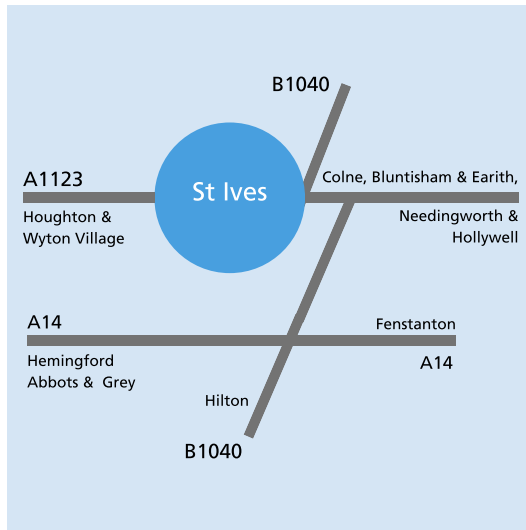




VISIT US



THE SPINNEY SURGERY,
RAMSEY ROAD,
ST. IVES, PE27 3TP

Phone: 01480 495347

www.spinney-surgery.org.uk

www.facebook.com/thespineysurgery



The Spinney Surgery, Ramsey Road,
St. Ives, Cambridgeshire, PE27 3TP

THE SPINNEY SURGERY



CONTACT US

Website: www.spinney-surgery.org.uk

Telephone numbers: 01480 495347

Out of Hours: 111 (6pm - 8 am and weekends / Bank Holidays)

WELCOME

This booklet is designed to give you some information about our team and the services we provide.

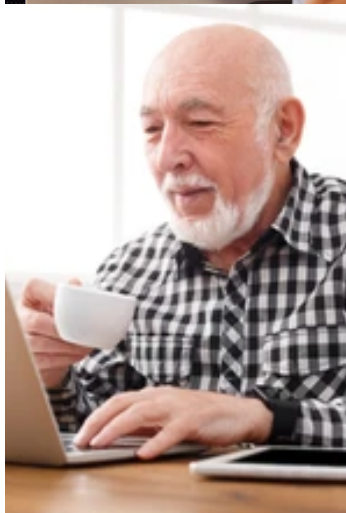
The practice was established in 1969 and has an enthusiastic team dedicated to running and developing a modern, quality service. We encourage continuing personal care and therefore when you register with the practice you are encouraged to identify a doctor who will provide the majority of your care. You are free to consult with other GPs at the Spinney as well as nurses if this suits your needs better.

Consultations are by appointment. Whilst every effort is made to run to time it is not always possible, as it may be necessary to spend longer with a patient than originally planned. Our receptionists will do their best to keep you informed.

You have a right to expect a high standard of medical care from our practice and we will try at all times to provide the very best care possible within the resources available.

To enable us to achieve these standards, we would ask that you use the services provided appropriately, thereby helping us to help you. For example it is your responsibility to ensure that you keep medical appointments and follow the advice given.

If you are unable, for whatever reason, to keep an appointment **it is very important that you inform the surgery as soon as possible.**



FAQs can be found on the website at
<https://www.spinney-surgery.org.uk/practice-information/faqs/>

COMPLAINTS

We operate a practice complaints procedure also called “local resolution” which is part of the NHS system for dealing with complaints.

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If not, and you wish to make a complaint, we would like you to let us know as soon as possible. Complaints should be addressed to Sharon Temple, Nursing and Complaints Manager. It would be a great help if you are as specific as possible about your complaint.

We shall acknowledge your complaint within three working days and aim to have responded as swiftly as possible to your complaint. We shall then be in a position to offer you an explanation, an apology if appropriate or a meeting with the people involved. Please be assured that future care will not be impacted by making a complaint.

Please note that we keep strictly to the rules of confidentiality. If you are complaining on behalf of someone else, we must have their written permission to do so. A letter of consent signed by the person concerned will be needed, unless they are not able (because of illness) to provide this.

We have a dedicated complaints procedure which can be found on our website and can be provided on request. This contains more detailed information including where you can go if you feel your complaint has not been resolved to your satisfaction.

