



BRIDGE ROAD SURGERY



April 2025

Practice Brochure

Bridge Road Surgery
1a Bridge Road
Oulton Broad
Lowestoft
Suffolk
NR32 3LJ

Tel: 01502 565936
www.bridgeroadsurgery.nhs.uk
nwicb.bridgeroadsurgery@nhs.net

About Us

CONTACT NUMBERS AND CLINICAL STAFF

HOW TO CONTACT US

Appointments: 01502 565936

Home Visits / Emergencies: 01502 565936

Test Results (Between 2pm and 5pm): 01502 565936

Out of Hours: 111

Please note that BT "call back" does not work when telephoning any of our numbers

GENERAL PRACTITIONERS

The General Practitioners at Bridge Road Surgery who are medically qualified are: -

Dr Amber Lillingstone	MB BS, BSc, DRCOG, DFRSH, MRCP
Dr Rebecca Udeh	MB BS, MRCP, DRCOG
Dr Rebecca Nunn	MB BS, MRCP
Dr Umar Naeem	MB BS, nMRCP
Dr John-Paul Yeomans	MBChB, MRCP
Dr Whye-Yoong Lok	MBChB, nMRCP, DFRSH
Dr Katie Pryce	MB BS, BSc, MRCP, PgDip
Dr Samuel Pike	MB BS, BSc, MRCP
Dr Gift Risinamhodzi	MBChB, MRCP

The practice is usually hosting a number of GP registrars who are fully qualified doctors training to be GPs

NURSES

NURSE MANAGER

Claire Sargeant RGN, BSc, MSc Advanced Healthcare Practice

NURSE PRACTITIONERS

Shelly Peck RGN, RSCN, DN Cert, MComH, MSc Advanced Practice
Nicola Shea RGN, RSCN

PRACTICE NURSES

Lavinia Gardner RGN
Jackie Gardiner RGN
Lisa Betts RGN
Mel Gilson RGN
Charlotte Harvey RGN

NURSE ASSOCIATES

Eva Casey
Grace Colby
Jayme Speller

HEALTH CARE ASSISTANTS

Donna Plane
Courtney Gauthier

PHLEBOTOMISTS

Jacqueline Goldspink

Kimberley Wardrope

Stan Wilkinson

DOMICILIARY PRACTITIONERS

Sabrina Knight

Holly Biss

HEALTH AND WELLBEING COACH

Ann-Marie Smith

CARE COORDINATOR

Alison Davy

AREA COVERED BY THE PRACTICE

Our current Practice area is the NR32 postcode. More detail on what areas fall within this can be found on our website on the 'new patients' page. If you move from this area you may have to register with another Practice. We currently look after approximately 12,250 patients.

Appointments

HOW OUR APPOINTMENT SYSTEM WORKS

BOOKING AN APPOINTMENT

- An appointments system is in operation for Doctors and Nurses. To make an appointment, please submit an online request on our website or telephone the surgery on 01502 565936 during normal surgery hours.
- Routine appointments are made for most doctors at 10-minute intervals. If you have a problem which is likely to take longer than this, please ask for a longer appointment.
- Each member of the family needs a separate appointment. Please do not ask the Doctor to see more than one member of the family at an appointment.
- If you no longer need an appointment you have made, please cancel it so that another patient may benefit.
- Patients with an urgent medical need (*one that cannot wait until a routine appointment is available*) will be seen as emergencies. These emergency appointments will normally be added to a surgery which is already fully booked and therefore patients should expect to have to wait. Emergency appointments cannot be pre-booked before the day.
- If you feel that a problem can be resolved by talking to a clinician (*doctor or nurse*), without the need for a visit, please ask for a telephone appointment. We will take your details and the clinician will call you back.
- Please be patient if you experience delays. We do try to keep to time with appointments, however, problems do occur and Doctors are sometimes called out to emergencies or can have unexpected complex issues to deal with.
- Our GP's work on personal lists. In the first instance you will be asked to see your Registered GP or Nurse Practitioner depending on the nature of your appointment if they are available. If you wish to change your registered GP you may apply through the Practice and requested will be agreed whenever possible.

