

### Practice Manager

Responsible for the overall management of the practice.

### Nurse Practitioner (NP) and Practice Nurse

Our nurses carry out blood tests, BP monitoring and treatment, wound dressings, removal of stitches, ear syringing, ECGs, travel advice, immunisations, audiograms, cervical smears, asthma checks, heart disease checks, diabetic checks and 'well person' reviews. Our NP is qualified and runs a Minor Illness/Injury Clinic

### Phlebotomist (Blood Tests)

Our phlebotomist carries out blood tests in the mornings.

### Administrative Team

**Receptionists:** Arrange all appointments and are responsible for registration, and general clerical administration.

**Secretary:** Provides secretarial and administrative cover to the practice, including insurance claims.

### Dispensers

Assist in dispensing acute and repeat prescriptions.

### The Health Visitor (Infant and Child Health)

Can be contacted on **01480 357152** or via her answering machine. Baby clinic details are available from reception or the health visitor.

### The Community Midwife

Can be contacted via the receptionist, or by answerphone **01480 357145**. She shares ante and post-natal care with practice doctors.

### District Nurses

Work within our community and can be contacted via the reception.

### Patient Link

Our Patient Participation Group supports the surgery by fund raising and arranging talks of interest to patients. Please ask at reception for details.

### Chaperones

Chaperones are available, if required, to act as impartial observer during intimate examinations.

### Teaching Practice

The practice is actively involved in teaching qualified doctors in general practice. We have GP Registrar's who spend between 4 and 12 months in our practice. If you would prefer to consult your doctor alone please let us know and we will be happy to respect your wishes.

### Comments and Complaints

The practice will at all times endeavour to provide a good service and we are always pleased to receive comments and suggestions from patients. These may be made personally (preferably) or in a letter to the doctors or the practice manager.

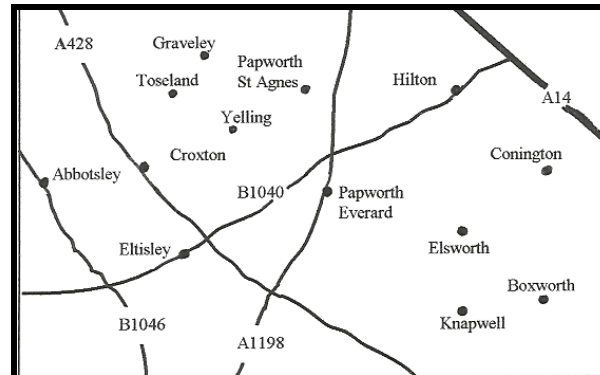
### NHS Cambridgeshire

We fall under the umbrella of the NHS Cambridgeshire, Heron Court, Ida Darwin, Fulbourn, Cambridge CB21 5EE.

### NHS Direct

Information on: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) telephone 0845 4647.

Map of villages in the catchment area of the Practice



# PAPWORTH SURGERY



**Chequers Lane  
Papworth Everard  
Cambridge  
CB23 3QQ**

**Tel: 01480 830888/375**

**Fax: 01480 830001**

[www.papworthsurgery.co.uk](http://www.papworthsurgery.co.uk)

<b>Dr David RH Cronk</b>	MA, MB, BChir, DCH, DRCOG, MRCP, (1983 Cambridge)
<b>Dr Paula J Newton</b>	MA, MB, BChir, DCH, FRCGP (1989 Cambridge)
<b>Dr Sil Yee Tan</b>	MB ChB, MRCP, MRCP. DRCOG (1991 Bristol) FRCGP (2014 London)
<b>Dr Joanna M Dunajska</b>	LEKARZ (1997 Poland) PLAB (2000 London), DCH
<b>Dr Hannah Greenwood</b>	MB BChir (2005 Cambridge), DCH, DRCOG, MRCP
<b>Dr Katherine Cole</b>	MB BChir (2011 Cambridge)
<b>Dr Zohra Qureshi</b>	MBBS BSc (hons)

**We have a Zero Tolerance policy for violent or abusive behaviour  
which may result in removal from our Practice list  
August 2015**

We are a rural dispensing practice especially concerned with health promotion, and the prevention of disease. We believe continuity of care is important and prefer patients and their families to consult the same doctor whenever possible.

