



## Welcome to Upwell Health Centre

Townley Close  
Upwell  
WISBECH  
Cambs  
PE14 9BT

Tel: (01945) 773671  
Fax: (01945) 773152  
[www.upwellhealthcentre.nhs.uk](http://www.upwellhealthcentre.nhs.uk)

**Centered on the villages of Upwell and Outwell, the Health Centre practice area covers over 180 square miles encompassing Elm, Emneth, Friday Bridge, Middle Drove, Welney, Christchurch and parts of Marshland St James, Barroway Drove and Nordelph.**

The Health Centre is officially classed as a rural, dispensing, teaching, PMS practice.

Although patients are, for administrative purposes, registered with a 'preferred Doctor', they are free to see whichever Doctor or Nurse Practitioner they choose.

### The Doctors

**Dr E J (Eamonn) Clarke** MB ChB Leicester 1985 DRCOG MRCP

**Dr A C (Clare) Blundell** MB ChB Manchester 1992 DFFP

**Dr J A (Jenny) Haine** MB ChB Leicester 2003 DFFP MRCP

**Dr V (Vineet) Bhardwaj** MB BS Agra 1996 MRCP

**Dr H A (Heidi) McDowell** MB ChB Leeds 2002

**Dr K (Kavin) Unamboowe** MB 2005

### Nurse Practitioner

**Mrs Lynette Reeves** RGN BSc (Hons) Nurse Practitioner

### Paramedic Practitioner

**Mr Jake Fretwell** DIPHE Paramedic Studies

### Specialist Nurse

**Mrs Angela Mills** RGN BSc (Hons) Nursing

### Clinical Pharmacist

**Mrs Debbie Craven**

### Physicians Associate

**Ms Kirsty Bunting**

### Practice Nursing Team

**Nurse Manager Jackie Croxford**

**Practice Nurse Jane Harvey**

**Practice Nurse Kelly Baker**

**Practice Nurse Sandra Hawkins**

**Healthcare Assistant Zoe Harmer**

## Surgery Times

Upwell Health Centre is open:

Monday to Friday 8:00am to 6:30pm

Saturday 8:00am to 11:00am (pre-booked appointments only)

## Late and Early Surgeries

Most weeks on a Monday there will be either be a late Surgery until 8:00pm or an early surgery from 7:00am to 8:30am. All these appointments need to be booked in advance and are intended for those who work and find it difficult to attend the surgery during normal opening hours.

## Improved Access Appointments

You may have read in the news that GP surgeries across the country are launching a new service to offer additional appointments to patients across evenings and weekends. Upwell Health Centre is excited to announce that we are now one of 21 local GP surgeries who are working together to offer additional appointments to our patients. The additional appointments are now available at our hubs in Terrington St John, King's Lynn and Swaffham Please telephone reception on 01945 773671 if you would like to use this service.

## Appointments

These are made via our Receptionists by telephone, in person, or by using the online booking service. The Reception desk is continuously staffed while the Health Centre is open. There are some appointments reserved every day for people with urgent problems.

## Online Appointments

Please ask at Reception for details of our on-line appointment booking system for some surgeries.

## Cancellation of Appointments

If you have an appointment with any of the healthcare staff and are unable to attend for any reason, please telephone and cancel the appointment; even a few minutes notice gives us time to reallocate resources.

## Home Visits

If you are too ill to get to the surgery the doctor will visit you at home. This service is not intended for people with transport problems. It is your responsibility to get to the surgery if you are fit enough to travel. Please help us by phoning before 10:00am to request a visit.

## Out of Hours

**If you need care for a medical emergency outside normal surgery hours please telephone 111 who will assess your problem and direct you to the most appropriate service to meet your needs.**

## Pharmacy and Dispensary

The Pharmacist and the Pharmacy Manager, lead the team responsible for dispensing prescriptions at the Upwell Health Centre from the purpose built hybrid Pharmacy/Dispensary.

The Pharmacy/Dispensary is open 9:00am to 1.00pm and 2:00pm to 6:00pm Monday to Friday, except when there are special surgeries, during which time they will be available as required.

**The direct telephone number is (01945) 774934.**

The Pharmacy shop sells the standard range of pharmacy medicines and associated products.

Medication may only be issued when paid for, or when your exemption from payment is declared by yourself on the back of the prescription and verified; as this is now a legal requirement, please assist us by bringing in your exemption certificate or prepayment certificate when collecting your medication.

