Firs House Surgery

www.firshouse.com

Practice Information Booklet

Station Road
Histon CB24 9NP
Tel : 01223 234286
Fax : 01223 235931

42 Telegraph Street
Cottenham CB24 8QU
Tel : 01954 251180

Doctors in Partnership
Dr.Michael Grande MB BS MRCGP DRCOG London 1981
Dr.Simon Poole MB BS DRCOG London 1987
Dr.Emma Baldwin MB BS MRCGP DRCOG London 1991
Dr. Joanne Pritchard MB BS MRCGP DCH DRCOG DFFP 1993
Dr.Simon Robinson MB BS BSc London 1997
Dr. Emily Manning MB BChir Cantab 2008, MSc MA Cantab BSc Hons MRCGP AHEA DFSRH

Salaried GP
Dr.Claire Aho MB ChB Auckland 1995 (Salaried GP)

Practice Nurses
Nicola Safranek RGN (Senior Nurse) Family Planning, CHD
Marie-Claire Hiscock RGN, RM (Retired), BA Hons, Asthma, COPD
Jane Pettit RN, BSc Hons, Diabetes
Lucy Blatch RGN, BSc Hons

Community Matron
Fiona McLaren provides advanced clinical assessment and intensive case management for patients who have more than one long-term medical condition.

Practice Manager
Olga Starobinskaya

Head Receptionist
Pam Chambers

Health Care Assistant
Sharon Webb

Phlebotomists
Linda Milner and Naomi Howell

OPENING HOURS

Reception Hours (Histon)	8.00am – 1.00pm and 2.00pm – 6.00pm
Reception Hours (Cottenham)	8.00am – 12.00pm and 2.00pm – 6.00pm

SURGERY HOURS

Morning Surgery	8.30am – 11.10am	Monday – Friday at both surgeries
Afternoon Surgery	3.20pm – 5.40pm	Monday – Thursday at both surgeries
	3.10pm – 5.10pm	Fridays at both surgeries

EXTENDED HOURS SURGERY

Available for pre-booked appointments outside our core times of 8am to 6pm on some Tuesday evenings, some Wednesday early mornings and some Saturday mornings at Firs House.

THE PRACTICE AREA

Histon, Impington, Cottenham, Oakington Westwick, Landbeach and Rampton and parts of Girton (broadly from the A14 Huntingdon road to the south, A10 to the east and villages of Oakington and Rampton to the west). A map of the area is available on the Practice website.

Training Practice

We are committed to teaching doctors in training. On occasions you may be asked for consent to allow medical students to sit in with your doctor, or a fully qualified doctor undergoing higher training may see you.

How to register as a new patient

Please come to reception to complete a patient registration form (GMS1) form and a new patient questionnaire. You will need your NHS number and details of the last practice you were registered with. Our receptionists will be happy to help you.

Booking of NHS Hospital Appointments

The Practice will book the first appointment available when you are referred, unless you have advised your GP that you wish to go to another hospital or are not available for certain dates. You can change your appointment by calling **0345 60 88 88 8** or online www.chooseandbook.nhs.uk using the password given in your appointment letter. If you need help with this, please call the Practice after 10.00 a.m.

Cambridgeshire and Peterborough Care Commissioning Group

NHS Cambridgeshire is responsible for providing information on primary care services in the area. You can obtain information from NHS choices at www.nhs.uk or by telephoning 01223 725400.

Appointments

We offer same day appointments. If you have registered for online services, appointments can be booked on www.firshouse.com from 7 p.m. on the preceding evening, and by telephone or in person on the day an appointment is required. Advance appointment bookings can still also be made on line or by phoning the surgery.

If you make an appointment that you cannot keep or no longer need, PLEASE let us know so that it can be offered to another patient.

Home Visits
Please try to telephone by 10.30am if you require a doctor's visit, giving brief details of the problem. Where appropriate, a doctor may call you to give advice instead of visiting, or if you live in Histon or Impington, the community minibus may be able to bring you to the surgery.

Out-of-Hours Services
If you require urgent medical help or advice outside surgery hours, **please call 111** for a situation that is not life threatening. For potentially life-threatening emergencies such as chest pains and/or shortness of breath **please call 999.**

Telephone Advice
If you need to speak to a doctor on the telephone please try to call before 10.30am. If the doctor is not available, you will be called back or be given a time to phone again.