FRIENDS & FAMILY TEST CARDS

We would like to get your feedback on your recent experiences of our service. If you would like to leave feedback, please visit <https://www.spinney-surgery.org.uk/practice-information/friends-family-test/> and answer, thinking back to your recent appointment or contact with the Spinney Surgery, 'how was your experience of our service overall?'

We always appreciate your views, be it in writing, via our website or on NHS Choices.

RESEARCH

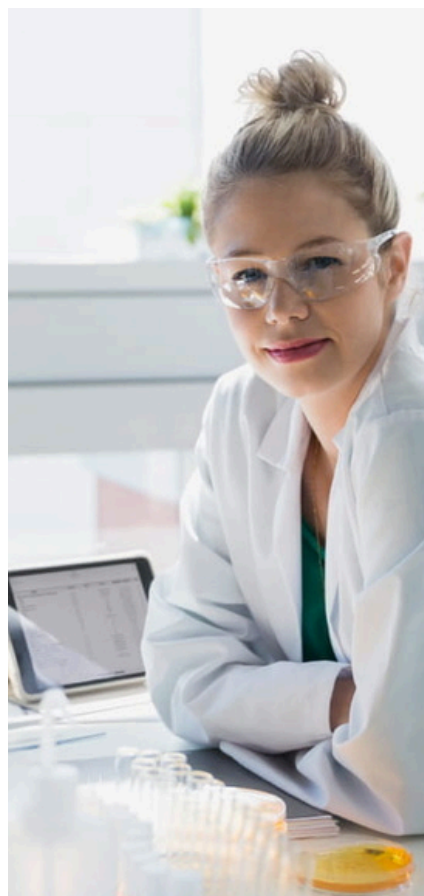
Our practice is part of a network of General Practices in Cambridgeshire & Peterborough who host medical research on a regular basis.

Anyone registered with this practice could help shape the future of health care by helping with research projects that you may be invited to participate in. You may be approached by a member of this practice to participate in a research project.

Taking part in a research project can vary greatly and might involve completing a questionnaire, agreeing to an interview with a researcher or taking part in a clinical trial.

Please consider any patient information leaflets you may receive about the research carefully. This information may be sent to you or given to you by your nurse or doctor or other health professional.

If you are interested in knowing more about research at the practice, **please visit our website.**



SURGERY OPENING HOURS

Our reception and dispensary are both open Monday to Friday from 8am to 1pm and then 2pm to 6pm.

Urgent medical attention can be obtained by calling our main number **01480 495347** or **111**.

We offer early and late appointments at a variety of sessions through the week.

Occasionally, the surgery will close for an afternoon for staff training. Medical care is provided during that time by 111. Details about any closures can be found on the website and in the surgery.

APPOINTMENTS

THE SPINNEY SURGERY ARE NOW USING **KLINIK**.

KLINIK IS AN ONLINE SERVICE ALLOWING PATIENTS TO CONTACT THE PRACTICE REGARDING BOTH CLINICAL AND NON-CLINICAL QUERIES WITHOUT HAVING TO PHONE.

PATIENTS CAN REQUEST AN APPOINTMENT AND FILL IN AN ONLINE FORM REGARDING THEIR SYMPTOMS THAT IS SENT DIRECTLY TO THE PRACTICE AND TRIAGED BY OUR GPS WITHOUT THE NEED FOR A TELEPHONE CALL. PATIENTS CAN ALSO USE KLINIK TO REQUEST SICK NOTES AND CONTACT THE SURGERY REGARDING ANY QUERIES THEY MAY HAVE.

THE LINK TO THE SPINNEY SURGERY KLINIK PAGE CAN BE FOUND ON THE HOMEPAGE OF OUR WEBSITE

IF YOU ARE UNABLE TO USE CLINIK, PLEASE CALL RECEPTION AT **01480 495347** AND OUR RECEPTION TEAM WILL COMPLETE IT ON YOUR BEHALF.

