



# Welcome to **Trumpington Street** Medical Practice

## How to find us

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### Main Surgery

56 Trumpington Street, Cambridge,  
CB2 1RG  
Tel: 01223 361611  
Fax: 01223 356837

### Branch Surgery

17 Beverley Way, Trumpington, Cambridge, CB2 9JS  
Tel: 01223 845185  
Fax: 01223 845189

### Disabled access

There is parking and disabled access available at our branch surgery.

### Surgery Opening Times

#### Trumpington Street Medical Practice

Monday 8.30 am – 6pm  
Tuesday 8.30 am – 6pm  
Wednesday 8.30 am – 6pm  
Thursday 8.30 am – 6pm  
Friday 8.30 am – 6pm

PLEASE NOTE the telephone lines do not open until 8.30 am each day.

We have a touch in screen at both surgeries to avoid waiting at reception. We hope this will avoid delay when the Reception is busy.

### Beverley Way

Monday to Friday  
8.30 am to 5.30 pm  
(closed for lunch 1-2 pm)

### Practice Area

This is a long established practice, founded in the early part of last century. It is situated in the middle of the city, opposite St Catharine's College and King's College. The practice area for the main surgery covers central Cambridge. Our branch surgery is situated in Trumpington and can be found behind the village hall just off the High Street. The practice area for the branch surgery covers Trumpington and Grantchester. If you are unsure as to whether you reside within our practice area please use the available link on our practice website to see if your postcode is within our practice area.



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## How to register

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If you are resident in the practice area, please contact the receptionist by calling in to the surgery or telephoning.

The receptionist will give you the appropriate papers to complete and also arrange an appointment for you with the health care assistant or nurse for a short medical. You may if you wish have an appointment to meet the doctor you are registering with. Due to changes in the number of patients registered, at certain times there may be a doctor whose list is temporarily full.

As part of the GP contract Patients aged 16 to 74 who have not needed to be seen in the surgery for three years or more can make an appointment for a consultation regarding their general health. Patients aged 75 and above who have not needed to be seen in the surgery for 12 months or more may also make an appointment for a consultation regarding their general health. Patients who have attended the surgery will have the opportunity to discuss their general health with a GP, Nurse Practitioner or Nurse.

## Emergencies

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Please telephone the surgery on **01223 361611**. If the surgery is closed calls will be automatically transferred to NHS 111.

### NHS 111 Service

NHS 111 – a new medical telephone service - is now available in Cambridgeshire and Peterborough.

NHS 111 has been introduced to help make it easier for residents to access local health services, advice and information. People living in Cambridgeshire and Peterborough can now call 111 when in need of medical help fast, but it isn't a 999 emergency. 111 is available 24 hours a day, 7 days a week, 365 days a year and calls from land-lines and mobile phones are free.

### When to use it

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

You should call 111 if:

- it's not a 999 emergency
- they think they need to go to A&E or another NHS urgent care service;
- they don't think they can wait for an appointment with their GP; or
- they don't know who to call for medical help.

For immediate, life-threatening emergencies, people should continue to call 999.

If a health professional has given you a specific phone number to call when you are concerned about your condition, continue to use that number.

### How does it work?

111 will connect the caller to a team located in Peterborough of fully trained call advisers, who are supported by experienced nurses and paramedics. They will ask the caller questions to assess the symptoms, and give them the healthcare advice they need or direct the most appropriate and available local service.

Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to. If NHS 111 advisers think you need an ambulance they will arrange for one to be sent to you.

People living in the Cambridgeshire and Peterborough area should continue to call their GP for non-urgent medical advice.

The 111 service is being provided by Herts Urgent Care, an organisation that has a proven track record in providing the 111 service elsewhere. Calls to 111 are recorded. All calls and the records created are maintained securely, and will only be shared with others directly involved with your care.

## Home Visits

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Home visits are for those who are too frail or

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unwell to attend the surgery. Requests for a home visit will be triaged by the practice nurses or a doctor. If medically necessary the doctor will visit at the end of their surgery or sooner if urgent. Please try to telephone the surgery before 10.00am so that the doctor can plan his/her visit schedule.

