

# Welcome to Bridge Street Medical Centre



**Bridge Street Medical Centre 2 All Saints Passage (off Bridge Street) Cambridge CB2 3LS**

**Tel: 0844 477 3939 Fax: 0844 477 3940**



## The Practice

### Surgery Hours

Monday	0830 - 1800hrs
Tuesday	0700 - 2015hrs
Wednesday	0830 - 1800hrs
Thursday	0830 - 1800hrs
Friday	0830 - 1800hrs
Saturday	CLOSED
Sunday	CLOSED

### Out-Of-Hours

CAMDOC provide our out-of-hours care. You are automatically transferred to this service if you dial our phone number out of usual surgery hours. It is based at Union lane, Chesterton, Cambridge.

Cambridgeshire Primary Care Trust can provide details of locally available services. To see what is available go to [www.cambridgeshire.nhs.uk](http://www.cambridgeshire.nhs.uk) or contact: Heron Court, Ida Darwin, Fulbourn, Cambridge CB1 5EE. Tel: (01223) 884008, Fax: (01223) 885728

### Practice History

The practice is long-established and has been in Bridge Street for the past 75 years.

### Practice Area

The practice lies within the boundary of the Cambridge City Primary Care Trust, and is able to accept patients from the area below. If you are unsure if this includes your address please do not hesitate to contact reception.

### Emergency Care

If you need a doctor urgently when the surgery is closed. Please dial the surgery number **0844 477 3939**.

You will be put straight through to CAMDOC which is the local out of hours emergency care service. It is manned by local GPs and practice nurses and you will receive advice/treatment on the phone or at Chesterton Medical Centre. If necessary you will receive a home visit.

(CAMDOC was recently placed in the top 10% of out of hours services in the UK for quality of out of ours care.)

If you require information we can recommend the following websites:

[www.patient.co.uk](http://www.patient.co.uk)  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



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## The Doctors

### **Dr Geraldine Linehan MB DObs DCH MRCGP Cork 1983**

Dr Linehan qualified in Southern Ireland and worked in hospitals there until 1986 when she did her GP training in Southampton. She has worked in Cambridge as a GP since 1995 and joined this surgery in 1999. Dr Linehan has a special interest in respiratory conditions.

### **Dr Corinne Bakker MD MRCGP Amsterdam 1995**

Dr Bakker qualified as a doctor in The Netherlands and did her GP training in the Cambridge and Huntingdon area. She has been a partner at Bridge Street since 2000. Dr Bakker has a special interest in minor surgery and teaching.

### **Dr Sue Holmes MB ChB MRCGP DFFP DRCOG Birmingham 1981**

Dr Holmes did her GP training in Cambridge and has worked in Cambridge City as a principal in General Practice since 1988. She joined this practice in 2003. Dr Holmes has a special interest in diabetes, women's health and minor surgery.

### **Dr Anna Devine BSc MA MB BChir DRCOG Cambridge 1993**

Dr Devine joined Bridge Street Surgery in 2003. She had been working as a partner on the south coast for several years before returning to Cambridge where she originally qualified.

### **Dr Helen O'Sullivan BSc BM DCH DFFP MRCGP Southampton 2001**

Dr O'Sullivan joined the surgery in May 2008. She completed her GP training in Cambridge and has worked in both city and rural practices. Dr O'Sullivan has a special interest in women's health.

### **Dr Muhammad Khan MBBS, MRCGP, DCH, DFFP Punjab 2002**

Dr Khan qualified in 2002 in Punjab, Pakistan and completed his GP training in Huntingdon. Dr Khan has been working in Cambridge since 2007 and joined Bridge Street Medical Centre as a partner in July 2010. Dr Khan enjoys very much being a Generalist, however he has developed a special interest in joint injections, minor surgery, ENT problems, contraception, including Implanon insertion and removal, and respiratory and eye diseases. Dr Khan also enjoys teaching and training and looks forward to playing an active role in this.

## Nursing Team

We have two practice nurses and two nursing assistants

### **Nurse Jill Newcombe**

Nurse Newcombe has been a practice nurse in Cambridge for many years.

### **Nurse Moira Neal**

Nurse Neal joined the practice in 2008 and is the lead nurse for respiratory conditions.

## Minor Illness

Our practice nurses conduct a minor illness clinic each morning. These appointments are book-on-the-day only. This clinic can be used for sore throats, earache, cystitis (females over 16yrs), red eye/conjunctivitis, emergency contraception, vaginal discharge, sinusitis and head lice. The nurse will issue a prescription where appropriate.

### **Healthcare Assistant:** Dawn Ahi

Our healthcare assistant performs numerous checks such as blood pressure, weight and urine. She also performs spirometry and electrocardiograms and assists in some minor surgical procedures.

