

Burnham & Berrow Medical Centre

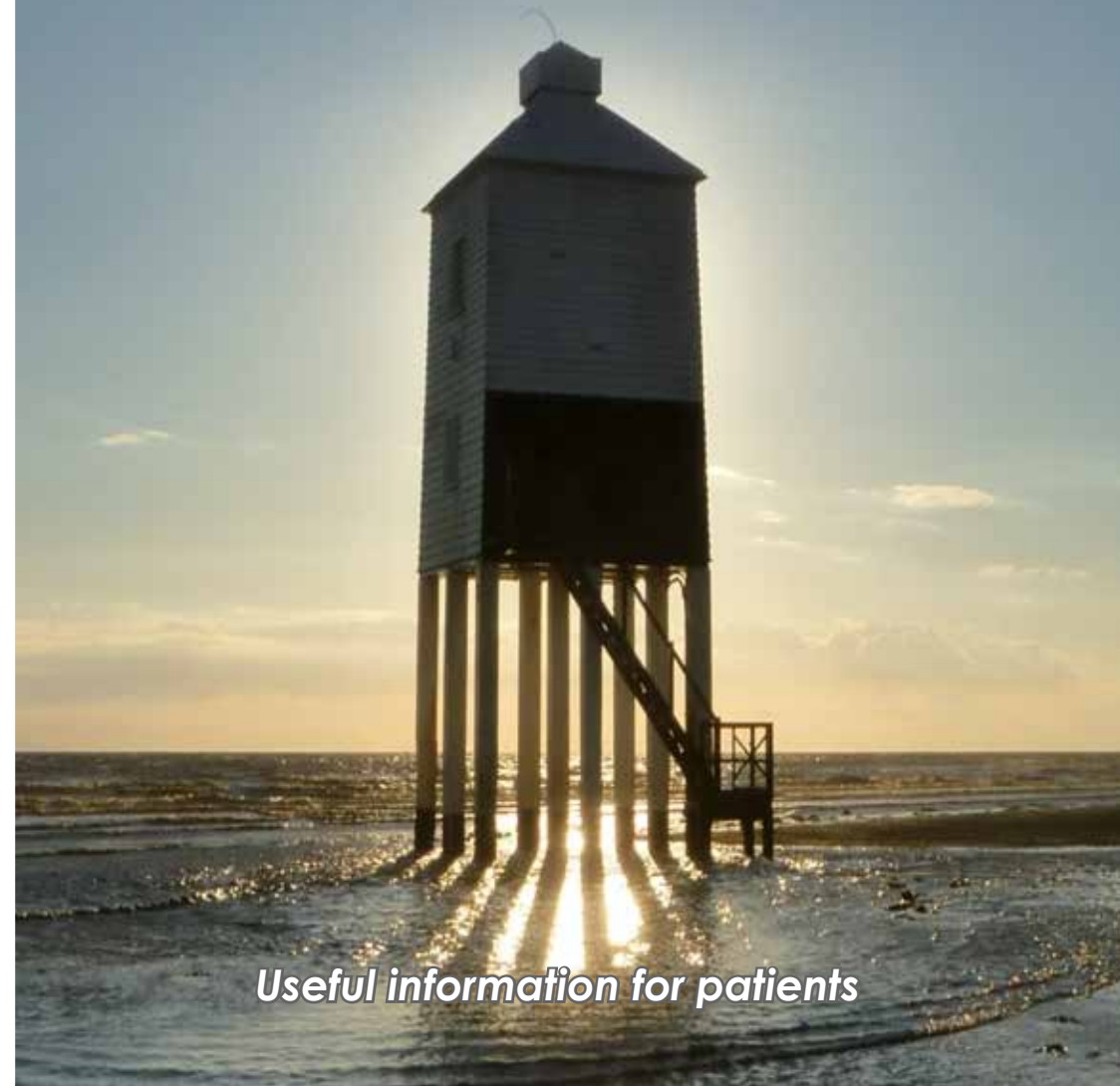
Burnham Medical Centre, Love Lane, Burnham-on-Sea, Somerset TA8 1EU