Practice and National policy is to issue medications on a 28 day basis. Patients who require more than two items per 28 day period and who pay for their medication can benefit from the purchase of a prepayment certificate, Dispensary staff will be happy to advise you on this.

## Repeat Prescriptions

If the Doctor/Nurse Practitioner decides that you require repeat prescriptions between appointments, your medication will be entered onto the computer and you will be given a computer printed repeat request slip listing your medication. Each slip will also show a review date (printed at the bottom), this is the date by which you need to be seen by the Doctor/Nurse Practitioner for a check-up to monitor your health and review your medication.

**Please make sure that you arrange an appointment before your review date.**

## Ordering Your Repeat Medication

**Paper:** Please tick clearly all the items you require on your request slip and drop the slip into the Health Centre 'mailbox' or the boxes at the village shops in Friday Bridge and Emneth. Please note that only items that are on your repeat slip may be ordered, any other medication requested will require an appointment with the Doctor/Nurse Practitioner.

**Online:** Once you have registered with Reception for this facility, you will be able to order repeats over the internet.

**By Email:** Please email your repeat medication requests to the Health Centre email address enquiries.upwellhc@nhs.net.

**By Post:** Simply post us your repeat slip with the items you require clearly marked.

We regret that for reasons of clarity, we do not accept telephone requests for repeat medications, however if there are special circumstances, please speak to the Pharmacy.

When ordering repeat medication please allow at least two working days, if posting your request please allow for postage time in addition to the notice required by the surgery.

We have an automatic repeat dispensing service which will enable you to collect repeat medications without pre-ordering – ask at the Pharmacy for details.

## Collection Of Repeat Medication

The table below indicates when your repeat medication will be ready for collection, depending upon when the request was made:

### Request Made

Monday before midday  
Tuesday before midday  
Wednesday before midday  
Thursday before midday  
Friday before midday

### Medication Ready

Wednesday  
Thursday  
Friday  
Monday  
Tuesday

- **Please allow an extra day for bank holidays.**
- **Please allow extra time if ordering specialist medications.**

## Delivery Of Medication

Medicines can be sent to the village shops in Emneth and Friday Bridge for collection. If you are liable for prescription charges, you must arrange payment before medicines can be sent to any of these collection points. Also if you are exempt from prescription charges, please send a copy of your exemption certificate attached to your repeat request form, you only need to do this once as it will be kept on file. Please indicate on the slip if you want your prescription sent to one of these collection points.

**Medication can be delivered to your home, please discuss this with the Pharmacy or your Doctor/Nurse Practitioner.**

## Treatment and Clinic Rooms

Our integrated nursing team provides a wide range of services. These include cervical smears, dressings, immunisations, blood tests, ear syringing and home visits where appropriate.

We request that all **new patients** have a **Healthcheck** with our nurses. They are trained to give advice on a wide range of health issues including weight problems, raised blood pressure and prevention of heart disease.

Each year we carry out a **flu vaccination campaign**. We recommend that all people suffering from heart disease, lung disease (including asthma), diabetes, kidney failure or those on drugs that reduce the body's resistance to infection should be immunised against influenza every year. The campaign starts in September/October annually. If you feel you come into one of these categories then contact us early in September to arrange your appointment. The nursing team runs clinics for smoking cessation, travel advice and vaccination, diabetes and respiratory clinics for asthma, COPD and spirometry.

## Family Planning, Contraception And Emergency Contraception

The Doctors/Nurse Practitioners and Nurses provide a **comprehensive family planning clinic**, including 'the pill', the fitting of coils, caps and the insertion and removal of implants. **The so-called "morning after pill" is also available** NB: It may be effective up to three days later. However in all cases the sooner the better, please come to the Health Centre or telephone for advice.

## Minor Surgery

Minor surgery is carried out in the Health Centre by all the Doctors, thus saving you the time and inconvenience of going to hospital.

## Minor Injury

The Health Centre is fully equipped to deal with minor injuries.

## Clinics and Other Services

**Antenatal Clinics** are run every Thursday by the Community Midwife.

### Pre-Conceptual Care – Planning a Healthy Pregnancy

If you are planning to start a family, our midwife holds pre-conception clinics to ensure that your physical health is at its best.

You will receive practical advice on stopping contraception, diet, rubella, breast feeding, folic acid supplement and be able to discuss any anxieties that you have about pregnancy and labour. Please telephone or call in at Reception to book an appointment.

**A Diabetic Clinic** is run weekly by the nursing team, the Dietician is available by appointment to give dietary advice. All diabetic patients are seen, by invitation, to be screened for complications and to have their control checked. A Doctor is available if necessary.