The length of a standard appointment is ten minutes. We encourage patients to make a further appointment if they feel they have more than one problem to discuss.

You can book an appointment with a nurse for many long term conditions such as asthma, diabetes, heart disease as well as family planning, dressings and smear tests. If you can give as much detail as possible via Klinik or give our reception team an idea of what you feel you need, they can help book with the correct person

CONTACT US

Website: www.spinney-surgery.org.uk

Telephone numbers: 01480 495347

Out of Hours: 111 (6pm - 8 am and weekends / Bank Holidays)

NHS 111

You can call NHS 111 anytime, day or night for help and advice. The call is free from any phone including mobiles and you simply just dial 111. This provides access to medically trained staff who will be able provide advice on self care and also advice on where you should go to get face to face help.

A pharmacist may be able to help with minor ailments, the morning after pill or advice if you have run out of regular medication.

ADDITIONAL SERVICES

The nearest walk in centre is located in St. Neots and details of primary medical services in the area can be obtained from:

EAST ANGLIA TEAM	CAMBRIDGE AND PETERBOROUGH CCG
NHS ENGLAND	LOCKTON HOUSE
WEST WING, CAPITAL PARK	CLARENDON ROAD
FULBOURN	CAMBRIDGE
CAMBRIDGE	CB2 8HF
CB21 5XA	



ZERO TOLERANCE POLICY

The NHS and the Spinney Surgery operates a zero tolerance policy for any abuse towards its staff, doctors or other patients. This could be physical, verbal or online abuse.

GPs and staff have a right to care for others without fear of being attacked, abused or treated badly in any way. To successfully provide our services a mutual respect between staff and patients has to be in place. All our staff aim to be polite, helpful and sensitive to all patients' individual needs and circumstances. We would respectfully remind patients that very often staff could be confronted with a multitude of varying and sometimes difficult tasks and situations all at the same time.

However aggressive behaviour, be it physical, verbal or online, will not be tolerated and may result in you being removed from the practice list and, in extreme cases, the police being contacted.

In order for the practice to maintain good relations with our patients we would like to ask all our patients to read and take note of the occasional [types of behaviour we see that would be found unacceptable](#):

- USING BAD LANGUAGE, SWEARING, VERBAL ABUSE OR SHOUTING AT PRACTICE STAFF
- ANY PHYSICAL VIOLENCE TOWARDS ANY MEMBER OF OUR TEAM OR OTHER PATIENTS
- RACIAL ABUSE, DISCRIMINATION OR SEXUAL HARASSMENT WILL NOT BE TOLERATED
- PERSISTENT OR UNREALISTIC DEMANDS THAT CAUSE STRESS TO STAFF WILL NOT BE ACCEPTED. REQUESTS WILL BE MET WHEREVER POSSIBLE AND EXPLANATIONS GIVEN WHEN THEY CANNOT BE MET
- BEING PERCEIVED TO BULLY A STAFF MEMBER TO OBTAIN SOMETHING
- CAUSING DAMAGE/STEALING FROM THE PRACTICE PREMISES, STAFF OR PATIENTS
- OBTAINING DRUGS AND/OR MEDICAL SERVICES FRAUDULENTLY

NON-NHS SERVICES

The practice charges for non NHS work, examples of this being:

- MEDICAL EXAMINATIONS
- PASSPORT COUNTERSIGNATURES
- COMPLETION OF PRIVATE INSURANCE FORMS
- NON DEPARTMENT OF HEALTH RECOMMENDED INJECTIONS FOR TRAVEL
- PRIVATE PRESCRIPTIONS
- COMPLETION OF FORMS FOR A VARIETY OF ORGANISATIONS
- "TO WHOM IT MAY CONCERN" LETTERS

Please be aware that **NHS General Medical Services will take priority over non NHS work.** Please ask for details of our fees or visit our website.

The practice is registered for VAT so this will be charged on some non NHS work. Payment for services/forms will be required on completion of the item/service. A 25% deposit will be required for medicals where a patient has previously failed to attend.



