staploe.com

Appointments (01353) 624121

Prescriptions & Dispensary (01353) 624122

Enquiries & Home Visit Requests (01353) 624123

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Welcome to our Practice

The Staploe Medical Centre operates as a practice within the Mereside Medical GP Partnership and provides General Medical Services to our practice population under an NHS contract. We aim to provide high quality healthcare to all of our registered patients. All of the staff are dedicated to offering a patient care focused and professional service.

Opening Hours

Patient Services Team and Switchboard

Monday to Friday 08.30 – 18.00

The practice also provides extended hours appointments with the clinical team. During these times the Patient Services Area and Dispensary are closed.

Monday	08.30 – 21.00
Tuesday – Friday	08.30 – 18.00
Saturday	08.30 – 11.00

Monday evenings and Saturday mornings are for pre-booked appointments only.

Our Mission Statement

To provide medical care for you and your family in accordance with up to date, evidence-based, best practice; and to offer the very best employment conditions and support for all our staff. To do this with courtesy and respect, with a smile, in an efficient timely fashion, and in a welcoming and suitable environment.

The Doctors

Dr James E Howard MB BChir PhD DRCOG MRCGP (male)	GP Partner
Dr Anthony E Gunstone MBBS MRCP MRCGP DRCOG BSc (male)	GP Partner
Dr Richard D Brixey MBBS BA MRCGP (male)	GP Partner
Dr Elizabeth A Turner MA (Cantab), MBBS, MRCP, MRCGP (female)	GP Partner
Dr Antoinette Hadida-Savvas MBChB (female)	GP Partner
Dr Camilla Cheung MA (Cantab), MB BChir, MRCP, MRCGP, DRCOG (female)	Salaried GP
Dr Susie Lister MA (Cantab), MB BChir, MRCGP, DRCOG, DFRS, PGCert (female)	Salaried GP
Dr Gail Strobridge-Smith (female)	Salaried GP
Dr Laura Angco MBBS BSc MRCGP (female)	Salaried GP
Dr Karen Petchey (female)	Salaried GP
Dr Jo Scrivens MB ChB MRCGP (female)	Salaried GP

Practice Management Team

Group Practice Operations Manager	Miss Demet Sasioglu
Clinical Manager	Mrs Jackie Spruce
Facilities & Estates Coordinator	Mr Barry Jackson
Patient Services Manager	Mrs Lesley Faulkner
Senior Medical Secretary	Mrs Jo Argent
Senior Medicines Technician	Mrs Claire Cater
Dispensary Manager	Mrs Andrea Edwards
Clinical Admin Manager	Mrs Laura Fuller
Clinical Trials Manager	Ms Erin Halls
Nurse Manager	Mrs Lucy Spring

How to register with the Practice

Patients wishing to register with a GP and living within the Practice area will be asked to complete a registration form and a new patient questionnaire for each family member with details of full name, date of birth, NHS number, new address, previous home address and previous GP details. We will require two forms of valid identification, one being photographic identification. If you have any problem in providing photographic evidence please speak to one of the Patient Service Team who will be able to help you.

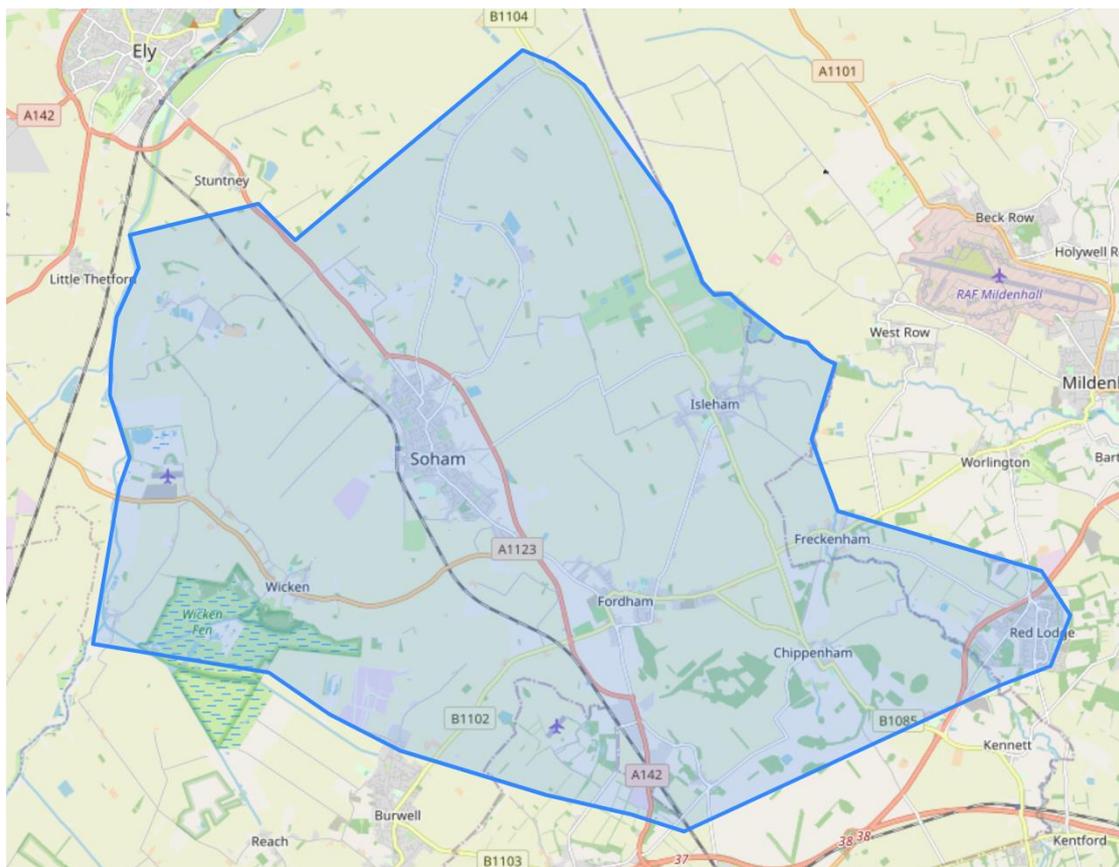
On registration you will be given a named accountable GP. However you are welcome to see any of the GP's at the Practice.