CANCELLING AN APPOINTMENT

If you are unable to keep an appointment, please let us know. There is always a demand for appointments and by informing us, even at short notice, we will be able to offer the appointment to another patient.

There are many ways to cancel an appointment:

- By telephoning **01502 565936**
- By text to mobile number **07786 662855** (*please note this is a text only service*).
- In writing.
- Via our website www.bridgeroadsurgery.nhs.uk
- By registering for our online services (*please see reception to find out more*)

- Through the link in the appointment reminder text messages

EMERGENCY/OUT OF HOURS

111 is the NHS non-emergency number. It's fast, easy, and free. Call 111 and speak to a highly trained adviser, supported by healthcare professionals. They will ask you a series of questions to assess your symptoms and immediately direct you to the best medical care for you.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

In case of a life-threatening emergency, please dial 999.

HOME VISITS

If you are too ill to come to the surgery and feel you need to be seen at home, please telephone the Surgery on 01502 565936 before 11:00 a.m. so the Doctors can plan their journeys. Please only ask for a home visit if you are too ill to come to the surgery and remember that a doctor can see 3-4 patients at the surgery in the time it takes to make 1 home visit! If you are well enough to go out, you should not expect a home visit. A Doctor may ring you back to assess whether a visit is required. **LACK OF TRANSPORT IS NOT A VALID REASON TO REQUEST A HOME VISIT.**

We will normally only agree a home visit if:

- The patient is genuinely housebound
- Moving the patient may make their condition worse
- End of life care

Before a visit is agreed, a GP will always review the request and may decide on a different form of consultation.

In an emergency, requests for home visits will be accepted at any time between 8:00am – 6:30pm.

About Us

SURGERY HOURS AND SERVICES PROVIDED

SURGERY HOURS

The surgery is open from 8.00am until 6.30pm on weekdays.

Telephone lines are open 8:00am-12:30pm and 1:30-6:30pm. Consultations are by appointment only.

We are also open Saturday mornings from 8.10am with pre bookable appointments only. There is no telephone, drop in or emergency services available in the surgery on Saturdays. If you do not have an appointment, you should call the Out of Hours service.

Please make a separate appointment for each member of the family who requires attention and for each complaint.

SERVICES PROVIDED BY THE SURGERY

The following services are provided during weekday hours (**8:00am to 6:30pm**) under the NHS Contract: -

CORE SERVICES

- General management of medical conditions and preventative care
- Health promotion advice

- Emergency care, if appropriate
- Referral for other services, if appropriate
- Urgently required care for temporary residents

ADDITIONAL SERVICES

- Cervical screening
- Contraceptive (Family Planning) services – please see page 6
- Vaccinations and immunisations
- Child Health surveillance
- Maternity services – please see page 7
- Minor surgery procedures
- Travel immunisation – please see page 6
- Chronic disease management i.e., asthma, diabetes, blood pressure, coronary heart disease.

NURSE PRACTITIONER

If you have an urgent medical problem, you will usually be offered an appointment with one of our fully trained Nurse Practitioners who deal with a large range of conditions and are able to prescribe medication and do hospital referrals if needed.

CLINICAL PHARMACIST

Clinical pharmacists work as part of the general practice team to resolve day-to-day medicine issues and consult with and treat patients directly. This includes providing extra help to manage long-term conditions, advice for those on multiple medications and support for high quality prescribing.

Having a clinical pharmacist in GP practices means GPs can focus their skills where they are most needed, for example on diagnosing and treating patients with complex conditions. This will help GPs manage the demands on their time.

If you have a query about your medicines, you can either ask your usual community pharmacist or phone the practice and ask to speak to the clinical pharmacist.

Health and Wellbeing Coach and Care Coordinator

Our coach will work alongside you to discover what your health and wellbeing goals are over an agreed number of sessions. Health coaching will enable you to explore your values in relation to your health and wellbeing and explore the reasons you want to change your health behaviours. Using a range of resources in partnership with your coach you will agree what is possible and create goals of your choosing such as lowering weight, reducing stress and having a more active and healthier lifestyle.