## Appointments

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Patients are able to be seen within 48 hours for all acute conditions. For all other appointments you are able to pre book up to 8 weeks in advance.

### **For older patients and patients with complex or long-term conditions**

If you are unwell you may be more at risk of quickly becoming more unwell and might be at risk of admission to hospital.

At the early signs of illness please contact the surgery so that a Nurse or Doctor can offer advice to prevent an exacerbation of your symptoms.

### **Booking an appointment with the Doctor or Nurse Practitioner**

Patients with complex or long-term conditions may often require a longer appointment than 10 minutes.

At the time of booking your appointment if you feel this is appropriate please ask the Receptionist for a longer appointment.

If you wish to speak to a doctor or nurse for advice please telephone the surgery and speak to the Receptionist. Either the doctor or nurse will contact you at the end of their surgery or sooner if urgent.

Each doctor's appointment is 10 minutes and each Nurses appointment is 15 minutes. If you have more than one thing to discuss with the doctor it is important to ask for a longer appointment. We are very sorry when surgeries run late and this is often unavoidable in an emergency. However, if the appropriate appointment is booked delays may be avoided.

Some appointments requiring more time:

- 1st Ante-natal appointment 30 minutes

- Further ante-natal appointments 20 minutes
- Sports injury appointment with Dr Simon Owens 20 minutes
- 1st travel immunisation consultation with Nurse 30 minutes

We have a touch in screen at both surgeries to avoid waiting at reception. We hope this will avoid delay when the Reception is busy.

## Repeat Prescriptions

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If you need regular medications, talk to your doctor. He/She will arrange for your medicine to be re-prescribed, using a computer generated request form, which can be posted or delivered to the reception. A repeat prescription is generally for one months supply. So that there are no mistakes requests will not be taken over the telephone, but may be faxed on 01223 356837. Email requests can also be made on [prescriptions.trumpingtonstreet@nhs.net](mailto:prescriptions.trumpingtonstreet@nhs.net).

For the branch surgery please email [prescriptions.beverleyway@nhs.net](mailto:prescriptions.beverleyway@nhs.net) or fax on 01223 845189.

Please allow 2 working days excluding weekends and Bank Holidays so that prescriptions can be prepared and signed by the doctor. We are unable to dispense medications so you will need to collect your prescription from the surgery and take it to a pharmacy or if you wish you can provide a stamped addressed envelope so that it can be posted back to you. Some local pharmacies will collect from the surgery and may deliver to the elderly or housebound, please check with your Pharmacy.

As a rule all other patients from 16 to 60 will have to pay a prescription charge for each item at the pharmacy.



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## Your Doctors

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### **Dr Simon Jonathan Owens**

MA, MBBS, DRCOG, DCH, DSMSA, AHEA, FFSEM(UK)

Guys Hospital

Registered 1986 (Male)

Simon initially undertook his medical training at Cambridge University and then Guys Hospital in London, qualifying in 1985. He became a GP at Trumpington Street Medical Practice in central Cambridge in 1990. He has worked as a clinician in sports medicine for 16 years in the Peter Wilson Sports Clinic at Addenbrooke's Hospital from 1992 to 2008, initially as a Clinical Assistant and then as an Associate Specialist in Sports Medicine.

He has been involved in teaching MSc students in Sports Medicine and has lectured and organised courses at Addenbrooke's Hospital on knee injury and joint examination skills

He obtained the Diploma in Sports Medicine in 1995 and has been used to looking after elite international athletes as Medical Officer to Cambridge University Boat Club (men's Boat Race squad since 1992) and provided medical cover in Cambridge for the GB Olympic men's gold medal winning rowing eight in the run up to the Sydney Olympics. He is a member of the British Rowing Medical Panel. He was involved in the London 2012 Olympics as Medical Dispatcher at the Mall and Hampton Court coordinating and managing the medical response at the venue and field of play for the Mens and Women's Marathons, Cycling Road Races, Cycling Time Trials and Walking 20km and 50km events.