Patients can also register for online patient access to appointment booking, repeat prescriptions and access to view medical records.

We are able to register new patients in the town of Soham and the surrounding area. This includes the following villages:

Barcham	Isleham
Barway	Red Lodge
Chippenham	Upware
Fordham	Wicken

Our full catchment area is shown below.



It is important to let the reception staff know if you move within the Practice area, or change your name or telephone number so that we are able to contact you whenever necessary.

How to get treatment

Surgery Appointments

Appointments are usually made online using the AskMyGP service, which is available via our website at www.staploe.com. Alternatively, they can be made in person, or by telephone on (01353) 624121 from 8.30am - 6.00pm Monday to Friday. To make a request online via AskMyGP, you would log on to the secure portal, and explain your symptoms or problem in your own words. A member of the clinical team will review the message and an appropriate clinician will respond via a message back or by telephone. If you need to see a GP, you will be offered an appointment, but in many cases the GP will be able to help you by phone, secure message or video consultation. The practice aims to deal with most patient requests within an hour, but this may take longer at busy times when demand is high.

If you do not have access to a computer or a smartphone you can still telephone the practice and speak to one of the Patient Services Team to get help. The Patient Services Team have been asked by the doctors to take some brief details from you about the nature of your problem, in confidence, to help then direct the concern / query to the most appropriate person.

Appointments made with both Doctors and Nurses are for 10 minutes. If you require more than 10 minutes please advise the Patient Services Team when making your appointment.

Latecomers will be seen at the discretion of the Doctor or Nurse – you may be asked to wait or rebook.

Unfortunately many routine or health clinic appointments are lost every week when patients fail to attend. To ensure any appointment that you cannot keep can be used by another patient, please contact the Patient Services Team at the earliest opportunity. Appointments can also be cancelled online (you will need to register with the Practice to use the on-line service) or by contacting the Patient Services team on (01353) 624121.

At times, individual consultations over-run the allocated time, causing delays in subsequent appointments; we would ask for your patience when delays occur.

[Clinical Assessment Team](#)

If you feel you require an on the day appointment, please contact us by telephone on 01353 624121 or via AMGP. Your information will be passed on to the Clinical Assessment Team, consisting of a Doctor, Advanced Practitioner or a Nurse who will allocate your request to the most appropriate health professional. This system helps us provide your care within an effective timescale. To ensure we can deal with your request in the most efficient way, and to minimise any unnecessary waiting time, please contact us by telephone or AMGP rather than just arrive at the surgery.

[Emergencies](#)

In the event of an emergency, please ring this (01353) 624123. During Practice hours, a receptionist will take your call. When the Practice is closed, your telephone call will be directed automatically to the out-of-hours service who provide an emergency service to patients. Calls will be responded to by the out-of-hours service (Service 111) who will offer either advice, an appointment at the Patient Care Centre in Ely or Cambridge, or a visit at home if appropriate.

The Medical Centre does not have accident and emergency facilities. Please refer any major injuries or possible fractures to the Casualty Department of Addenbrookes or West Suffolk Hospitals. If in doubt telephone 999.

[Home Visits](#)

The practice will always endeavour to arrange a home visit for a patient where it is not otherwise possible for them to attend the practice. If you need to request a home visit, please contact the surgery as early as possible to allow staff to plan any visits that are required.

