# Data Protection and Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. All information held by us is subject to the UK Data Protection Act (2018). This includes the requirement that personal data can only be held for specific purposes, cannot be used for purposes other than that for which it was collected, and that individuals have a right to know about the data that is being held about them.

# Useful Contacts

As you can imagine the contact numbers change frequently. For an up to date list please ask at reception.

The closest Pharmacist to Botolph Bridge is Botolph Bridge Pharmacy, next door. All pharmacies are independent contractors, if you enter into an arrangement with them such as delivery of repeat prescriptions. This arrangement is between you and them.

|  |  |  |  |
| --- | --- | --- | --- |
| **Name**  |  **Address**  |  **Phone**  |  **Web**  |
| Peterborough City Hospital  | Edith Cavell Campus, Bretton Gate, Bretton, Peterborough PE3 9GZ  | 01733 678000  | www.peterboroughhospitals.co.uk  |
| City Care Centre  | Thorpe Road, Peterborough PE3 6DB  | 01733 776100  |   |

**Parking**

There is free parking **up to 90 minutes** at the Valley Park Centre. There are designated disabled parking bays available. These are located by the main entrance. Cycle racks are also available next to the surgery entrance near Budgens.

# Malling.Health – malling.health

# Botolph Bridge Community Health Centre

**Sugar Way, Woodston**

**Peterborough, PE2 9QB**

**Telephone 01733 796622**

#  www.botolph.org



# Opening Times

Monday to Friday: 8am – 6.30pm

Saturday to Sunday - Closed

# Who’s Who

# Practice Manager

Stacey Mansfield

# Quality Improvement Manager

Kim Rolt

**Doctor’s ANPs Clinical Pharmacist**

Dr.R. Salawudeen Jennifer Jones Novtej Rehal

Dr U. Okeke Sanjiv Bali

Dr P. Nehikhare

Dr O. Onyegegbu

**Practice Nurses**

Janette Willis

Trisha Ansola-Ali

**Health Care Assistant**

Sally Marsh

**Secretaries**

Anita, Ernesta, Katie

**Reception Team**

Shanice, Katie, Ernestina, Holly, Saffron

**Admin Team**

 Lynn, Tracey

# Registering with the Practice

# When registering with the practice you will need to collect registrations from the practice. Once these are completed, please return the Reception Team.

You will need to provide your NHS number and a form of photo ID on registration.

The registration process can take up to 2-3 working days.

# General Information

This practice:

* Provides suitable access for disabled patients
* Does not dispense medication

# Your relationship with the Practice

**How you can help us to help you...**

* Be on time for your appointment
* Tell us if you need to cancel or rearrange
* Notify reception of any changes to personal information

* Please be patient with staff if you are kept waiting, emergencies are not always predictable!

**Private Fees**

The practice reserves the right to charge patients if non-NHS work is done on their behalf. Currently the surgery does not provide all non-core NHS work. If you are unsureplease ask at reception.

**Advanced Nurse Practitioner** **Explained**

ANPs are able to see and treat patients with a wide range of conditions, listening to your problem, examining you and giving you the appropriate treatment. They work as part of a team with the GPs and other staff. They are highly trained and very experienced. Like Doctors they are diagnosticians, and as you will see an experienced ANPs will typically be able to do everything an experienced GPs will do, having reached this point via an alternative route.

Specialist and Consultant Nurse Practitioners often work in hospitals working in many different fields such as paediatrics/ rheumatology, and the list goes on ANPs as the name suggests like GPs are generalists and are found primarily in General Practice settings.

We are proud to have an ANP in the practice offering excellent care to all of our patients.

An ANP in practice, do all the same functions that a GP does including:

* Arrange tests & investigations.
* Refer you to specialists & other services.
* Give prescriptions, medicines & other treatments.
* Counsel & educate patients on health behaviours, self-care skills, & treatment options.
* Diagnose & treat sudden infections, injuries & long term conditions.
* Diagnose, treat & monitor chronic diseases (e.g. diabetes, high blood pressure)
* Obtain medical histories & conduct physical examinations.
* Provide prenatal care & family planning services.

# Health Visitor

A Health Visitor is a qualified and registered nurse or midwife who is specially trained to assess the health needs of individuals, families and the wider community. They aim to promote good health and prevent illness in the community by offering practical help and advice.

The role involves visiting people in their homes, in particular new parents and children under five, as well as working with other sections of the community. Anyone needing to see the Health Visitor please call on **01733 746820**

# What we do

We provide the following wide range of services as well as advising on health matters.

|  |  |
| --- | --- |
|  Asthma/COPD Clinic  |  Diabetic Clinic  |
|  Baby Clinic  |  Dressing, Removal of Stitches |
|  Blood Clinic  |  Flu Vaccination |
|  Breast Exam  |  Pregnancy/Maternity |
|  Cervical Smear  | Repeat Prescriptions |
|  Child Health/Immunisation  |  Results of tests |

# Arranging Appointments

Consultations with a General Practitioner (GP)

Call the surgery at 8am Monday – Friday on 01733 796622 to arrange an appointment. Alternatively, register online to do this. We offer same day and pre-bookable appointments.

Consultation with our nurses

To book an appointment with our Practice Nurses or Health Care Assistant (HCA) call reception and they will book an appointment for you in the conventional way.

# Compliments or Complaints

We endeavour to offer the best service to all our patients. If you have any suggestions on how we can improve our service please inform us. If on the other hand you feel we have fallen short please feel free to discuss this with any staff member. If the issue is not resolved to your satisfaction they will suggest you contact our Practice Manager, to whom you may talk to informally to discuss the problem or if that does not resolve the issue our staff can give you further advice on our formal complaints procedures.

As a last resort, if you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England. You can call the Ombudsman’s

Complaints Helpline on 0345 015 4033 or http://www.ombudsman.org.uk

# Violent or Abusive Behaviour - Zero Tolerance

Malling Health seeks to care for all of our patients with the utmost courtesy. To protect our valued staff, this practice fully supports the NHS ‘Zero Tolerance’ campaign for Health Service Staff and will not accept violent, abusive, aggressive, racial or threatening behaviour towards any Clinicians or Staff.

Any reported incidents may result in the offending patient being removed from the practice list after the police being called.

# Out of Hours Service ~ 111 Service

If medical care is required after the practice is closed, please call NHS 111 service. Alternatively, the Urgent Treatment Centre is available at Peterborough City Hospital.

# Home Visits

Patients who are housebound and need to see a General Practitioner can telephone in the normal way to request this. If the doctor considers a visit is required, they will arrange this with you.

# Access to Medical Information

If you require access to your medical records please contact the surgery who will give you an “access to records” form to complete. You can also register online to access your medical record from the date of request.

# Patient Online

Appointments can be made online, as can requests for access to medical records and repeat prescriptions. Please ask for log on credentials and information.

# Repeat Prescriptions

Repeat prescriptions can be requested online. To use this service you will need to collect a username and starter password from the reception team.

Requests for repeat prescriptions should be made up to 1 week before the due date.

We offer the Electronic Prescribing Service whereby your prescriptions can be sent electronically to any pharmacy of your choice. Please let reception know your choice.

Repeat prescriptions will be ready for collection within 3 working days.

# Pharmacy preference

You can fill your prescription at any pharmacy that has an NHS contract. If you would like to record your preference for the pharmacy you normally use, please give this information to our receptionists.

# Late opening Pharmacies

You can check the nearest pharmacies and their opening hours on the NHS Choices website by following this shortcut: http://bit.ly/IvP9cK