

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.

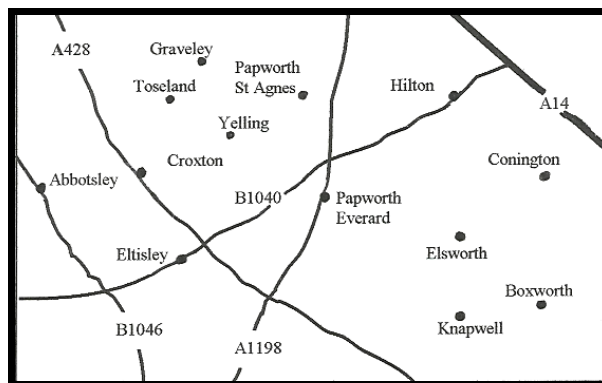
NHS Cambridgeshire

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 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

Fax: 01480 830001

Email: admin.papworthsurgery@nhs.net

www.papworthsurgery.co.uk

Dr David RH Cronk	MA, MB, BChir, DCH, DRCOG, MRCGP, (1983 Cambridge)
Dr Joanna M Dunajska	LEKARZ (1997 Poland) PLAB (2000 London), DCH
Dr Hannah Greenwood	MB BChir (2005 Cambridge), DCH, DRCOG, MRCGP
Dr Kate Cooper	MRCGP, DFSRH, DRCOG, MBChB (2004 Birmingham)
Dr Kari Coulson	MB, BChir (University of Cambridge 2012)

**We have a Zero Tolerance policy for violent or abusive behaviour
which may result in removal from our Practice list
September 2018**

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	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 **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 3 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.

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 11.00 am – 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 Advice Line is available through tel no 0300 555 0210 Mon-Fri 8:15am to 5pm.

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.

**We have a Zero Tolerance policy for violent or abusive behaviour which may result in removal from our Practice list
September 2018**