Your care coordinator will receive your health and care needs and ensure that you are accessing the right care and support. They will coordinate your support across health and social care services and develop a personalised care & support plan which brings all your care and support needs together in one plan.

Surgery Information

NEW PATIENTS

HOW TO REGISTER

If you wish to register with the Practice, please visit the 'new patients' section of our website and complete the online form. Alternatively, you can attend the surgery for a paper form.

All newly registered patients over 5 years of age are asked to attend for a new patient health check which will provide the Doctor with vital information to assist with your treatment.

Patients will have a named GP who is responsible for patients' overall care at the practice, patients should contact the practice if you wish to know who this is, and that if you have a preference as to which GP that is, the practice will make reasonable efforts to accommodate this request.

REPEAT PRESCRIPTIONS

There are three methods available to order repeat prescriptions:

- The easiest method is to use the NHS APP via a smartphone/tablet.
- Register for online access and order your medication via the internet.
- Hand in or send your repeat prescription slip to the surgery.

Please note we **DO NOT** accept prescription requests over the telephone.

Please allow 3 full working days (*excluding Saturday, Sunday and Bank Holidays*) for requests for repeat prescriptions to be processed. After which the prescription may be picked up from the surgery or your nominated pharmacy.

Many local pharmacies will deliver prescriptions free of charge. If you have not received your prescription, please contact your nominated pharmacy for further information.

If you are unable to order directly yourself, then the practice will accept paper requests from your friends/family or carers. Proxy access can also be set up on The NHS App or your NHS online account allowing others to assist you with ordering your repeat medication requests online on your behalf. Should you require assistance with proxy access, please contact my reception team for advice or email nwicb.bridgeroadsurgery@nhs.net.

DISABLED PATIENTS

Both the Atrium and the front door of the Main Surgery (*from Bridge Road*) have ramps to make access easier.

STAFFING

Most members of the Primary Healthcare Team work directly for the practice whilst some work for other organisations, but are attached to the practice, developing close working relationships in the process. Information about patients is treated in the strictest confidence, **all** staff being bound by the same confidentiality rules as the Doctors.

Surgery Information

SERVICES WITHIN THE SURGERY

TEST / X-RAY RESULTS

- Please submit an online request through our website or telephone on **01502 565936** between **2.00pm** and **5.00pm**, Monday to Friday, to ask for your test results. We ask for calls after 2pm to ensure that the Doctor has had time to see the results when they come in from the hospital, therefore hopefully saving you having to phone back later.
- All results are assessed by a doctor.
- The Receptionist will indicate if there is a need to see or speak to a Doctor or simply confirm a result. Results can only be given to a patient and not a friend or relative to ensure patient confidentiality is maintained.
- Most blood, urine and bowel motion test results will be available in 3 to 7 days, whilst cervical smear results usually take about 7 weeks.

BLOOD TESTS

From 1st April 2018 the Surgery will start taking blood tests for our patients.

Please ring the Appointments line on **01502 565936** after **11:00am** to book an appointment.

Appointments are **Monday - Friday 8:10am - 12:50pm and 2:10pm - 5:35pm Mondays** and will be held in the Main Surgery.

Any further questions, please speak to a member of staff.

FAMILY PLANNING

The initial request and consultation should be arranged with the Doctor or nurse practitioner in normal surgery time. Follow up appointments, checks and requests for repeat prescriptions take place at a Family Planning appointment held by one of the Practice Nurses. The Practice provides full contraceptive services including contraceptive pills, patch implant, injection and IUCD (coil) fitting.

REFERRAL LETTERS

If you are referred to another Health Professional, please note that the letter will routinely contain, as well as the history of the current complaint, a summary of important past medical history and details of your medication.

SICK CERTIFICATE

Did you know you do not need a sick certificate if you are off work for less than seven days? You can self-certify, contact your own personnel office at work for details. We do not issue sick certificates for school students.

NON-NHS SERVICES

Certain services such as insurance claim forms, elderly driver medicals, HGV/PSV medicals are not covered by the NHS. A fee is therefore payable to the Practice and the list of charges are available on request. Please confirm the fee when booking an appointment or requesting the Doctor to complete a form.