PRACTICE STAFF

MANAGEMENT

Mrs Rachel Smith (Practice Manager)

Surgery days: Monday - Thursday

Dr Janie Anderson (GP Practitioner & Partner) | GMC: 4294382

MBChB FRCGP MRCPCH PCME DFFP

Surgery days: Monday, Wednesday, Thursday

Dr Annika Patel (GP Practitioner & Partner) | GMC: 6167836

Surgery days: Thursday, Friday

Mrs Sharon Temple (Nursing Manager)

Surgery days: Monday - Thursday

Mrs Helen King (Office Lead)

Surgery days: Monday, Tuesday, Thursday & Friday

Mrs Laura Webb (Dispensary Lead)

Surgery days: Tuesday (am), Thursday & Friday

ASSOCIATE GPs

Dr Jennie Claydon | (GMC: 6167994)

Surgery days: Wednesday, Friday

Dr Rebecca Chapman | GMC: 7446583

Surgery days: Tuesday, Thursday

Dr Himanshu Patel | (GMC: 6051395)

Surgery days: Tuesday, Wednesday

Dr Hayley Haworth (GMC: 6160393)

Surgery days: Monday, Wednesday

(continued overleaf)

PRACTICE STAFF



ASSOCIATE GPs (continued)

Dr Nabiha Saqib | GMC: 7481187
Surgery Days: Mondays, Thursdays

Dr Kate Woods | GMC: 7080317
Surgery days: Tuesday, Friday

Dr Bernard Agyei | GMC: 7447166
Surgery days: Monday, Wednesday, Thursday

GP REGISTRARS

Dr Hali Yacouba | GMC: 7506182

Dr Maria Abbasi | GMC: 7611498

Dr Nouraldean Allabban | GMC: 7682438

ACCESS TO PATIENT INFORMATION

Confidential patient data will be shared within the practice health care team and with other healthcare professionals to whom you may be referred for care. Your data may be used by those clinical teams providing care or for the essential purpose of clinical audit.

Confidential patient data may be required for the broader purposes of public health and audit, research, the provision of healthcare services, teaching and training. Data disclosed will be kept to the minimum required to serve the purpose and if possible will be anonymised before disclosure. Confidential and identifiable patient information will not be disclosed without explicit consent unless:

- IT IS A MATTER OF LIFE AND DEATH
- WHERE FAILURE TO DO SO MAY CAUSE SERIOUS HARM TO YOU OR ANOTHER INDIVIDUAL
- IT IS OVERWHELMINGLY IN THE PUBLIC INTEREST TO DO SO
- THERE IS A LEGAL OBLIGATION TO DO SO

In all of these circumstances the minimum identifiable information, that is essential to serve the purpose may be released to someone with a legal entitlement to access the data for that purpose.

All individuals with access to your data have a professional and/or contractual duty of confidentiality. If you are concerned about any of these issues please contact the Practice Manager via email at no-reply.spinney@nhs.net

DISABLED ACCESS

The surgery provides reasonable access.

An induction loop system is available.

Please make us aware if you have any accessibility requirements which we will be able to accommodate.

NEWSLETTER

The surgery aims to produce a newsletter twice a year or more frequently if we have more to update patients on. You can find our newsletters on our website or at reception. Our website also has a news page which provides up to date information on campaigns we are participating in, changes to the surgery or information about services provided by the practice. This is also all advertised via our Facebook and instagram pages.

MEDICAL EDUCATION

As a teaching practice we are responsible for helping GP Registrars, medical students, nurses and other health workers with their training. We will always ask your consent for students to be involved in your consultations. As part of our commitment to teaching, the practice has to be kept up to certain standards. We are approved as a training practice every five years.

ONLINE ACCESS

We offer our patients access to online services so they can better manage their health and wellbeing on the go or outside of surgery hours by ordering medication, booking appointments and more online.

For more information about our online services, please visit our website.