He has also been Medical Officer to Cambridge University Rugby Club since 1999, and has looked after international elite players and overseen international fixtures at the University Rugby Ground. He works as a rugby pitch side doctor in Cambridge and at Twickenham for the Varsity match and has the BASICS pre-hospital care and RFU Pitch Side Immediate Trauma Care Certificates. He has toured as CURUFC team doctor to Argentina, Chile, Japan and Italy.

He is Medical Officer to Cambridge University Tennis Club.

Simon became a GP with a Special Interest (GPwSI) in Orthopaedics (knee) in 2002, initially working in the knee clinic in the orthopaedic department at Addenbrooke's Hospital, and then developing and running a community based knee clinic since 2006.

He was appointed as a GP trainer on the SEM program at Addenbrooke's Hospital in Cambridge in 2010 and is on the Eastern Deanery SEM training Committee. He has supervised two SEM registrars thus far. He is a recognised Clinical Teacher at the Clinical school, University of Cambridge and is an Associate Member of the Higher Education Academy. He was elected as a Fellow of the Faculty of Sport and Exercise Medicine FFSEM (UK) in 2013.

Availability times: Mon 9-6, Tues 9-6, Wed 9-6, alt Thurs 9-1 and 9-6, Fri 8.30-1

### **Dr Angus John Stewart**

MA, MB, Bchir, DRCOG, DCH, MRCGP, AFOM

Addenbrooke's Hospital

Registered 1982 (Male)

Dr Angus Stewart joined the practice in 1986, having trained at Selwyn College and at Addenbrooke's Hospital. He holds occupational health and school appointments and maintains an active interest in family medicine, pregnancy, paediatrics and student health.

Availability times: Thurs 8.30-6, Fri 8.30-6

### **Dr Caroline Margaret Lea-Cox**

BSc, MB, BS, MRCGP, DCH, DFFP

Registered 1984 (Female)

Dr Lea-Cox joined the practice in 2001. She trained at University College, London and Westminster Hospital. Her special interests include mental health, women's health, child and student health. She developed and maintains the [www.camstudenthealth.nhs.uk](http://www.camstudenthealth.nhs.uk) website. She is an executive board member of the Cambridge University Counselling Service Committee  
Availability times: Mon 1.30-6, Tues 8.30 - 6, Wed 8.30-1, Thurs 8.30-1

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## **Dr Angela Bennett**

MA MB BChir MRCGP Dip Med Ed

Dr Angela Bennett joined the practice in 2015. She trained in Cambridge and Addenbrooke's hospital and completed her GP training in Cambridge. She is interested in all areas of general practice with a special interest in student health, women's health and child health. She is able to perform joint injections and cryotherapy for some skin lesions.

Dr Bennett has extensive experience teaching at the Cambridge University Clinical school, running Professionalism in Practice Groups and is involved in the pastoral advisor team. She is a University Recognised Clinical Teacher and Examiner for the clinical medicine course as well as teaching students in the practice. She also helps to train junior doctors for General Practice and holds a diploma in medical education.

Dr Bennett is a keen musician (cellist and singer) and enjoys helping performing artists who may be experiencing medical problems due to their art.

Availability Monday and Wednesday (Branch surgery), Tuesday (Main surgery)

## **Dr Barbara Irene Bull**

MRCGP/ DRCOG/DCH/DFFP/ Dip Pall Med

Dr Barbara Bull studied at Guy's Hospital and qualified in 1993.

After completing her GP training scheme in North London, she went to South Africa for an anticipated one year period. However, she loved the country and medical opportunities so much, that she stayed for a further 17 years. She worked as a GP partner in a small, relatively isolated town and got the opportunity to participate in active obstetrics; delivering around 800 babies by caesarean and normal vaginal delivery. She was also involved in acute trauma care in casualty and ran a travel and student health clinic. She was TB officer and Medical Officer of Health and Infectious Disease. In 2015 she returned to the UK to live in Cambridge and joined Trumpington Street Medical

Practice in October 2017.

Dr Bull holds diplomas in obstetrics, paediatrics, palliative care and family planning. She does cryotherapy and inserts coils and contraceptive implants.