Main Switchboard: (Burnham & Berrow) (01278) 795445 (10 lines)

Fax: (Burnham & Berrow) (01278) 793024

Website: www.burnhamandberrowmedicalcentre.co.uk

Email: terri.huxtable@burnhammc.nhs.uk



Useful information for patients

WELCOME TO BURNHAM AND BERROW MEDICAL CENTRE

This booklet tells you about Burnham and Berrow Medical Centre and what we have to offer, therefore please read it carefully. We trust that you will find it helpful and informative and we suggest that you keep it in a safe place for future reference.

Both Burnham Medical Centre and Berrow Medical Centre have been purpose built, and are owned by the Partners. There is easy access for all disabled patients with ramps at the entrances and wide doors with push-button automatic opening. Burnham & Berrow Medical Centre is part of the Somerset Clinical Commissioning Group and Locality Commissioning.

At Berrow Health Campus we have the following facilities:-

- Berrow Medical Centre (Branch Surgery for Burnham Medical Centre) - Telephone: 01278 795445
- Day Lewis Pharmacy - Telephone: 01278 773912
- Parkfield Dental Surgery - NHS Dentists - Telephone: 01278 781064
- Mulberry Centre - elderly mental health unit - Telephone: 01278 765140 Fax: 01278 765145
- Belmont Rooms - Telephone 01278 720220. Satellite of Glanville Adult Community Mental Health Team, based at Bridgwater.



Frequently asked questions:-

I live in Berrow/Brean, will I have to go to Berrow Surgery even though I would find it easier to travel into Burnham?

You can attend whichever surgery is easier for you. The computer and phone systems are linked and so the GPs and nurses will have access to your records whichever site you visit. You will remain registered with the practice, not one or other surgery.

If I ring Burnham Surgery for an appointment, will I have to telephone again to book an appointment for Berrow?

No, there is one telephone number which covers both sites (01278 795445). Please be advised that the practice records all incoming and outgoing telephone calls. This is for training and quality purposes and to protect both our staff and patients.

How can I register with Parkfield Dental Practice?

Either pop along and see them or telephone them on 01278 781064. Patients will have a routine check up appointment before they can be registered at the practice.

If you need emergency dental treatment but are not registered with Parkfield Dental Practice, please phone the **Dental Advice Line on 0300 123 7691**.

THE PARTNERS

Dr Nicola Kate Matthews
Dr Stephen James Miell
Dr Michael John Wolfman

BSc MB ChB DRCOG (1983 Leeds)
MB ChB (1986 Bristol)
MB ChB DRCOG FP Cert (1982 Liverpool)
Director of the Board of Trustees for Weston Hospice
MB ChB FRCSEd FRCS(oto) Dip MedEd MRCGP
Management Partner
Diploma in Professional Practice Management (2004)

Dr David Boorman
Mrs Debbie Hale

(Date and place in brackets indicate date and place of first registration) All of the doctors work in partnership together.

SALARIED GP

Dr Stuart Anderson
Dr Gemma Loader
Dr Wendy Fletcher

MBChB MRCGP DCH DGM
MB ChB MRCGP DipFP MRCGP DipFP
MB ChB MRCGP DipFP MRCGP DipFP

PRACTICE MANAGER

Mrs Terri Huxtable

ANCILLARY STAFF

Lynne Humphries
Nick Hooker
Andy Snowball

SEN, RGN, Young Adult Lead - Clinical Nurse Manager
Senior Clinical Pharmacist
Primary Care Practitioner

Practice Nurses 5
Treatment Room Nurses 4
Health Care Assistants 3
Secretaries 3
Senior Team Leaders 2
Receptionist and admin support 27
Most of the above team work part-time hours.

CLINICAL PHARMACIST

Practices around the country are increasingly introducing pharmacists to their primary care teams recognising that they have a valuable contribution to the medicines management of patients.