PRACTICE STAFF

PRACTICE NURSES

Our nursing team see patients for booked appointments for a wide range of health matters and play an important part in the health promotion and disease prevention work we do. Our practice nurses are Gill Avery, Sue Carrington, Ann Hannan, Claire O'Riordan and Anita Woodrow. Sharon Temple is our Advanced Nurse Practitioner at the surgery and our paramedic is Jack West.

HEALTH CARE ASSISTANTS

Healthcare assistants support the practice with their daily work and carry out tasks such as phlebotomy (drawing blood), blood pressure measurement and new patient checks. They may act as a chaperone when a patient or doctor requests one. Our Healthcare assistants are Jenny Packham, Grainne Skinner and Rosemary Sparks. Jackie Barnard is our Phlebotomist.

RECEPTION

Our reception and administrative team provide the first point of contact that you will have with the practice, whether you call in or contact us using our website. They support the clinical team and are able to answer many of the queries you may have.

DISPENSARY / PRESCRIBING

The dispensary team are responsible for handling patient's medication and ensure you are able to order medication quickly and efficiently.

STAFF WHO WORK WITH US

DISTRICT NURSING TEAM

Telephone: 0330 726 0077

HEALTH VISITING TEAM

Telephone: 0300 029 5050 (option 2)

JET (JOINT EMERGENCY TEAM)

This is an urgent 24 hour response service which supports people over the age of 65 or those with a long term condition when they become very unwell and need urgent care, but do not need to attend hospital. Referrals to this service can only be made by a clinician.

MIDWIFERY TEAM

You can contact the St Ives Clinic by calling 01480 357145

DYNAMIC HEALTH PHYSIOTHERAPY

Telephone: 0300 555 0123

Website: www.eoemskservice.nhs.uk/physiotherapy-self-referral

SPINNEY PATIENTS ASSOCIATION

The Association was formed in 1995 and was set up to provide a link between the patients and the practitioners of the surgery. It has a long history of providing information and educational events for the patients.

The committee is formed of a group of patients representing the 11,000 plus patients registered with the surgery. Every patient is entitled to be a member of the association. If you have any comments or thoughts about the SPA please let us know. If you wish to join our virtual patients group, please register via our website.

ANTENATAL CLINICS

Midwives can be contacted via their telephone number (see page 8) if you have any questions about your maternity care. When you know you are pregnant, please make a booking appointment after which you will be given information about where to attend your antenatal appointments.

IMMUNISATION CLINICS

Immunisations are an important part of protecting your child's health. If you need further information about vaccinations, please discuss your concerns with your Health Visitor. An appointment for your child's immunisations will be sent to you.

TEST RESULTS

Most test results are available in 2-3 working days but they can vary.

We encourage everyone who is having a blood test to look at their own results using their online access and to only ring in to get their results if they do not have internet access. It is important that you seek out your own test results and do not wait for surgery staff to contact you. If you have any questions about your results please ask your usual doctor.

If you manage someone's health on their behalf, please get them to sign a letter of consent so we can discuss their care with you.



MINOR SURGERY

COVID-19 Update: We have suspended our Minor Surgery clinics due to the pandemic. We will advise patients when these clinics are resumed.

We can perform a range of procedures such as removal of moles and joint injections. Your doctor will advise you. Clinics take place at least quarterly. Your name will be added to a waiting list if appropriate.

TELEPHONE CONSULTATIONS

We offer telephone consultation slots to discuss your care on the telephone. Please call and leave a contact number and a message and this will be passed on. It is not always possible to give a time that the doctor will call due to the unpredictability of patient demand.

HOME VISITS

A Paramedic or doctor will visit you at home if you are too ill to come to the surgery. Please try to request a visit before 10am. Visits are usually made between 1pm to 4pm. Visit requests are made to the reception staff and it will be necessary for the receptionist to ask you for some information about your problem so that this can be passed on to the doctor for assessment.

CHRONIC DISEASE CLINICS

We run nurse-led clinics to monitor patients with medical conditions such as asthma, diabetes, coronary heart disease, hypertension, epilepsy, and mental health. Please make an appointment when you are re-called.

