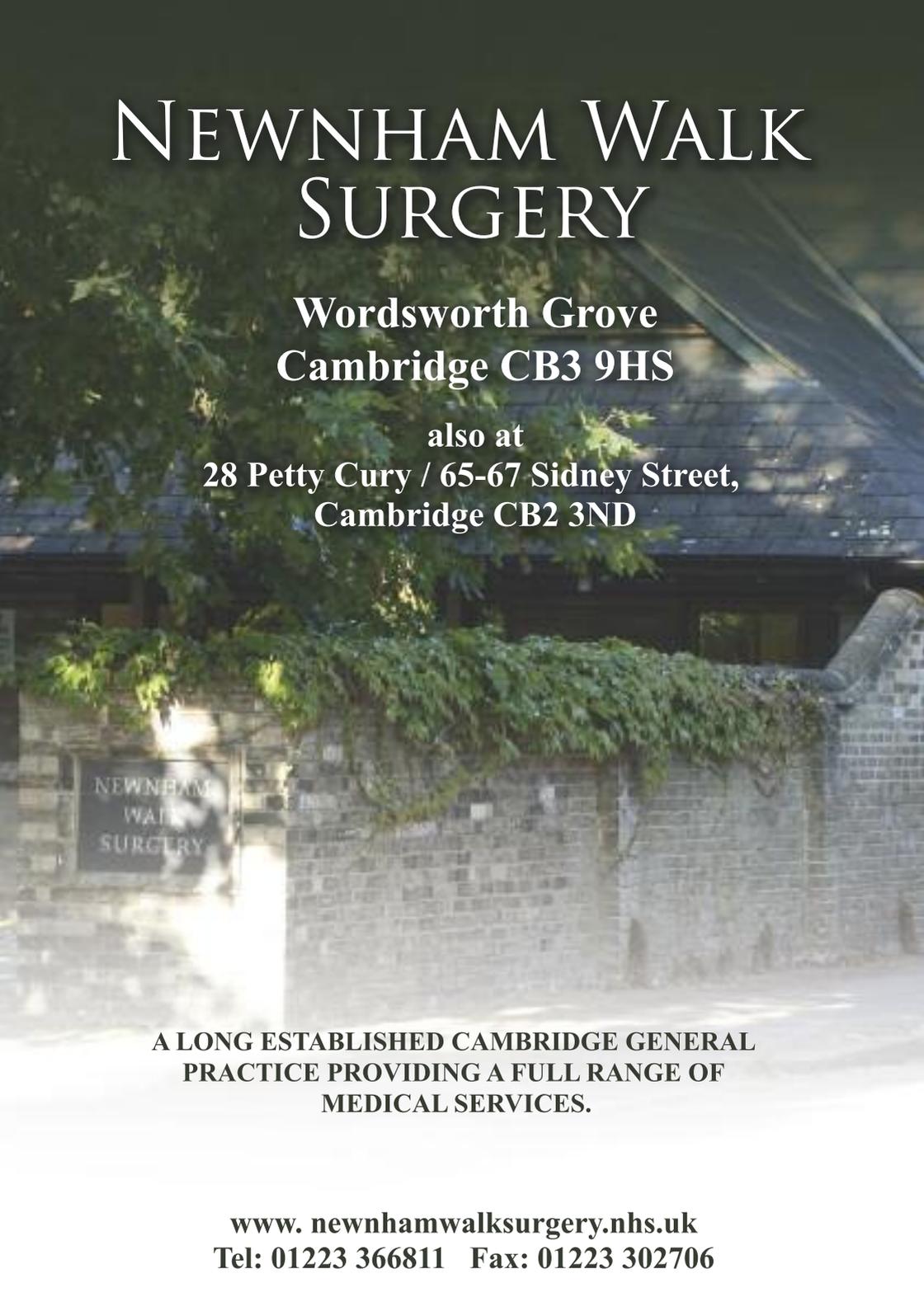


# NEWNHAM WALK SURGERY

**Wordsworth Grove  
Cambridge CB3 9HS**

**also at  
28 Petty Cury / 65-67 Sidney Street,  
Cambridge CB2 3ND**



NEWNHAM  
WALK  
SURGERY

**A LONG ESTABLISHED CAMBRIDGE GENERAL  
PRACTICE PROVIDING A FULL RANGE OF  
MEDICAL SERVICES.**

**[www.newnhamwalksurgery.nhs.uk](http://www.newnhamwalksurgery.nhs.uk)  
Tel: 01223 366811 Fax: 01223 302706**

**Dr Fiona Cornish** MA MB BChir 1984 (Cantab) DRCOG DCH MRCGP DFFP

**Dr Sally Barnard** MB BS 1987 (Melbourne) DCH MRCGP DFFP

**Dr Adrian O'Reilly** MB BChir 1984 DRCOG MRCGP DCH DPH (Cantab)

**Dr Paul Linehan** MB BCh BAO MRCGP MRCP DCH DRCPsych DME

**Dr Kate Townsend** (Associate) MB BS 1990 MRCGP 1997

**Dr Keara Harris** (Retainer) MA BMBS DRCOG DFSRH MRCGP

## HOW TO USE THE NHS SERVICE

### **Routine Appointments:**

Telephone the Surgery on **(01223) 366811** to book an appointment in advance with a GP or Nurse. We also offer early morning appointments and evening appointments.

If you have an **urgent** problem which cannot wait for a bookable appointment, our receptionists are able to offer an appointment in our "Acute Illness" clinic late morning or early evening. Minor illness advice may also be obtained from local pharmacists.

### **NHS 111 Service:**

Offers health advice 24 hours a day.

Telephone free of charge: **111** or visit [www.nhs.uk](http://www.nhs.uk)

### **Out of Hours Care:**

Urgent Care Cambridgeshire at Chesterton Medical Centre cover the urgent medical needs of patients when the surgery is closed, or if you cannot wait until the surgery re-opens.

Telephone: **01223 366811** and your call will be automatically diverted.

This service includes GPs and Nurses providing telephone advice, consultations and if necessary home visits