Availability:

Mon 830-6 (branch surgery)

Wed 830-6 (branch surgery)

Fri 830-6 (main surgery)

## **Dr Ferzana Shaida**

MBChB, DFRH, MRCGP, DRCOG, Associate Fellow HEA Registered 2003

Dr Shaida graduated from the University of Leeds in 2003 and undertook her general practice training in Hertfordshire. She joined the practice in 2015 as a salaried GP. She enjoys all aspects of general practice and has a particular interest in women's health, family planning and teaching. She is a recognised clinical tutor for Cambridge University. Availability: Monday, Thursday and Friday 8.30-5.30pm

## **Dr Michelle Luna**

MBBS, MSc, MRCGP, dipAsthma  
Registered 2004

Dr Michelle Luna studied at St George's Hospital in London and has an MSc from Imperial College London. She completed her hospital training in London and Kent and her GP training in Devon, prior to relocating to Cambridge.

Alongside her work in general practice, she has worked for Freedom From Torture, a London based charity, as an assessor and medico-legal report writer for survivors of torture.

She has an interest in all aspects of general practice, and has a particular interest in refugee medicine, respiratory medicine and student health. She holds a diploma in Asthma and is able to perform joint injections, cryotherapy and some minor operations. She is currently studying for the Diploma in Conflict and Catastrophe Medicine.

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## **Dr Omar Kouzel**

BMBS, BSc, MRCP, DRCOG

Dr Kouzel graduated from Imperial College, London, with a degree in Biochemistry with Management. He worked in the city for an IT consulting company for several years, before deciding to pursue a medical career. Dr Kouzel graduated from the University of Nottingham in 2010. He completed his GP training in Nottinghamshire in 2015 before returning back home to Cambridge. He joined the practice in March 2017.

Dr Kouzel is interested in all areas of general practice. His special interests include cardiology and student health. He is able to perform joint injections.

Dr Kouzel is a keen tennis and football player.

## **Dr Ros Smith**

MBChB BSc MRCP DCH DFRH

Bristol University

Registered 2004 (Female)

Dr Ros Smith trained at Bristol University and completed an intercalated degree in Bioethics. She undertook GP training in Somerset and worked in London, Oxford and Stevenage. She moved back to her home town of Cambridge and joined the practice in 2016.

She enjoys all aspects of primary care and has diplomas in child health and family planning.

**Times may vary to cover annual leave etc.**

## **Key to qualifications**

### **MA, MSc**

Post-graduate degree

### **MB, BM, BCH, BS, Bchir**

Basic qualifying medical and surgical degrees

### **DRCOG, DCH, DGM**

Post-graduate diplomas in obstetrics, child health and geriatrics respectively

## **MRCGP**

Membership of the Royal College of General Practitioners

## **Dip Occ. Med**

Diploma in Occupational Medicine

## **AFOM**

Association of the Faculty of Occupational Medicine (Part of the Royal College of Physicians)

## **DSMSA**

Diploma in Sports Medicine

## **DFFP**

Diploma in Family Planning

## **CIDC**

Certificate in Diabetes Care

Drs Stewart, Owens, Watson, Dourish, Lea-Cox and Huguet are in partnership. Dr D'Souza joined the practice as an employed practitioner in 2009.

## **Your Nurses**

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### **Nurse Practitioner**

Ruth Dean

### **Practice Nurses**

Carol Renaud

Laura Daly

Dorota Tabaczynska

### **Health Care Assistants**

Caroline Stacey

Jane Levien

We currently have two nurses who have undergone specialist training in the treatment of minor illness enabling the doctors to focus on more major problems and conditions. The nurses are able to see patients and prescribe treatment for a number of illnesses including: sore throat/mouth, earache, colds, flu, sinusitis, cough, acute asthma, fever, hay fever, sore eyes, rashes, warts, verrucae, eczema, infected wounds, head lice, indigestion, diarrhoea and vomiting, constipation, urinary tract infections and period pains.