The main aim of the role of the Clinical Pharmacist is to help GPs with their workload by looking after patients who do not need a doctor's input, but may need review or changes to their medication following a hospital visit or when joining the Practice. New patients registering at the Medical Centre may be offered an appointment for review thus allowing GPs to concentrate on the more complex cases. If any of the patients need to be seen by their GP a further appointment can be arranged.

PRIMARY CARE PRACTITIONER

A primary care practitioner is available to assess patients both in the community and in surgery. Our primary care practitioner is a fully qualified paramedic who has now been employed in this new role at the Medical Centre.

RECEPTIONISTS

Our receptionists are fully trained or are undergoing training and are responsible for the smooth running of the practice. They are there to help our patients, so please give them as much information as possible. Patients will always be treated in confidence, as receptionists are bound by the same codes of conduct as the doctors. The reception staff help the doctors carry out their work and they do a very difficult job well. Please remember that patients may be unavoidably kept waiting at times, but please also remember that it is not the receptionist's fault. Information supplied by patients helps the doctors to assess the order and urgency of calls, so do expect to be asked.



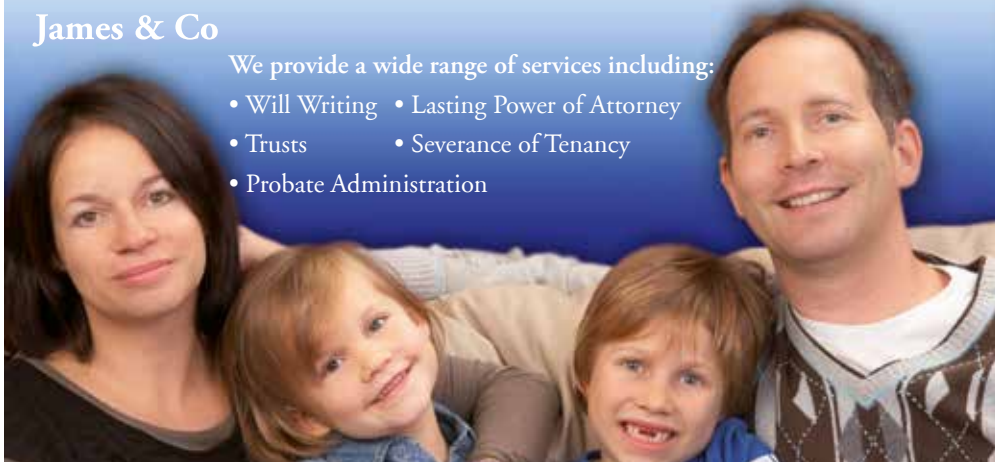
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James & Co

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Have YOU made a will?

Many people die without having made a Will leaving the Government to sort things out according to inflexible and sometimes unfair rules.

Make a Will and you say who gets how much, and when - who gets nothing - who can benefit from a Trust fund. A well written Will lets YOU choose who will deal with your private affairs and gives a chance to reduce the Tax you pay - leaving more of your hard-earned money to go to your loved ones.

You need a professionally written Will to avoid needless heartache and hardship.

You also need a professionally written Will if you have young children; if you have previously been married; if you are in an unmarried partnership; if you wish to pay the minimum tax; if there is the possibility of needing long-term care or any fear that ill health may be on the horizon. In short, whoever you are and whatever your circumstances you need a professionally written will. It's as essential as say, comprehensive motor car insurance but a jolly sight less expensive!

You can go to a Solicitor's office or get advice from a professional will writer in the privacy and comfort of your own home - but do decide that today is the day you're going to put your affairs in order!