Some situations are so serious that initial assessment over the phone indicates that the prime responsibility of the GP is to arrange emergency transport to hospital. In this circumstance, the GP would only visit the patient if they could do so before the ambulance could be expected to arrive, and if there was a clinical reason to do so.

The vast majority of ill children and adults are not harmed by travel to the Practice and facilities for diagnosis and treatment available at the Medical Centre are far superior to those available at a patient's home during a visit. For advice, please telephone (01353) 624123.

[Cancellation of appointments](#)

Unfortunately, many appointments are lost each week due to people failing to turn up. It is important to maximise the availability of appointments to all of our patients, so please ensure that you let us know if you are unable to make your appointment.

We endeavour to keep waiting times to a minimum and are constantly reviewing our appointment availability.

[Nearest NHS Walk In Centre](#)

The Minor Injuries Unit, Princess of Wales Hospital, Lynn Road, Ely CB6 1DN – (01353) 656675

This is a service where Nurse Practitioners see patients. No appointment is necessary, examples of what conditions can be treated are:

- Wounds – cuts and bruises (risk of tetanus)
- Insect bites
- Minor burns and scalds
- Muscle and joint injuries, strains, sprains and limb fractures
- Minor sport injuries
- Eye problems – removal of foreign bodies, conjunctivitis
- Earache (patients aged two years and over)
- Sore Throats (patients aged two years and over)
- Emergency contraception

The unit is open seven days a week 8.30am to 6.00pm (including Bank Holidays). There are no x-ray facilities on a Sunday.

[Out of Hours Emergency Service](#)

When the Surgery is closed, and in a genuine medical emergency only, patients should telephone the NHS Service '111'. All calls will be assessed and either:

- Medical advice given.
- Referrals made to a healthcare professional for further advice.
- Arrangements made for you to be seen by a healthcare professional at a local centre.
- Arrangements made for you to be visited at home if you are bedbound by your illness or genuinely housebound.
- A 999 ambulance dispatched if appropriate.

NHS England is responsible for commissioning these services.

Sick Certificates

As a patient, you are responsible for self-certification for the first seven days of an illness, using form SC2 which can be downloaded from www.direct.gov.uk or obtained from your employer. Thereafter, if appropriate, NHS certificates will be issued by the doctor. A consultation may not always be necessary for a certificate to be issued – please ask a member of the Patient Services Team.

Other Services

Dispensary - (01353) 624122

The Practice Dispensary is able to provide our village patients with their medicines. Patients living in Soham must obtain their medicines from a Pharmacy. A home delivery service for the elderly and housebound is available to the residents of our surrounding villages.

The Dispensary is open at the following times:

Monday	8.30am - 9.00pm
Tuesday – Friday	8.30am – 6.00pm
Saturday	8.30am - 11.00am

Repeat Prescriptions

If you regularly take the same medication, your Doctor may agree to you having some prescriptions on a repeat basis. These may be obtained by telephone requests, or by email (at capccg.staploedispensary@nhs.net) Repeat requests, can also be ordered by post or online using SystmOnline (registration required) - see our website <http://www.staploe.com/> for further details or via the NHS App.

You should allow five or more working days before collecting your repeat prescription from the dispensary.

Patients on repeat medication will periodically be requested to speak with their doctor to monitor the course of treatment.

Test Results

Should you wish to obtain a test result by telephone please ring (01353) 624121. It would help if you are able to avoid ringing first thing in the morning when the Patient Services team are at their busiest. Please allow a minimum of seven working days before telephoning for results. After results have been reviewed by the Doctor, they may be passed on to you by a nurse or a member of the Patient Services team.

Facilities for the Disabled

All patient areas are on the ground floor. Doors are wide enough to admit wheelchairs and there are toilets for the disabled off the main waiting area and in the treatment suite. Car parking spaces, adjacent to the entrance of the medical centre and are reserved for patients with disabled parking badges.

Dental Problems

We are not able to see patients with dental problems. For all dental problems, please contact your own dentist or 111.

What Clinics are available

We run a series of clinics in the Medical Centre to address a variety of health issues in depth. If you would like to attend any of these clinics, please make an appointment.

Family planning

Dr Susie Lister, together with our trained Practice Nurses, provide a Family Planning Clinic.

Anticoagulation Monitoring

For patients on Warfarin medication

Baby and Child Health

Development checks are performed in the weekly clinics. The Child and Family team can be contacted via the Childrens' Centre on 01353 727188.

Diabetic, Coronary Heart Disease and Hypertension

Practice Nurses with specialist training in this clinic provide advice, treatment and reviews to those of our patients with Diabetes, Hypertension and Coronary Heart Disease.