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The nurses also provide the following services:

- Dressings and wound care
- Family planning advice, care and counselling
- Immunisation for foreign travel and for routine child and adult protection
- Well person clinic, diabetes clinic, hypertension clinic, asthma clinic, smoking cessation advice, menopause clinic, alcohol advice
- Consultations for advice over health matters
- Follow-up appointments for contraceptive advice and health check

## Child & Family Team

The Child and Family Team are in regular contact with the doctors and will discuss problems and exchange information when necessary. A well baby clinic is held at Beverley Way every 2nd and 4th Friday of the month. To contact a member of the team please telephone 01223 222020.

## Community Nursing Sisters

Members of the Community Nursing Team are available to visit people at home. They work closely with the doctors and with the hospital services. Your doctor will put you in touch with them.

## Counsellor

Lorna Whittle BAC is available at the main surgery and branch surgery for counselling and psychotherapy. Please talk to your doctor if you feel you would benefit from her help.

## Midwife

Care is currently provided by the Scarlett Team. A clinic is held at the main site every first and third Wednesday in the month and alternate Monday afternoons at the branch surgery. Domiciliary visits are also undertaken. The team can be contacted on 01223 349376

## Physiotherapy

A physiotherapist is available at both surgeries for acute conditions. Please talk to your doctor who will arrange a referral if appropriate.

## Admin Staff

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### Practice Manager

Wendy Manley DPM, DMS, PG Dip Community & Primary Care

### Deputy Manager

Beverley Gillson

### Receptionists/Secretaries

There are several members of the team who work at the main surgery and branch surgery. The receptionists are the first point of contact with the surgery, and we are sure that you find them welcoming and helpful. Please report to the receptionist when you arrive. Questions regarding repeat prescriptions, appointments and registrations and other administrative problems should be discussed with the receptionists.

## Clinics

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### Cervical smears

For women a smear test for detecting pre-cancer should be taken every three years from 25 to 35 years, then 5 yearly to age 65. When you register with us, we will enquire about previous smear results so you can have the next at the appropriate time. When booking your appointment please tell the receptionist that the appointment is for a smear test so the appropriate nurse appointment is made.

### Contraception

The nurses are fully trained to advise you over the full range of family planning methods. They will perform the necessary checks on your well being, provide counselling and prescriptions, which are free of charge. You will receive a prescription for six months supply and will need to attend for review every six months. The duty nurse can see you for advice on emergency contraception each day.

### Menopausal Clinic

The nurses can advise and help women with menopausal symptoms and with hormone replacement therapy. They will carry out all the necessary checks and monitoring. You will receive a pre-

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scription for six months supply and will need to attend for review every six months.

## **Antenatal Care**

Your care during pregnancy will be provided by the Rosie Maternity Hospital, the Community Midwife and the surgery staff together. Consult your doctor early in the pregnancy, and he/she will make all the arrangements. Please book a triple appointment for your first antenatal appointment with the doctor and a double appointment for all follow up antenatal appointments. Please make sure you bring your maternity record book and a specimen of urine for testing to all antenatal appointments. The Community Midwife holds antenatal clinics at the surgery.

## **Travel Clinic**

The nurse will advise you on a wide range of health issues connected with travel for vacation, business or expeditions for example disease prevention, acclimatisation to heat or altitude, medical supplies, malaria prevention. Please book a 30 minute appointment with the nurse to discuss your travel arrangements. A full range of immunisations for travel are available. The practice is a yellow fever immunisation centre. It is advisable to book an appointment to discuss your needs with the nurse several weeks before travelling as sometimes a course of injections may be necessary before travelling. There are charges for some immunisations and certificates for travel abroad.

## **Well Person Clinic**

This health promotion clinic is designed to give information and advice over healthier lifestyles. In addition, screening is performed to deal with the four main risk factors for heart disease, high blood pressure, diabetes, smoking and high cholesterol level.

## **Asthma Clinic**

Patients with asthma are regularly invited for a review. Asthma nurses assess any symptoms and advise treatment according to current respiratory guidelines. The patient and nurse work together to produce action plans designed to maintain good control and reduction of asthma symptoms.

## **Diabetic Clinic**

Patients with diabetes are regularly invited for a review. Care is either provided fully by the prac-

tice or is shared with the hospital. In line with the diabetic National Service Framework treatment and support are provided to enable patients to achieve best diabetes control possible.