### **Phlebotomy (taking blood):** Dawn Ahi and Louise Nightingale.

## Administration Team

### **Practice Manager:** Rigby Whittaker

### **Reception Coordinator:** Louise Nightingale

### **Secretary:** Dharshini Kerisnan

### **Receptionist & Admin Team:** Diane, Geraldine, Angela, Margaret, Yvonne and Lindsey

## Associated Staff

### **North City District Nursing Team.**

The District Nursing Team who are based at Huntingdon Road Surgery serve our practice and its patients. They come to the surgery on a daily basis and meet with the whole team once a week.

### **Alcohol Counsellor:** Wynn Turley

### **Physiotherapist:** On rotation

### **Community Midwife:** Shelley Hanley

### **Health Visitor:** Clare Capelin - based at York Street Medical Centre: 01223 222020/222021.

Community Psychiatric Nurses Based at Auckland Road mental health centre help to care for the patients of Bridge Street. They are part of the North City Community Mental Health Team and are regular contact with the primary care team at Bridge Street.

Community Mental Health Team workers for the Elderly also look after patients registered at Bridge Street.

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## Home Visits/Emergencies

### Home Visits

If at all possible we ask that you attend the surgery, as home visits are reserved for those, who are too frail or unwell to come into the surgery. If you feel a visit is necessary, please telephone as early in the day as possible, preferably by 10:30am. All visit requests will be directed to the duty GP.

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If you need a doctor urgently when the surgery is closed:

Please dial the surgery number: 0844 477 3939. You will be put straight through to CAMDOC which is the local out of hours emergency care service. It is manned by local GPs and practice nurses and you will receive advice/treatment either on the phone or at Chesterton Medical Centre. If necessary you will receive a home visit. (CAMDOC was recently placed in the top 10% of out of hours services in the UK for quality out of hours care).

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## Services Available

### Sports Injury Clinic

#### Opening on: Wednesday 14th October, 2009 – during University Term time only

Early treatment of sports injuries is extremely important for long-term recovery and rehabilitation.

If you are a holder of a valid NUS card and have sustained a sport injury within the last 48 hours that has not been accessed by your GP or any Emergency Departments, we would like to welcome you to this new NHS 'walk-in' triage and treatment clinic. We will be operating on a 'first come first served basis' i.e. no need to book an appointment, just walk in.

You will be seen by a Clinical Specialist Physiotherapist in Sports Injury management.

Located at: Bridge Street Medical Centre  
2 All Saints Passage (Off Bridge Street)  
Cambridge, CB2 3SL  
Tel no. 0844 477 3939

When: Monday 1.30pm – 3.30pm  
Wednesday 1.30pm – 3.30pm  
Thursday 9.00am – 10.00am

Lotte Skjodt trained as a Physiotherapist in her native country Denmark and became State Registered in the UK in 2000. She has 9 years of experience in the NHS and has been specialising in musculoskeletal disorders since 2002 with a special interest in Sports since 2003. Lotte has for several years lead a sports clinic as a Clinical Specialist in Sports and she has had

a key role in setting up this new NHS clinic based in the community. In 2007, she gained the Certificate in Orthopaedic Manual Therapy from Curtin University in Perth, Australia.

Lotte is a keen runner and road cyclist; this year she has cycled up the Mount Ventoux in Provence and run the London ½ marathon. In 1994 she attended a sports academy and she is planning to cycle London to Paris in 2010 to raise money for diabetes mellitus.

Funded jointly by the Peter Wilson (1945-2007) Memorial Charity and Practice Based Commissioning

### Travel Vaccinations

It is important to have all the recommended travel vaccinations before traveling abroad. Before making an appointment to see the practice nurse for travel vaccinations, patients are requested to get up-to-date information on the current vaccination requirements for their holiday destination. This information can be requested online. Full information on travel vaccinations is available on the NHS Choices website.

Once you have downloaded the information, book your appointment with the practice nurse. Please remember to complete the travel information form and bring the information with you to your appointment. Please note that some vaccinations are not available from the NHS and a fee will need to be paid. Please note that the practice cannot accept payment by credit or debit card. Please make all cheques payable to: Dr Stephens & Partners.

Please make an appointment with the practice nurse at least 6 weeks before you travel or several months if you are going trekking/backpacking or planning a long stay holiday.

Please feel free to print off the General Travel Advice Leaflet from our website.

### Non-NHS Services

Download the price list from our website.

### Practice Based Clinics

**Physiotherapy:** A physiotherapist visits the surgery on a Thursday. Once your GP has made a referral, the clinic administrator will contact you with an offer of an appointment.

**Chronic Disease:** If you have diagnosed coronary heart disease, hypertension or diabetes, you will be contacted by the surgery with an offer of an appointment when your review is due. If you are at all worried about your existing condition before your review is due, or think you have one of these conditions that is undiagnosed, please do not hesitate to contact the surgery.

**Child Immunisations:** Please book an appointment with one of the practice nurses in the usual way.

**Midwife:** The midwife attends the surgery each week on a

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Wednesday afternoon. Appointments can be made in advance via reception.

## Who does what?

Nurse appointments are available for immunisations (including childhood and yellow fever), cervical smears, pill checks, emergency contraception, foreign travel advice (20 min appt), minor injuries/dressings, ear syringing, asthma and general information regarding diet and weight control.