**Consultation Hours:**

Mondays 9:00am to 12:00pm  
3:30pm to 5:30pm  
Extended Hours 6:30pm to 8:00 pm (**Monday only**)  
Tuesday – Friday 8:30am to 12:00pm  
3:30pm to 5:30pm

**Home Visits**

Monday – Friday 12:00noon to 3:00pm

**Telephone Surgery:**

Monday-Friday 9:00am to 9:40am

**Reception:**

Monday – Friday 8:30am to 1:00pm  
1:30pm to 6:00pm

**Pharmacy:**

Monday – Friday 8:30am to 1.00pm  
1.30pm to 6:00pm  
Extended Hours 6:00pm to 8:00pm (**Monday only**)

**There is a facility for emergency calls between  
8.00 am - 8.30 am and 1.00pm - 1:30 pm  
Dial 01480 830888**

**Surgery: 01480 830888**

**Emergency:** Out of hours. **01223 446995**

Your call will be answered by either a local service working on behalf of the practice or NHS 111.

**Repeat Prescriptions 01480 831086**  
(Answerphone)

**Pharmacy direct dial 01480 831415**

**Disabled Patients**

The front doors to the surgery and those to the waiting room open automatically. The consulting rooms are entirely at ground floor level and there is a toilet for the disabled. Aids are available for the hard of hearing.

**Baby Changing Facilities**

There is a nappy changing unit located in the disabled toilet.

**Minor Injuries**

We will see minor injuries as quickly as possible. Please let Reception staff know if this is the case.

**Appointments: 01480 830888**

Consultations by appointment are for 10 minutes. Urgent cases will be seen on the same day, otherwise you will be offered the first available time. Your initial call may be directed to the Clinician so that you can make better use of our services. We will, **if at all possible**, give you an appointment with the clinician of your choice.

If you cannot keep your appointment, please let us know.

**Home Visits: 01480 830888**

If you are too unwell to attend the surgery and require a home visit please telephone the surgery before 11am. We can offer a more comprehensive service at the Surgery, so please try and come into the Surgery whenever possible.

**Emergency/Out of Hours Cover/Walk-In Centre**

If you have a **medical emergency and need to see a doctor**, please phone our Out of Hours Provider on **01223 446995**.

For **routine health advice or information** you can call **NHS 111**. Your call with then be redirected to either a local service working on behalf of the Practice or to NHS 111.

**Walk-in Centre:** St Neots Health Centre, 24 Moores Walk, St Neots, Cambs PE19 1AG. Telephone Number **01480 219317**

**Routine Queries**

Please telephone after 11.30am when the surgery is less busy.

**Results**

Please telephone 01480 830888 and press 4. Leave your name, daytime telephone number and message. A practice nurse will endeavour to call back and speak to you that day. This may sometimes not be possible.

**Telephone Calls**

We offer a daily prebookable telephone surgery from 09:00 to 09:40 where patients can speak to a GP. If you wish to speak to a clinician at other times, please let the receptionist know. The relevant GP will then contact you, depending on the urgency and the GP's workload, this may **NOT** be on the same day.

**Pharmacy**

Your prescribed medication can be dispensed from the Pharmacy and will be ready for collection 2 working days later (excluding weekends and bank holidays). The Pharmacist is also available to offer general advice on self help measures and over the counter medication.

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**Repeat Prescriptions:**

**Online (via EMIS Access), by post, in person or by Answer phone 01480 831086**

Repeat prescriptions may only be ordered if this has been agreed by your doctor. To prevent medication errors, we prefer ordering online, by post or by visiting the Surgery. As a last resort we presently allow by answer phone on the above number. Items will be ready for collection 3 working days later (excluding weekends and bank/local holidays). Please give your name and address, computer number and details of the medicine or drugs you need.

**Village Drug Boxes**

Medicines delivered weekly for the elderly to Boxworth, Elsworth, Eltisley and Hilton.

**Family Planning**

Most aspects are dealt with by the doctors and nurses, including barrier methods, pills, IUCDs, termination counselling and sterilisation counselling. The practice is happy to supply emergency contraception.

**Children's Immunisations**

Wednesdays 11.00am – 12 noon.

The health visitor, doctor or nurse will discuss any queries you may have about these.

**Other Immunisations**

Polio and Tetanus boosters are usually carried out by the nurse. Influenza vaccine is offered in the autumn to those over 65 years and others at risk.

**Foreign Travel**

Please contact the nurse at least 6 weeks before travel to complete the paperwork and for immunisation.

**Chiropody**

A limited service is available in the NHS, or by private arrangement through the Hinchingsbrooke Healthcare Trust.

**Physiotherapy**

Physio Direct is available through Tel No 01480 – 434980 Mon-Fri 8:30am to 4:30pm.

**Carer's Support Groups**

If you are a Carer, or are being cared for, please let reception know. We have information on carer's support groups, including short term breaks and longer term support.