## **Hypertension Clinic**

Advice is given to people known to have high blood pressure, so that their treatment can be managed to the best advantage.

## **Sports Injuries**

Dr Simon Owens is a specialist in sports injury. Sportsmen and women are able to see him for advice and management of injuries sustained while playing sports of all kinds. Please book a 20 minute appointment with him for any sports injury.

## **Smoking and alcohol related problems**

If you feel the need for help with an alcohol related problem, then the doctors would be pleased to help. A number of the Practice Nurses are trained to help with smoking cessation if you wish to make an appointment with a nurse to discuss this please mention this to the receptionist when booking your appointment.

## **Minor surgery**

The doctors perform minor surgery procedures within our minor surgery suite at the main surgery and this service takes the pressure off the hospitals so they are free to perform operations requiring extra facilities.

## **Cryotherapy**

Dr Stewart and Dr Owens perform minor procedures using liquid nitrogen as a freezing treatment for the safe and effective removal of warts and verrucae.

## **Phlebotomy**

(Blood taking) the Phlebotomist holds a clinic every Tuesday and Thursday morning at the main surgery. Urgent blood tests will be taken by other members of the nursing team on other days of the week.

## **Sexual Health**

The doctors and nurses are available to discuss sexual health promotion and any sexual health concerns. The practice is able to offer Chlamydia screening as part of the National Chlamydia

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screening programme.

## Childhealth Info

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### Child surveillance

It is wise to check your child's health and development at intervals during the baby clinic appointment.

The current schedule for baby checks is:-

### Neonate

Paediatric doctor in hospital

### 7 days

PKU, Thyroid, cystic fibrosis – Midwife

### 10-14 days

Record book – Health visitor (HV)

### 6 weeks

Baby check with mother check up – GP

### Pre-school health review

Toddler check – HV

### 42 months

Vision screen – Orthoptist

### Immunisations

The Child immunisation clinic is usually held on Friday am. Parents will be sent appointments through the post for a specific date and time.

Childhood immunisation schedule

### 2 months

Diphtheria, tetanus, pertussis (whooping cough), polio and Haemophilus influenza type B (HIB), Pneumococcal infection

### 3 months

Diphtheria, tetanus, pertussis, polio and HIB, Meningitis C

### 4 months

Diphtheria, tetanus, pertussis, polio, HIB, Meningitis C, Pneumococcal infection

### 12 months

Haemophilus influenza type b(HIB) Meningitis C

### 13 months

Measles, Mumps and Rubella, Pneumococcal infection

### 3 years, 4 months to 5 years

Diphtheria, tetanus, pertussis and polio, Measles, Mumps and Rubella

### 13 to 18 years

Tetanus, diphtheria and polio

All adults should be fully immunised against polio and tetanus. Patients over the age of 65, and those with respiratory disease, cardiac disease, asthma, diabetes or who are immuno-suppressed should have an influenza vaccination each year, and also be immunised to protect against pneumococcal infection.

## Carers

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A carer is anyone who voluntarily spends time looking after a friend, relative, partner or neighbour, who needs help to live at home due to illness or disability.

We aim to identify carers registered as patients with us, to ensure they receive the appropriate consideration and support.

You may not think of yourself as a carer because you undertake your tasks out of love or friendship. It is important for carers to recognise themselves as such in order to gain the support available – so that you know for example where to look for help if you need a break or are unwell yourself, and to ensure that both you and the person you care for have access to the benefits and services available to you.

Please contact the surgery for a carers form, and with your consent we can note your role as a carer on your records and provide you with information and support relevant to your role.

[www.cambridgeshire.gov.uk/carers](http://www.cambridgeshire.gov.uk/carers)

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## Student Health

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We have worked with other local GP practices to develop a student health website:  
[www.camstudenthealth.nhs.uk](http://www.camstudenthealth.nhs.uk)

## Practice Ethos

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### Mission Statement

It is the aim of the practice to provide the highest quality of care by both medical and non-medical staff to all our patients and to treat you with dignity, respect and courtesy at all times. We will provide the same standard of care irrespective of age, gender, disability or race.