We also have an **NHS Physiotherapist** working at Upwell Health Centre. Access to this service is through the Doctor/Nurse Practitioner.

## Other Services

We continue to bring in services to ensure that they are available and provided locally. As such we have:

**Mrs Jane Howlett SRCh D.Pod.M** providing **private chiropody treatment**, please ask for details at Reception.

**A Registered Osteopath**, working here half a day a week. If you would like to see her please telephone (01366) 383840. Unfortunately his services are not available on the NHS.

## Dental Surgery

A Dental Surgeon, **Dr David Rattray BMed Sci (Hons) BDS Newcastle MFGDP (UK) RCS Eng** provides a comprehensive range of dental care, and is located within the Health Centre. However the dental surgery is a separate practice and all enquiries and requests for appointments should be made by contacting them direct, their telephone number is **(01945) 772121**.

## Medical Education

Upwell Health Centre is an approved practice for the purposes of specialist GP training. We will frequently have a **GP Trainee** working here. These are doctors who have chosen to specialise in general practice and are spending some time with us prior to becoming GPs themselves. The GP Trainee will have his/her own surgeries

and take a share of visits and on-call duties. You may be asked if your consultation with the Doctor can be videotaped for teaching purposes. You are free to decline but remember anything you say will be kept confidential by any Doctor seeing the tape and that all your current GPs had to go through this training before they came here. If, after the consultation, you have changed your mind you may ask for the tape to be erased.

From time to time we have medical students from Cambridge University or student nurses visiting the Practice. This is a very important part of their training and also keeps us up-to-date with new developments in medicine and nursing. If you object to a student being present during your consultation please let us know.

## **Infection Control**

Upwell Health Centre is committed to the prevention and control of infection for all patients and staff within the Practice. Infection Control is everyone's responsibility and is carried out in many ways. For example:

- Cleaning of the premises.
- Disinfection of equipment.
- Hand washing at all points of contact.
- The safe disposal of waste and sharps.
- Using protective equipment when needed (gloves or aprons).
- Limiting the use of unnecessary antibiotics.

The Infection Control lead for Upwell Health Centre is Jackie Croxford (Nurse Manager). If there are any concerns or issues regarding infection control you can contact Jackie at the Practice. Please ask at the Reception desk for more details.

## **Patients with a Disability**

There is unobstructed access for disabled patients, and wheelchairs are available at the main entrance. All parts of the building are accessible to wheelchairs and there is a specially adapted toilet for the use of people with disabilities.

Disabled patients may park outside the main entrance in the designated area, other people are asked to use the car park provided. If there are any problems with entry to the building please telephone Reception on (01945) 773671 from outside and a member of staff will come to assist you.

A **Portable Hearing Loop System** is available for use throughout the surgery.

## **Equality and Diversity**

It is our aim to recognise and encourage the valuable and enriching contribution that people from all backgrounds and experiences bring. We believe that all individuals should be treated based on merit and without prejudice. We provide a service to our patients that promotes equality of healthcare and freedom from discrimination on grounds of age, cultural background, class, disability, ethnicity, gender, sexual orientation, gender reassignment, faith, working status, language, and an individual's health status.

We believe in fairness and equity and value diversity in all its dealings, both as a provider of health care and an employer. We aim to embed its equality and diversity values into everyday practice, policies and procedures so that equality and diversity becomes the norm for all.

## **Patients' Comments**

We welcome suggestions from our patients which can be made at Reception or by letter. Periodically we produce a newsletter to keep you up to date with what is going on at the Health Centre. Please feel free to write to the newsletter.

## **Patient Participation Group**

There is an active Patient Participation Group made up of representatives from the villages who meet bi-monthly with the Practice to exchange views and discuss issues of mutual concern. Please see the Practice notice board for details.

## Hunter-Rowe Trust

Thanks to the generosity of our patients we administer a Registered Charitable Trust. Through this we can purchase expensive equipment and useful aids and appliances that our patients can borrow when necessary. Please ask at Reception if you need to borrow any equipment. There will be a deposit for some of the larger items such as wheelchairs. Please remember that this equipment is only for short time loan and if you require an item such as a wheelchair for longer than a few weeks then please discuss this with us.

## Practice Website

We have a web site [www.upwellhealthcentre.nhs.uk](http://www.upwellhealthcentre.nhs.uk) on which we will publish information, updates and offer other services.