ADDITIONAL INFORMATION

There is a no smoking policy throughout the Surgery.

There are a limited number of parking spaces for patients. However, we have an agreement with the Commodore Mission in Hall Road for our patients to use their car park whilst visiting the Surgery. We ask all of our patients to be considerate to other road users and the local residents when parking, and to use the mission car park if the surgery car park is full.

TRAVEL ADVICE

- 1.** On enquiry regarding travel vaccinations you will be asked to collect a Travel Health assessment document. These need to be returned to the surgery with the itinerary attached. Alternatively, you can download the questionnaire from the surgery website and return as an email to nwicb.bridgeroadsurgery@nhs.net with their itinerary attached. This ideally should be at least 6 weeks prior to departure date.
- 2.** The Nurses will then assess the travel risk & vaccination requirement, contact you and then book an appointment if it is required. If the itinerary is detailed and requires vaccinations other than those that may be given on NHS as preventative medicine, the patient will be advised to seek Travel Health advice from a Private Travel Health Clinic.
- 3.** At the appointment the Nurse will assess your health that day, answer any questions, and give information on the vaccine & possible side effects and administer the vaccine(s).

TETANUS

It is advisable for everyone to ensure they are immunised against tetanus. It is now advised that a total of five injections are required for life-long immunity i.e., the initial course of three at monthly intervals (*now given as part of the routine baby immunisations*) and two booster injections.

Please ask if you are unsure whether you need any more injections.

Even if you are immune, you should seek medical attention if you sustain a dirty or puncture type wound.

Community Services

SERVICES PROVIDED FROM THE COMMUNITY

DISTRICT NURSES

District Nurses look after patients who are confined to their homes and need nursing care. They also provide any nursing care you may need after being discharged from hospital. If a doctor feels that you may need assistance from the District Nurses, he/she will make the necessary arrangements. Messages can be left for the District Nurses by telephoning the Surgery on **01502 565936**.

HEALTH VISITORS

The wellbeing and healthy development of children forms a major part of the work of the Health Visitors. They are happy to advise you about the health and welfare of family members. They can also advise on health and welfare matters for children with disabilities. They can be contacted on **0345 607 8866**.

MATERNITY SERVICES

Maternity care is shared between the Doctors and Community Midwives. As soon as pregnancy is confirmed, please make a “first antenatal” appointment with the Midwife, approximately at 8 weeks. We do not have a Midwife on site, please contact us for details of the local Midwifery service. You will then receive details of your Community Midwife and she will also organise further appointments for an ultrasound scan, blood tests and a consultant appointment at the James Paget Hospital. After delivery, the Community Midwife will visit regularly to check the health and well-being of both you and your baby. You will then be referred to a Health Visitor for continued care. At 6 weeks, postnatally, you and your baby will be offered a joint appointment with the Doctor for a postnatal check and a development check for your baby. In common with most practices in the area, we do not provide routine care for home deliveries.

Obligations and Responsibilities

OUR EXPECTATIONS AND YOUR RESPONSIBILITIES

CONFIDENTIALITY

HERE TO LISTEN NOT TO TELL!

We provide a confidential service to all our patients, including those under 16. This means that you can tell others about your visit, but we won't!

The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from serious harm. We would always try to discuss this with you first.

If you are being treated elsewhere – for example at a hospital or a Family Planning Clinic – it is best if you allow the Doctor or Nurse to inform the Practice of any treatment you are receiving.

If you have any worries about confidentiality, please feel free to ask a member of staff.

WARNING

Whilst we take every effort to make these premises as safe as possible, there are hazardous substances and instruments in the surgery. We must, therefore, ask patients to supervise their children at all times whilst on our premises.

Practices and patients should treat each other with mutual respect. Behaviour that is unreasonable or disturbs, offends, or threatens other patients, Doctors or Staff is unacceptable and may cause disruption to the provision of our services. In such circumstances patients may be removed from our lists. If this should occur, we are obliged to notify the patient of their removal from our list and record, in the patient's records the fact of their removal and the circumstances leading to it. NHS England is then responsible for providing further medical care for such patients.