We believe patients are in charge of their own healthcare and will work with you in partnership to achieve your maximum health potential. We aim to be approachable and accessible and to discuss your treatment decisions in a way you understand.

We aim to offer an appointment with a clinician within 48 hours whilst offering the opportunity to book 2 or more days ahead. Where possible we will try to offer an appointment with a clinician of your choice. If your problem requires urgent attention we will try to attend to your needs within an appropriate time.

We take the views of our patients into account when developing services and welcome receiving your views on the practice and its team.

### What we ask of our patients

Please ensure that you inform the surgery of any change of address, home telephone number and/or mobile telephone number

Please keep your appointment or let us know as soon as possible if you can not attend

An appointment is intended for only one person, if you intend to bring another person or to discuss several matters please let the Receptionist know so that sufficient time is allowed

Please be polite and respectful to all members of staff

### Zero Tolerance

Violent or abusive behaviour will not be tolerated, and in such instances the Police will be informed and the patient removed from the practice list.

## Non NHS Services

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For non-NHS work such as medical examinations, reports and certificates etc., you will be charged. When making the relevant appointment the receptionist will inform you of the expected cost. You will need to pay for the service at the time of the appointment or when collecting documents etc. Payment can be made by cheque or cash, but not by credit card.

There is a charge for immunisation for yellow fever, hepatitis B and meningitis also private prescriptions for anti-malarial medication as well as certificates for travel.

## Student Training

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We often help with the training of medical students. If a trainee doctor or medical student is to be present during your consultation you will be given advance warning, and the opportunity to object if you wish. Occasionally, the consultation will be recorded on a video as a teaching method for trainees, but only with your prior knowledge and consent.

## Patient Group

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The practice would like to develop a patient participation group. If you are at all interested in being involved in such a group please contact the Practice Manager.

## Chaperones

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All patients are entitled to have a chaperone pre-

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sent for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, i.e. a trained member of staff.

Wherever possible we would ask you to make this request at the time of booking so that arrangements can be made and your appointment is not delayed in any way. Where this is not possible we will endeavour to provide a formal chaperone at the time of request. However, occasionally it may be necessary to reschedule your appointment. Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

## Data Protection

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Everyone within the practice is aware of the importance of confidentiality. Training is given to all staff on all aspects of confidentiality with respect to both manual and electronic records. The practice is registered under the Data Protection Act 1998 and has a legal responsibility to keep confidential all of the information held about you. If you need further information about the application of the Data Protection Act 1998 within this practice please discuss with the Practice Manager.

### The Spine

The Government is introducing an NHS Care Records Service, part of which is the 'Spine'. The spine currently stores the following demographic information:-

- Name
- Address
- NHS number
- Date of Birth

No other data is currently stored on the spine.

### Freedom of Information Act

The practice provides a publication schedule detailing information made available by the General Practitioners and the staff of Trumpington Street Medical Practice and Trumpington Branch Surgery as required by the Freedom of Information (FOI) Act 2000. This is available from reception and outlines where information is available from.

### CCTV

The practice has closed circuit television in the Reception area and the downstairs waiting area.

### Complaints Procedure

We have a practice complaints procedure and if you wished to make a complaint we would attempt to deal with this as quickly and effectively as possible. For further information please contact the Practice Manager. Leaflets are available at Reception.

### Other primary medical services

The Cambridge and Peterborough Clinical Commissioning Group are responsible for commissioning services for the local population and can be contacted for any further information about local services: NHS Cambridgeshire, Lockton House, Clarendon Road, Cambridge, CB2 8FH. Tel. 01223 885720

## Useful Websites

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### NHS Direct

NHS Direct is a confidential 24-hour advice and health information service staffed by nurses and professional advisers. You can call NHS Direct on 0845 4647 any time for immediate advice on what to do if you or a family member feels ill. You can also visit NHS Direct online at

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

[www.addenbrookes.org.uk](http://www.addenbrookes.org.uk)

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

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

[www.papworthpeople.com](http://www.papworthpeople.com)

[www.relate.org.uk](http://www.relate.org.uk)