We may send you questionnaires by text from time to time to up date us on how you are getting on and we may ask you to log on online to fill in more detailed questionnaires. This requires you to have Online Access set up. Please check our website for more information.

MINOR INJURIES

Many minor injuries such as cuts, burns, scalds, foreign bodies in eyes and head injuries can be treated or assessed at the surgery. Rather than attending A&E, please telephone the surgery.

TRAVEL ADVICE

This service is currently suspended as of March 2024

If you are planning a travel to a foreign country and think you will need specific vaccinations, we are able to offer travel advice appointments with our nursing team. You can either speak to our reception team or complete a Travel Vaccinations Form which will let us know more information about your trip.

For travel vaccinations to be effective, they need to be administered at least 4 weeks before departure. If you are travelling at short notice and/or we have no available appointments, you will need to arrange your vaccinations at a private clinic.

FAMILY PLANNING

We offer a wide range of family planning services, including emergency contraception (morning after pill). Speak to one of our reception team and they will ensure you see the most appropriate member of the team. Coils and Nexplanon can be fitted by appointment after discussion with a doctor.

CERVICAL SMEAR SCREENING

Women will be called for routine cervical smear tests every 3-5 years depending on their age. The test will be done with one of our practice nurses. Test results come direct to the patient from the Screening Service and can take up to 10 weeks in some cases.

REPEAT PRESCRIPTIONS

Patients on long-term medication can order repeat prescriptions in a variety of ways. Please allow 5 working days for us to process your prescription (excluding weekends and public holidays). You can order prescriptions:

- IN PERSON BY HANDING IN YOUR REPEAT SLIP AT RECEPTION HAVING CLEARLY MARKED THE ITEMS REQUIRED
- BY PHONE BY CALLING 01480 495347, OPTION 2 (ANSWER-PHONE OUT OF HOURS)
- BY POST BY SENDING AN SAE IF YOU WISH US TO POST IT BACK TO YOU
- ONLINE BY USING SYSTMONE ONLINE ACCESS

The practice policy is to prescribe 28 days supply. A second prescription can be obtained for holidays. Please make this clear on your request. It is very important that patients make sure that medication review appointments are attended regularly. For some medical conditions the "batch prescribing" facility is available. Please ask your doctor for information. Unfortunately due to Department of Health regulations this is not permissible for dispensing patients.

A pharmacist may be able to help with minor ailments, the morning after pill or advice if you have run out of regular medication.

ELECTRONIC PRESCRIPTION SERVICE (EPS)

Prescriptions for non-dispensing patients can be sent electronically to your nominated pharmacy. When you are at the pharmacy ask for a nomination form, or ask at the surgery.

You can order your prescription online using our SystmOne Online Access or the NHS app.

DISPENSING SERVICES

The practice dispenses medication for patients living more than 1 mile from the surgery. Please allow 5 days from placing your repeat prescription order. If you have 'unusual' drugs, the more notice the better! If you are exempt from charges for any reasons, please make sure to let us know at the surgery.

REGISTRATION

Patients living in the practice area can register by going to the below NHS website;

<https://gp-registration.nhs.uk/D81049/gpregistration/landing>

Alternatively you can complete a form available from reception or downloading this from our website. Please ensure you complete both the GMS1 form and a New Patient Questionnaire.

CHANGE OF ADDRESS

If you change your name, address or telephone numbers, particularly if your home number is ex-directory, please inform us at reception or update your details on the website. It may be important to contact you, at home, at work or on your mobile. If you move out of the surgery boundary area, you will need to register at a surgery nearer your home.

PUNCTUALITY

It is important that if you are unable to attend your appointment, that you contact us, to let us know. We try to ensure that we have sufficient appointments for patient demand, but many appointments are wasted each week, where patients do not turn up and do not let us know.

If you arrive more than ten minutes late for your appointment, we will check with the doctor, nurse or healthcare assistant to see if you can be fitted in sometimes it is not always possible. The practice has a policy for missed appointments. Information can be found on our website.