ADVERTISING FEATURE

TREATMENT ROOM NURSES

All patients seen in the treatment room are treated in a holistic manner. The duties of the treatment room nurse are very varied and include:

- Dressings of wounds
- Vaccinations
- Blood pressures
- Ear irrigation
- Taking of swabs
- Leg ulcer care/treatment
- Blood tests (request of the GP only)
- Dopplers
- Emergency ECGs
- Removal of sutures/clips

You can book an appointment by calling 01278 795445 or by booking directly via the Internet. To find out how you can register for this service please go on-line www.burnhamandberrow.co.uk

HEALTH CARE ASSISTANTS

Health care assistants support the doctors and practice nurses. They carry out various duties including:

- Pre-diabetic checks
- Blood tests
- Assisting with minor ops
- Blood pressures
- NHS health checks

HEALTH VISITORS

To contact your health visitor please phone **01278 787482** - an answering machine service is available if no-one is in to take your call.

Each child up to the age of five has a named health visitor. Home visits are made according to family and individual need. The first visit to a newly born baby is made after discharge from the midwifery service and thereafter at your request.

The health visitors offer a programme of developmental assessments to all children and work closely with other professionals involved with children and their families.

BURNHAM AND BERROW MEDICAL CENTRE OPENING TIMES AND OUT OF HOURS CONTACT INFORMATION

The table below shows a 24 hour breakdown of contact telephone numbers for Burnham and Berrow Medical Centre including emergency contact information:

WEEKDAYS	CONTACT TEL NO:	
8.00 - 8.30am	01278 795445	Emergency cover During these times this number should be used for medical problems that cannot wait until the surgery opens at 8.30am. You will hear a recorded message giving you the emergency contact telephone number.
8.30am - 12.30pm	01278 795445	Normal surgery hours.
12.30 - 1.30pm	01278 795445	Emergency cover During lunchtime use this number for medical problems that cannot wait until the surgery reopens at 1.30pm. You will hear a recorded message giving you the emergency contact telephone number.

Property values are rising suggesting that this could be a great time to sell.



If you are thinking of selling, you are invited to test the professional services of a local estate agent by calling for a free valuation of your property.

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01934 742966
enquiries@laurelandwylde.co.uk
www.laurelandwylde.co.uk
2 Bath Street, Cheddar BS27 3AA *See our website for more

'The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.'

PETER EVERETT
Osteopath

Highbridge Medical Centre
01278 783220

Corner House, Winscombe
01934 844764 (24 Hours)

Did you know that you may no longer need to visit the surgery to collect your repeat prescriptions?

This surgery is now able to supply your prescriptions electronically direct to the pharmacy of your choice under the new electronic prescriptions service (EPS).
Speak to your local pharmacy today to find out more.

www.daylewisplc.co.uk

Prescription Home Delivery

Our Pharmacy Services
Private consultation • Prescription collection & delivery
Repeat prescriptions • Minor ailments
Unwanted medicine disposal • Travel advice

Love Lane, Burnham-on-Sea TA8 1EU
Tel: 01278 783 079

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1.30 - 6.00pm	01278 795445	Normal surgery hours.
6.00 - 6.30pm	01278 795445	Emergency cover During these times this number should be used for medical problems that cannot wait until normal surgery hours. You will hear a recorded message giving you the emergency contact telephone number.
6.30pm - 8.00am next morning	NHS 111	NHS 111 is the number for patients to call for urgent medical care or advice or if they become ill , particularly after their GP surgery has closed.
WEEKDAYS	CONTACT TEL NO:	
After 6.30pm Friday through to 8.00am Monday	NHS 111	NHS 111 is the number for patients to call for urgent medical care or advice or if they become ill, particularly after their GP surgery has closed.
BANK HOLIDAYS	NHS 111	

SURGERY HOURS

The surgery is open between Monday to Friday 8.30am-6.00pm. We are closed at all other times including weekends and public holidays. Please refer to the table on the previous page for details of the Out-of-Hours Emergency Service contact telephone numbers.

EXTENDED HOURS

Burnham and Berrow Medical Centre offer a limited number of GP appointments outside normal working hours. These appointments are not for emergencies, they are dedicated to those patients who have difficulty attending during our normal opening hours. During extended opening hours the front doors will be locked. Please ring the doorbell for access for an pre-arrange appointment.