OBLIGATIONS AND RESPONSIBILITIES

Practice: You will be treated with respect and courtesy by all Practice staff

Patient: Please treat Doctors and staff with the same courtesy

Practice: You are entitled to a copy of the Practice leaflet

Patient: Please read the leaflet; it will help you get the best out of the services we offer

Practice: We will visit a patient in their own home if he/she is too ill to get to the Surgery

Patient: If you need a home visit, please contact the Surgery by 10.00am, unless it is an emergency, when we should be contacted immediately. Home visits are for those who are too ill or infirm to come to the Surgery.

Practice: Patients with an emergency will normally be seen the same day, but not always by their usual Doctor. Appointments are for 10 minutes and 1 problem only.

Patient: Please only request an emergency appointment when you have a genuine emergency medical need.

Practice: Repeat prescriptions will usually be ready within 3 working days

Patient: Please order your repeat prescription whilst you still have at least three days' supply of medication.

Practice: We try to keep to appointment times. If there is a delay, please be patient as the Doctor may be attending an emergency or have a patient with complex problems

Patient: Please let us know if you no longer need or cannot keep your appointment to enable us to offer the appointment to someone else. Please also inform us if you feel you need a longer appointment.

Practice: We will offer advice and information about how you can promote good health and prevent ill health

Patient: Please also take responsibility for your own health and wellbeing and that of your family members by acting on the medical advice that you have been given.

Practice: You will be given appropriate advice and care outside normal surgery hours by the out of hours provider.

Patient: Please only call the Doctor after hours if you are not sure whether your problem could wait

Additional Information

EXTRA INFORMATION ABOUT THE SURGERY

RESEARCH

We contribute anonymous data to a database used for healthcare research purposes. We receive a nominal fee and training from the company aggregating the data to help improve quality in our computer records. The company holding anonymous data will be providing the data to authorised researchers for a data fee. The data collection scheme has been approved by the South East Multicentre Research Ethics Committee. The Committee will also be

overseeing all research conducted on this data. The database will hold data on millions of patients and no patient will be traceable to anyone outside this Practice.

TEACHING

This practice is involved in training fully qualified doctors who are gaining further experience in General Practice. These Doctors work with us as Registrars, usually for 6 months. We occasionally have medical students attached to the Practice. This includes student Nurses, Paramedic students and students considering a career in the medical profession. If a student is to be present at your consultation you will always be told and given the option of seeing the Doctor alone.

Occasionally, we video-record consultations for teaching purposes in the Practice. You will always be informed and asked for your consent before this is done. We would like to stress that you are under no obligation whatsoever to help us in this way, and we will NOT be upset at all if you decline to take part. The video tapes will only be watched by doctors involved in training and assessment, and will be erased after they have been studied.

PRACTICE EQUIPMENT FUND

Sometimes patients make donations to the practice. These donations are placed in the practice equipment fund.

We are indebted to the many present and former patients of this Practice who have contributed to these funds. The funds are used to buy various items of equipment for the benefit of our patients. Should you have any questions about the fund please contact Clive Sillitoe, the Practice Manager.

COMPLAINTS PROCEDURE

Clive Sillitoe is our Practice Manager and is responsible for the day to day running of the Practice. He would be happy to hear your views and suggestions about the services offered by the Practice. We follow the NHS complaints procedure when dealing with any complaint. A copy of our complaint's procedure leaflet is available upon request.

Your Medical Records

INFORMATION ABOUT HOW WE DEAL WITH YOUR RECORDS

ABOUT YOUR RECORDS

Under the Data Protection Act 2018 people have the right to see any files about them, including their health records. Access can only be denied if there are compelling reasons.

The practice has a procedure for patients to apply to see their health records. If you would like further information or an application form, please complete a Contact the Practice form on our website.

SHARING INFORMATION FROM YOUR MEDICAL RECORD

For a number of years, work has been ongoing to improve the way that medical records are made available to treating clinicians. Our main computer system is called SystemOne, which has the advantage of enabling information to be shared between certain health professionals, and where necessary their support staff.