### **Accident & Emergency Service, Addenbrookes Hospital:**

This very busy service is available for **emergency** cases referred by GPs, Ambulance Service and any problems which cannot be managed by your GP Surgery, Out of Hours or the NHS 111 Service.

To help the NHS manage resources properly, please do not use A&E unless it is for an emergency. Your GP Surgery or Out of Hours Service can deal with any problems that are non-emergency such as asthma/respiratory problems, musculoskeletal issues injuries requiring sutures, burns and scalds, bite and sting allergies etc.

Please telephone the surgery first and you will be advised whether you should go to A&E, come to the surgery or go to Out of Hours Service to be treated by Doctors and Nurses who are all qualified to treat injuries and illnesses.

**If someone has collapsed, has chest pain or difficulty breathing, dial 999**

# NEWNHAM WALK SURGERY

## **OPENING HOURS:** **Newnham Walk Surgery**

Monday	08:00 to 20.00	Thursday	07:00 to 18:00
Tuesday	07:00 to 18:00	Friday	08:00 to 18:00
Wednesday	07.00 to 18:00		

**Also at: 28 Petty Cury/65-67 Sidney Street, Cambridge CB2 3ND**

**Monday to Friday 9:00 to 16.00**

All appointments are bookable online, by telephone or via reception.  
(Suitable access for disabled patients)

## **TRAINING PRACTICE**

Newnham Walk Surgery is committed to training future GPs and doctors. GP registrars are fully qualified doctors gaining a year's experience in general practice. Medical students may also work with our doctors from time to time. We fully appreciate your assistance, but if you would rather not have a medical student present during your consultation, you should feel free to decline.