Facilities for the Disabled
Please let us know if you have any access requirements.

Services Provided at the Practice

- **Maternity Care -** Antenatal and postnatal care.
- **Family Planning -** Advice on all types of contraception. You can see any of the doctors or the nurse during normal surgery hours. Coil and cap fittings need a special appointment.
- **Diabetes Clinic -** Tuesday afternoons for patients with diabetes who do not need regular visits to the hospital diabetic clinic.
- **Minor Operations -** Please make an appointment to see your doctor to discuss whether it is appropriate to perform the operation in the surgery.
- **Practice Nurses -** Our practice nurse team provides chronic disease clinics and treatments for a wide range of conditions from vaccinations to hypertension.
- **District Nurses -** Our District Nursing team is based at the Cottenham surgery. Contact numbers:
  Weekdays 9.00a.m. – 4.30p.m: 01954 251071
  Weekends, Bank holidays, and Weekdays 8.00p.m. – 9.00a.m.: 01603 481205
- **Non NHS Medical Examinations and Services -** Some examinations and services, for example insurance medicals are not covered under the NHS. You will need to make a specific appointment for these services, for which a fee is payable.
- **Repeat Prescriptions -** Can be ordered online: www.firshouse.com, or by placing your repeat prescription request in the box at the reception counter or by telephoning the surgery. Please avoid telephoning during busy periods 8-10am and 2-3pm.

The Rights & Responsibilities of Patients
Our policies and procedures are published on the Practice website. Any questions should be addressed to the practice manager.

Zero Tolerance to abuse
As responsible employers we have a duty to protect our staff in their working environment. If a patient is verbally abusive, s/he will be issued with a warning and if this occurs again s/he will be removed from our patient list. If a patient is physically abusive s/he will be removed from our list and the police may also be informed.

Patient Participation Group (PPG)
Our PPG is made up of patients from our patient list and meets every 2 months. The group represents patients' interests and encourages interaction between the surgery and the community it serves. The PPG is part of a wider network of patient groups from Cambridgeshire GP Practices. Minutes of meetings are available on the Practice website and on waiting room notice boards. If you are interested in joining the group, please contact the Practice Manager.

Virtual Patient Reference Group (VPRG)
The VPRG is an online patient reference group which is intended to complement the PPG and enables us to reach a broader base of patients. If you would like to join the VPRG, you can do so online via the Practice website or by completing a form available from reception.

Confidentiality & Patient Records
The records we keep about you are used to ensure that the care we provide is appropriate and effective, and it is therefore in your interests to give us full information about yourself. We also have a duty to keep your records confidential, safe and accurate. There are times when it may be beneficial to you if we pass your information to other health professionals who will contribute to your care.

You have a right under the Data Protection Act 1998 to ask for a copy of all records about you. Under the Freedom of Information Act 2000, you have the right to access all types of recorded information about you held by the Practice. Information leaflets about these are available in the waiting rooms.

Summary Care Records
The Practice created patient summary care records in June 2012. Unless you opted out of it, a summary care record will have been produced for you. Your summary care record will contain information about any medicines you are taking, allergies you suffer from and any bad reactions to medicines you have had to ensure those caring for you have enough information to treat you safely. Your Summary Care Record will only be available to authorised healthcare staff providing your care anywhere in England, but they will ask your permission before they look at it. This means that if you have an accident or become ill, healthcare staff treating you will have immediate access to important information about your health. You can choose to opt out of having a summary care record at any time. Please ask the receptionist for a form to complete and return to the surgery.

Suggestions & Complaints
We welcome any comments or suggestions about the Practice and the services it offers. Suggestions can be placed in the suggestions box in the waiting rooms, sent in writing to the practice manager or by email to firs.house@nhs.net (please note this email is not for clinical use it is not checked each day).

We recognise that despite our best efforts, sometimes things can go wrong. If you have a complaint about the Practice, please ask to speak to the practice manager and hopefully the problem can be resolved informally. Should you wish to make a formal complaint, please put this in writing to the practice manager. You can also seek support from the patient experience team on 0800 279 2535 or to make your complaint externally you can contact NHS England on 0300 311 22 33. Further information about our complaints procedure is available on the Practice website and from the surgery.