## Patient Responsibilities

### Cancellation of Appointments

If you have an appointment with any of the healthcare staff and are unable to attend for any reason, please telephone and cancel the appointment. Even a few minutes notice gives us time to reallocate resources.

### Mobile Phones

**Please switch off your mobile phone before going in to see the Doctor or Nurse as it may interfere with sensitive electronic medical equipment.**

### No Smoking

**PLEASE NOTE THAT SMOKING IS PROHIBITED IN ANY PART OF THE HEALTH CENTRE.**

Smoke detectors are fitted in all areas.

### Parental Supervision

Parents or guardians are responsible for the supervision of children inside the Health Centre and in the grounds and car parks.

### Violent Patients

The Upwell Health Centre applies the NHS zero tolerance approach toward violent patients. Any patient who has been violent or threatened violence to a GP or a member of his/her staff will be immediately removed from the Practice list in accordance with NHS (Choice of Medical Practitioner) December 1999 Regulations.

### Practice Complaints Procedure

Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned and this may be the approach you try first.

Where you are not able to resolve your complaint in this way and wish to make a formal complaint you should do so, **in writing** as soon as possible after the event and ideally within a few days, as this helps us to establish what happened more easily. In any event, this should be:

- within 12 months of the incident, or
- within 12 months of you discovering something that you wish to complain about - giving as much detail as you can.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else's treatment without their written authority. **Send your written complaint to the Quality Manager, James Cowling.**

### What We Do Next

We look to settle complaints as soon as possible.

We will acknowledge receipt within 3 working days, and aim to have looked into the matter within 10 working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

When looking into a complaint we attempt to see what happened and why, to see if there is something we can learn from this and make it possible for you to discuss the issue with those involved if you would like to do so.

When the investigations are complete your complaint will be determined and a final response sent to you. Where your complaint involves more than one organisation (e.g. social services) we will liaise with that organisation so that you receive one coordinated reply. We may need your consent to do this. Where your complaint has been sent initially to an incorrect organisation, we may seek your consent to forward this to the correct person to deal with.

The final response letter will include details of the result of your complaint and also your right to escalate the matter further if you remain dissatisfied with the response.

### **Complaining On Behalf Of Someone Else**

We keep to the strict rules of medical and personal confidentiality. If you wish to make a complaint and are not the patient involved, we will require the written consent of the patient to confirm that they are unhappy with their treatment and that we can deal with someone else about it.

Where the patient is incapable of providing consent due to illness or accident it may still be possible to deal with the complaint. Please provide the precise details of the circumstances which prevent the consent being given in your covering letter.

Please note that we are unable to discuss any issue relating to someone else without their express permission, which must be in writing, unless the circumstances above apply. We may still need to correspond directly with the patient, or may be able to deal direct with the third party - this depends on the wording of the authority provided.

### **Taking It Further**

If you remain dissatisfied with the outcome you may refer the matter to:

#### **NHS England**

PO BOX 16738

Redditch

B97 9PT

Tel: 0300 311 22 33

Email: [England.contactus@nhs.net](mailto:England.contactus@nhs.net)

### **Alternative Complaints Procedure**

As an alternative you may direct your complaint to:

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London

SW1P 4QP

Tel 0345 0154033

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

Please note however, that if you go direct to the Parliamentary Ombudsman, there is then no recourse to either the Practice or NHS England procedures

## The Upwell Health Centre Publication Scheme

**This Publication Scheme gives a guide to the information made available by the General Practitioners and the staff of the Upwell Health Centre, as required by the Freedom of Information (FOI) Act 2000.**

It has been adapted from the model Publication Scheme for General Practitioners, developed by the British Medical Association and the NHS Freedom of Information Project Board 2003, and in partnership with the Cambridgeshire LMC.

**The Upwell Health Centre has always believed in openness, and most of the information which we are now required to publish we have done so for many years in our Practice Booklet.**

### Part I: Introduction

#### Your rights to information

- The Freedom of Information Act 2000 recognises that members of the public have the right to know how public services are organised and run, how much they cost and how decisions are made. From January 1<sup>st</sup> 2005 the FOI Act will oblige General Practices to respond to requests about information that it holds. These rights are subject to exemptions that will have to be taken into consideration before deciding what information can be released. In addition to accessing the information identified in the Publication Scheme, you are entitled to request information about the Upwell Health Centre under the NHS Openness Code 1995.
- This document sets out where this information is available from. The publications are all free unless otherwise indicated. Where information is provided at a cost the charges will be available via the Managing Partner.
- Under the Data Protection Act 1998, you are also entitled to access your clinical records or any other personal information held about you. For this, please contact: **Stephen Reeves the Practice Manager.**

#### Feedback

If you have any comments about the operation of the Publication Scheme, or how we have dealt with your request for information from the Scheme, please contact the Managing Partner.