## **HOW TO REGISTER**

This is done by visiting the Surgery. The receptionist will ask you to complete the relevant registration forms and you will also need to bring your old NHS registration card where applicable. Providing you are entitled to NHS treatment and live within the Practice boundary you will be registered with the Practice.

Newly registered patients may arrange a consultation with a doctor or practice nurse within 6 months. Newly registering children need to provide previous immunisation details.

An online registration service is currently under investigation.

## **SEEING THE DOCTOR**

Consultations are by appointment, and can be made by telephone or in person at the main reception desk during office hours or online at anytime. Contact reception for a registration form. We can usually provide routine appointments within two working days.

## **NAMED GP**

You will be allocated a named GP on registration. You may specify a preferred practitioner, but you should be aware that this may result in your having to wait longer for an appointment. If you are unable to keep your appointment please let us know as soon as possible, so that it can be made available to someone else, even at the last minute.

**GP and Nurse appointments can be booked online.  
Contact reception for a registration form.**

Patients who are between 16 and 74 years old may request a health check consultation if they have not had one during the previous 5 years. During that consultation general health advice will be offered. Patients aged 75 and over may request a similar health check consultation if they have not had one within the last 12 months. In cases where the medical condition warrants, the consultation may take place at home.

**Urgent Problems.**

If you cannot book an appointment in advance and need to be seen urgently, please tell the receptionist, who will arrange for you to be seen as soon as possible by one of our doctors or our nurse practitioner.

**Home Visits.**

These are only for patients who are too ill or infirm to attend the Surgery. Please make requests before 10.00 am if possible, and explain the nature of the problem to the receptionist so that the doctors' visits can be prioritised.

**40 – 74 year old patients.**

A health check invitation will be sent to patients within this age group.

**Chaperone.**

If you would like a chaperone to be present during your consultation please let the receptionist know when you make the initial appointment.

**CLINICS AND OTHER SERVICES**

**Repeat Prescriptions.**

You may request on line, post, fax or drop off your prescription request. We **do not** take prescription requests by telephone. Please allow 48 working hours process the prescription, which can then be collected in person from the reception desk, returned to you in a SAE, or sent direct to your Pharmacy. Please note that online prescription requests are only available for stable medication. Please let us know if you wish to nominate a pharmacy to receive your prescription requests electronically

**Family Planning.**

A full range of contraception services, including intra uterine device (IUD) fitting and implants by appointment with a doctor or nurse.

**Emergency Contraception.**

If you require emergency contraception, please make an 'urgent' appointment with the nurse. Available daily. Also available free of charge from local pharmacists

**Antenatal.**

An antenatal clinic is usually held every Thursday afternoon by appointment with the community midwife or at other times by appointment with a doctor.

### **Midwife.**

A community midwife is attached to the practice and provides complete antenatal midwifery care.

### **Baby Clinic.**

A baby clinic is usually held by the community health visitor on the first and third Tuesday of each month. The clinic runs from 1 pm to 2 pm. This is a walk-in clinic and no appointment is necessary.

### **Child & Family Nursing Service.**

Members of the community Child & Family Nursing Service are available to provide advice to families with children under 16. They may be contacted on **01223 477559**

### **Review Clinics.**

For Asthma, Diabetes, Hypertension, Ischaemic Heart Disease and Mental Health.

### **Travel Advice & Vaccinations.**

A travel assessment questionnaire is available from our website or via our reception for completion in advance of a travel appointment. Patients are requested to book at least **6 weeks** in advance of their date of travel. Some vaccines are not provided by the surgery and may need to be accessed privately. Travel information and advice is available at

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

### **Minor Surgery.**

An appointment with a Doctor is necessary prior to this clinic.

### **Medical Reports & Examinations.**

For insurance, sports, travel etc. Fees payable for non NHS Reports

### **Physiotherapist.**

Physiotherapy is available by GP referral or by telephoning Physio Direct Adult self referral service on **01223 446999**

### **Counselling.**

Counselling is available by GP referral only. In addition students may use the University Counselling Service on **01223 332865**. Under 25 year olds may use

Centre 33 on **01223 316488**.