Healthcare Assistant (HCA) appointments can be used for new patient healthchecks (nphc) and, after consultation with a GP, blood pressure checks (BP) and ECGs. The practice nurses are also able to carry out these procedures, however we would ask patients to see the HCA wherever possible. This allows the majority of nursing appointments to be used for procedures, which the healthcare assistant is unable to carry out.

Phlebotomist appointments are for blood tests only.

Services your GP can provide at the surgery include maternity care (usually care is jointly provided by your GP, community midwife and the Rosie maternity hospital), family planning and child development (in conjunction with the health visitor).

District nurses are attached to the surgery. A messaging service is available via reception.

Child and family services (including health visitors) are based at York Street surgery, and can be contacted on (01223) 222020.

## Other Important Information

### Test Results

If you have attended the surgery for a blood test, your GP will contact you by letter; if she wishes to speak to you about the result. You will not be contacted if the GP requires no further action to be taken. Receptionists are unable to give out results.

### Prescriptions

If your GP has put an item of medication on your repeat list, the item can be requested by you in writing – on this website, by post, fax or dropping your request form into the surgery (we will have a facility to request repeat prescriptions on our website shortly). Please note that we are unable to accept requests for repeat prescriptions by telephone.

Please allow 48 working hours to process requests. If you provide an SAE your prescription can be posted to you, although postage time must be taken into account, when a request is made.

We request 48 hrs notice for repeat prescription and allow 72 hrs for prescriptions that are not on repeat or require a

medication review. This can be checked with a member of reception.

Prescriptions can be collected from reception or some local pharmacies collect prescriptions from the surgery and then have the medication ready for the patient to pick up directly from there. Please ask at reception for further details.

### Registration

If you wish to register as a patient with this practice, you will need to bring in your NHS card or, if you do not have this, fill in a NHS registration form. You will also need to complete a practice registration form. Once this is done, you will be registered with the practice, rather than with a particular GP. You do, however, have complete choice regarding which GP you see, when visiting the surgery.

You need to be registered before you can see a GP and this can take up to 24hrs once the forms are completed. If you are a visitor to the area, a NHS patient and within our practice area, we can see you as a temporary patient.

### Please be advised.....

**Zero tolerance:** The surgery is unable to tolerate members of the public being verbally or physically threatening towards practice staff. It may be appropriate, after discussion, to ask a patient to register with an alternative practice.

**Data Protection Act:** The practice complies with Data Protection and Access to Medical Records legislation. As patients of this surgery, you are entitled to access your medical record, and certain information about the running of the surgery. If you wish to access such information, or have questions, please contact the Practice Manager.

Patient records are currently held on both computer and paper files. All practice staff involved in your care have access to records, although only medical personnel may enter consultations. Confidentiality is a priority, and every precaution is taken to ensure confidentiality is maintained at all times.

**Comments/Complaints:** If you are in any way dissatisfied, or wish to comment on the running of the surgery or the treatment you receive, please contact the Practice Manager.

**GP preference:** If you wish to see a particular GP please mention this to reception when you make an appointment. Every effort will be made to accommodate your wishes, although this is not always possible. The majority of our GPs are part-time, so it is advisable to become familiar with at least two GPs, if the need arises to regularly see the same GP.

### Length of Consultation and Time Keeping at Bridge Street

- Feedback from the patient questionnaire has told us you can sometimes be kept waiting for your appointment to start.
- We are keen to improve this and will make every effort

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to keep the surgeries to time but will inform you if there are any delays.

- if you are more than 9 mins late for your appointment you will be asked to re-book

## How You Can Help

- Remember appointments are 10 minutes long. Occasionally we can offer 20 minute appointments if you have several problems. Please discuss with reception.
- The doctor can usually only deal with one problem in a 10 minute appointment.
- Be on time – otherwise the doctor may not be able to see you.
- Please let us know if you are unable to keep an appointment so others may use it.

## THANK YOU!

### Self Treatment

If you require information we can recommend the websites:

[www.patient.co.uk](http://www.patient.co.uk)  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### Appointments

The majority of appointments are book-on-the-day. This means you need to ring in the morning on the day that you want to see a GP. A proportion of GP appointments can be booked ahead of time.

Nurse appointments are available as a mixture of advanced and book-on-the-day. Phlebotomist/Healthcare Assistant appointments are mainly advanced booking.

When booking appointments, it is helpful to let the receptionist know the reason for your visit, but this is by no means obligatory. Appointments are usually 10 minutes long, unless otherwise requested, and are meant for one person only. Telephone consultations are available by appointment with a nurse or GP. If you are unable to attend an appointment, please let us know in good time, so the appointment may be used by someone else. If you arrive late for your appointment, it may not be possible for you to be seen.

### Your Contact Details

Please keep us informed if you change your address or contact details. It is important to let us know as soon as possible so that our records are kept up to date. This applies also to mobile numbers which can be very helpful if we need to get in touch with you at short notice.