### Part II: Classes of Information

All information at the Upwell Health Centre is held, retained and destroyed in accordance with NHS guidelines.

Our commitment to publish information excludes any information that can be legitimately withheld under the exemptions set out in the NHS Openness Code or Freedom of Information Act 2000. Where individual Classes are subject to exemptions, the main reasons are the protection of commercial interests and the protection of confidential personal information under the Data Protection Act 1998. This applies to all Classes within the Publication Scheme.

**The information under this Scheme is grouped into the following 7 broad categories and most is available in this booklet:**

#### Class 1 Information

Details of the Practice, organisational structures, key personnel and how we fit into the NHS

#### Class 2 Information

The range of services we provide under contract to the NHS.

#### Class 3 Information

Funding details and charging policies

Information in this class is available from the Managing Partner on application, though some frequently used charges are displayed in the waiting room.

#### **Class 4 Information**

Regular publications and information for the public

This Practice Booklet and information leaflets relating to the clinical services and health services that we provide for our patients, and our range of regular publications, are freely available at the surgery, in the Reception and waiting areas. Alternatively, please contact the Managing Partner.

Publications are free of charge unless otherwise indicated.

#### **Class 5 Information**

Policies, procedures and contacts for complaints

This Practice follows the NHS complaints procedure and follows a strict protocol when dealing with all complaints. The procedure is available by request from the Managing Partner, who is the first point of contact if you wish to comment on any aspect of the Practices' service.

#### **Class 6 Information**

General policies and procedures in use within the Practice.

Our policies and procedures include (but are not restricted to) complaints, confidentiality, data protection, prescribing, zero tolerance and health and safety.

Information in this class is available from the Managing Partner on application.

#### **Class 7 Information**

Changes in our Practice arrangements are always detailed through either this Practice Booklet or Practice Newsletter. Enquiries about any of the information we publish, or information arrangements generally, should be made to the Managing Partner.

## **Transfer of Data Between NHS Organisations - Patient Confidentiality**

#### **Clinical Care Information**

For clinical care, information is only shared on a need to know basis. In exceptional circumstances where third parties are at risk such as children or others at serious risk of harm - clinicians may (after seeking professional advice) be compelled by law to release information.

#### **Performance Management**

For contract and performance purposes, only anonymised data is released to NHS England.

Information where a patient could be identified would only be released with the informed consent of that individual, for example if NHS England was investigating a patient complaint. There are a few exceptional circumstances where information could be released without prior consent from the patient, for example if NHS England was investigating fraud or gross misconduct, in this circumstance an independent overseer (known as a Caldicott Guardian) would be appointed by NHS England to ensure that any data was handled on a need to know basis and that your rights to privacy and confidentiality are respected.

## **Your Information**

We take your privacy very seriously. We are registered with the Information Commissioner's Office as a Data Controller and our registration number can be found by searching the ICO Register.

We aim to provide you with the highest quality health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

Your doctor and other health professionals caring for you, such as nurses or physiotherapists, keep records about your health and treatment so that they are able to provide you with the best possible care.

These records are called your 'health care record' and may be stored in paper form or on computer and electronic systems and may include Personal Data;

- basic details about you, such as address, date of birth, NHS number, and next of kin

as well as Sensitive Personal Data;

- contact we have had with you, such as clinical visits

- notes and reports about your health
- details and records about your treatment and care
- results of x-rays, laboratory tests etc

Healthcare providers are permitted to collect, store, use and share this information under Data Protection Legislation which has a specific section related to healthcare information.

If you have any questions or wish to make a request in relation to your information, please contact us using the details on our main page or contact our Data Protection Officer at [emma.cooper35@nhs.net](mailto:emma.cooper35@nhs.net)

Our Data Protection Officer service is provided by Kafico Ltd. When we ask for their support, we will aim to remove any reference to individual patients. Where this is not possible, we will use the minimum necessary to allow us to obtain advice and support.

You can find out more about Kafico Ltd, including their privacy policy at <https://www.kafico.co.uk/privacy-policy>

**For more detailed information regarding our privacy policy please visit our website [upwellhealthcentre.nhs.uk](http://upwellhealthcentre.nhs.uk)**