Enhanced data sharing model (EDSM) enables us, with your consent, to share your medical records with those in the NHS who are involved in your care. NHS staff can only access shared information if they are involved in your care and records are kept showing who has accessed your medical records.

As the scheme has been designed to enhance patient care, you have been automatically opted in.

For some time we have shared information for children for child protection reasons and also for patients under the care of the district nursing team. This has helped clinicians to make decisions based upon a wider knowledge of the patient and also helps to reduce the number of times that patients or family members are asked the same question. In short it assists clinicians to provide more 'joined up care'.

If I agree, who can see my records?

EDSM allows clinicians treating you, who have access to SystmOne to view and in some cases update your medical records. Locally this includes the walk-in centre, many departments at local hospitals (including A&E) and community services, such as the district nursing team. It is anticipated that over time more health services will be able to benefit from EDSM.

Clinicians outside of the surgery who wish to access your medical records will ask for your consent to do so and will need to have been issued with a NHS smartcard. This is a chip and pin card – similar to a bank card.

Can I opt out or pick and choose who sees my record?

Yes, you can. Under EDSM there are two levels of consent. The first is to agree to sharing your medical records out. This is your agreement that records maintained by your GP can be seen, subject to your authority at the time, by clinicians working outside of the surgery. The second is agreeing to share your records in. This means that your GP can see the records made by other health professionals who have access to EDSM.

However, as the treating clinician needs to ask your permission to see your records at the beginning of each period of care you are in control of who can see your medical information.

What if there is a matter that I want to stay just between me and my doctor?

You can ask for any consultation to be marked as private, this means that viewing is restricted to the surgery, but allows the rest of the record to be viewed by whoever else is treating you. It is your responsibility to ask for a consultation to be marked as private.

Haven't I agreed/disagreed to do this before?

EDSM may seem very similar to patients as the summary care record which went live some years ago. The summary care record contains only a very small part of your record that is available to be seen by clinicians who might be treating you in A&E departments, walk in centres or if you register temporarily somewhere else within the UK.

Can I change my mind?

Yes, you can always change your mind and amend who you consent to see your records. For instance you can decline to share your records out from the surgery, but if you build up a relationship with the physiotherapist who is treating you and they asked you if they could look at an x-ray report, you could give your consent at that point for them to view your records.

You will be referred back to us to change your preference, so the physio treating won't be able to see your records instantly, but should be able to by, the next time of your next appointment.

If I decline what happens in an emergency?

In the event of a medical emergency, for instance if you were taken unconscious to A&E, and the clinician treating you feels it is important to be able to see your medical records he is able to override any consents set.

However, the doctor has to give a written reason for doing so. Where this happens an audit is undertaken by the local Caldicott Guardian (the person with overall responsibility for Data Protection compliance).

Can anyone else see my medical records?

On a daily basis, we get requests from insurance companies to either have copies of medical records or excerpts from patients' medical records. This requires your signed consent.

Occasionally we are asked for information from the medical records for legal reasons and we will only provide information when legally required to do so.

Any questions?

If you have any questions or wish to opt out, please use our Contact the Practice form on our website. If necessary, the receptionist will arrange for someone to give you a call.

You are free to change your mind at any time. Information about you and the care you receive is shared, in a secure system, by healthcare staff to support your treatment and care.

Fair Processing Notice For Patients

YOUR INFORMATION, YOUR RIGHTS

Our Fair Processing Notice explains why we collect information about you and how that information may be used to deliver your direct care and manage the local health and social care system.

The notice reflects:

- What information we collect about you;
- How and why we use that information;
- How we retain your information and keep it secure;
- Who we share your information with and why we do this.

The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

A full copy of the Fair Processing Notice is available via our website at <https://www.bridgeroadsurgery.nhs.uk/> or from Reception.

Contacts

USEFUL CONTACTS

CONTACT DETAILS FOR NHS ENGLAND

NHS England is party to the contract held by this Practice. Further details of primary care services in this area may be obtained from them at the following address: -

NHS England
PO Box 16738

Redditch
B97 9PT

Telephone: 0300 311 22 33

E-mail: england.contactus@nhs.net