The website address: <http://www.counselling.cam.ac.uk/>

### **District Nursing Team.**

A community nursing team is attached to the Practice to provide nursing care at home.

## **NURSE PRACTITIONER.**

**Maria Greagg** RN, BSc (Hons) Nurse Practitioner.

Maria is available for consultations for acute or minor medical problems.

## **PRACTICE NURSES.**

**Marian Caine** RN, Dip, Cer Health Ed,

**Sarah Bentinck** RN

**Kate Brooks** RGN, RM

Practice nurses are available both by appointment and for urgent problems, and are involved in many of the specialised clinics.

## **HEALTH CARE ASSISTANT /Phlebotomist.**

**Jane Cooper**

Jane assists the nursing team by carrying out various clinics and providing administrative support.

## **PHLEBOTOMIST.**

**Joseph de Wolf**

## **PATIENT'S CHARTER**

### **What you can expect from us.**

All members of the team work together to provide you with the kind of treatment that we would expect for ourselves. We are constantly improving the quality and nature of the services we can offer and we believe that all patients should receive the best and most up to date treatment whenever possible. You can expect to be seen by a doctor within 48 hours, a primary care professional within 24 hours, or on the same day if your condition warrants it. When hospital treatment or investigation is required, you will be referred to a specialist or hospital of your choice, whenever this is possible.

We will maintain confidentiality within the Practice Team. Identifiable patient information will only be shared within the Practice, and in the case of referral, with the clinician to whom the patient is referred. Disclosure of identifiable patient information to any other outside agencies will only be done with the written consent of the patient. We will try to keep our appointments running to time and will notify you if there are to be any unavoidable delays.

Repeat prescriptions will be ready for collection within **two working days**.

### **What we expect from you.**

We expect that all members of the team be treated with the same courtesy with which you would like to be treated yourself, regardless of race, gender or disability. We expect you to arrive in time for your appointments. Appointments that you no longer need should be cancelled as soon as is possible.

You must observe the 'one patient, one appointment' rule. We expect you **not** to ask for a home visit unless the patient is too ill to come to the surgery. Remember that verbal or physical abuse of any member of the team, or persons present on the practice premises, will

not be tolerated and may result in removal from the practice list, as will repeatedly not keeping appointments.

## **MAKING A COMPLAINT**

We hope you will never have reason to complain. If you should wish to do so, please make your complaint as soon as possible either in writing, or alternatively ask to speak to the Office Manager or Practice Manager in person. Your complaint will be acknowledged within three working days and we aim to respond fully within ten working days.

Our aim will be to investigate the cause of your complaint, to make it possible for you to discuss the problem with those concerned, to make sure you receive an apology if this is appropriate, and to identify what we can do to make sure that the problem does not happen again. If you are not satisfied with the results of our investigation you can approach NHS England. Please ask our receptionists if you would like a copy of our complaints procedures.

## **Patient Participation Group**

We have a Patient Participation Group for the surgery. Please contact the surgery for updated information.

## **WEB SITE (ONLINE SERVICES)**

**[www.newnhamwalksurgery.nhs.uk](http://www.newnhamwalksurgery.nhs.uk)**

Patients who wish to register to use the Practice on-line services should contact the surgery and request a registration form. Services currently include booking an appointment for a GP and ordering routine repeat prescriptions.

Online registrations are being investigated.

**To obtain information about additional services that are not provided by this practice, please contact:**

NHS England  
PO Box 16738  
REDDITCH  
B97 9PT  
0300 311 2233

## **COMMENTS**

We welcome any comments you may have about our practice. Please address them to the Practice Manager, or alternatively use the suggestion box in the waiting room.

**NEWNHAM WALK SURGERY  
INNER AND OUTER BOUNDARIES**



# LOCATION MAP