Travel Nurses

If you have booked a holiday or are planning a trip abroad, you may need to book into the Nurses' Travel Vaccination Clinic. This should ideally be six weeks before your departure, unless you are planning a long-stay or backpacking holiday, which may need longer.

Practice Nurses with specialist training can advise you on a variety of health tips and care abroad, and give vaccinations and malaria medication if needed. Please check with reception for appointments available.

Flu Vaccinations

Clinics are held in autumn and early winter. Flu vaccinations, for both children and adults, are available. Details of the clinics are widely advertised during flu season and on our website at <http://www.staploe.com/>.

Asthma

A trained Practice Nurse with a Doctor on hand to provide advice and information about Asthma and to ensure that this common condition is appropriately treated runs this clinic. Both adults and children are seen in this clinic.

Menopause

General information about the change of life with advice on hormone replacement therapy is available in this clinic.

Cervical Smears

Cervical smears are offered to all women eligible through the NHS screening programme. These are carried out in a routine nurse appointment.

Private Smears are not available at the practice.

Minor Injuries

We provide a minor injury service at the Practice. However, on occasions we may refer you to the Minor Treatment Centre at the Princess of Wales Hospital in Ely. We do not have x-ray facilities.

Smoking Cessation

Advice and support on stopping smoking is available from our Nursing team.

Chaperones

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed and everyone's safety is of utmost importance.

All patients are entitled to have a chaperone if they so wish for any consultation or examination where they feel one is required. Should this be required please ask at Reception or mention it to your GP or other health care professional at the time of your appointment. Your health care professional may require a chaperone to be present consultations or examinations in accordance with best practice.

Confidentiality and Access to Medical Records

Every care is taken to maintain strict confidentiality at all times. The information we hold about you is solely for the purpose of caring for your health and will only be accessed by staff in order to carry out their duties. We have a legal responsibility to keep confidential all of the information held about you. The obligations that the NHS has, together with the rights that every individual enjoys, are set out in General Data Protection Regulation 2016 (GDPR) and the Data Protection Act 1998.

The NHS Friends and Family Test

We want you to have the best possible experience of care. The NHS Friends and Family Test is a way of gathering your feedback, so we can continually review our service.

It is based on one simple question: “How likely are you to recommend our service to friends and family if they needed similar care or treatment?”

Your feedback will help us learn more about what you think of your experience - what you like and what you think we could improve. Ultimately, you’re helping us to make changes that will ensure we can offer the best possible care.

Your comments can be placed in the in box in the waiting room.

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 the list. This includes behaviour of a threatening nature, and any decision to remove a patient will be communicated to that patient, along with reasons why action was taken.

Practice Information

Suggestions and Complaints

If you have any suggestions to make as to how we may improve the level of service at the Practice, we would be delighted to hear from you. You can discuss any matter with the receptionists, write to the Practice Manager or use our comment/suggestion box. Despite our best efforts, things sometimes go wrong. Should you have reason to complain then please ask to speak a Manager and they will listen to your grievance and explain our ‘in-house’ complaints procedure to you. Alternatively, you can raise a complaint with the Practice Manager using the following contact details:

Staploe Medical Centre
Brewhouse Lane
Soham
Cambridgeshire
CB7 5JD

Or via an email to capccg.staploe@nhs.net

Research and Training

We have been involved in many research projects over the years which have been of benefit both locally and nationally. If one of these projects is in progress you may be invited to participate; there is no pressure to do so but we thank in advance those who do participate. We are a teaching and training Practice, approved for undergraduate teaching by the University of Cambridge Medical School and the University of East Anglia Medical School, and for postgraduate training by the NHS Eastern Deanery. Students from both medical schools attend at different times throughout the year and at different stages in their training, and you

may be asked if you mind seeing a medical student before or during your consultation with a doctor or nurse. We greatly appreciate your willingness to help in the training of future doctors in this way, and most people find it a rewarding experience. However, we do understand that there may be occasions when you prefer not to see a student – please let Reception know before your consultation if that is the case.

We also have qualified doctors attached to the Practice for extended periods as part of their professional training. They are able to conduct consultations on their own, but their work is under the supervision of one of our GPs from whom they may seek advice during your consultation.

Useful telephone numbers

NHS Emergency & Urgent Care Service	111
Addenbrooke's Hospital	01223 245151
Addenbrooke's Patient Advice & Liaison Service (PALS)	01233 216756
Childrens Centre (Soham)	01353 727188
Health & Social Care Centre (Health Visitors)	01353 624411
Newmarket Hospital	01638 558400
Princess of Wales Hospital, Ely	01353 652000
Rosie Maternity Hospital	01223 245151
West Suffolk Hospital	01284 713000

Cambridgeshire and Peterborough Clinical Commissioning Group

Patient Experience Team

FREEPHONE: 0800 279 2535

Email: capccg.pet@nhs.net