NHS 111 SERVICE

NHS 111 has been introduced to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time. NHS 111 is the number for patients to call for urgent medical care or advice or if they become ill, particularly after their GP surgery has closed.

MINOR INJURIES UNITS (MIU) AND URGENT CARE CENTRES (UCC)

If you have an illness that is not life threatening, contact your GP surgery first if possible. You can still call your GP outside normal surgery hours, but you will usually be directed to an out-of-hours service. The out-of-hours period is 6.30pm to 8am on weekdays, and all day at weekends and bank holidays.

You can also call NHS 111, which can give you advice or direct you to the best local service to treat your injury.

If your injury is not serious, you can get help from a minor injuries unit (MIU) or urgent care centre (UCC), rather than going to an A&E department. This will allow A&E staff to concentrate on people with serious, life-threatening conditions and will save you a potentially long wait.

There are there are around seven million attendances at type 3 A&E services (WiCs, UCCs and MIUs) in England. MIUs and urgent care centres are usually led by nurses and an appointment is not necessary.

Some MIUs, UCCs and walk-in centres do not have facilities to treat young children. This depends on the capacity, resources or skill levels available at the departments. Contact your local MIU, UCC or walk-in centre in advance if you are not sure whether you or your child can be treated there.

Minor injuries units and urgent care centres can treat:

- sprains and strains
- broken bones
- wound infections
- minor burns and scalds
- minor head injuries
- insect and animal bites
- minor eye injuries
- injuries to the back, shoulder and chest

If there is not a minor injuries unit in your area, these services will also be provided by an A&E department.

Minor injuries units and urgent care centres cannot treat:

- chest pain
- breathing difficulties
- major injuries
- problems usually dealt with by a GP
- stomach pains
- gynaecological problems
- pregnancy problems
- allergic reactions
- overdoses
- alcohol related problems
- mental health problems
- conditions likely to require hospital admission

ALL MINOR INJURY UNITS ARE A SIT AND WAIT SERVICES BUT FOR ANY QUERIES SEE THE CONTACT NUMBERS:

Burnham on Sea - Burnham on Sea War Memorial Hospital, 01278 773103
open seven days a week April to October 10.00 - 18.00 (last patient admitted at 17.30),
November to March 11.00 - 15.00.

Bridgwater - Bridgwater Community Hospital, 01278 436 555
open seven days a week 07.00 - 23.00 (last patient admitted at 22.30).

STAFF TRAINING

Please note that Burnham and Berrow Medical Centre **close** from **12.30pm on the second Tuesday of each month** for GP and staff training and is only open for emergencies in the morning on those days.

If you need a doctor in an emergency please ring the usual number 795445 and you will be given details of how to contact our locum GP.

HOW TO REGISTER WITH OUR DOCTORS

Anyone living within our practice boundary is welcome to apply to register with us. We will need a completed 'Application to Register' questionnaire and a GMS1 form (or old medical card if you have one. These forms can also be downloaded from our website: <http://www.burnhamandberrowmedicalcentre.co.uk>

The forms can be collected on request from our reception. It is useful if we have details of your NHS Number so that we can request your medical records to be forwarded to us. This number can be obtained from your previous GP.

REGISTERING CHILDREN UNDER 5/ BABIES

Please note that there is a separate Application Form for children under 5, which may be obtained from the Medical Centre or from our website: www.burnhamandberrowmedicalcentre.co.uk

Please also use this form to register a new-born baby with a GP for the first time. In these circumstances, please provide a completed GMS1 form including the babies' NHS number together with a completed Ethnic Origin leaflet. These documents can be obtained from the Medical Centre or downloaded from our website.

Change of Personal Details

It is essential to your health care that your NHS records are accurately maintained. Please inform the surgery if you change your name, status, address or telephone number, and in particular, your mobile number. This can be done via the Burnham & Berrow Medical Centre website at

www.burnhamandberrowmedicalcentre.co.uk or in person. With any change of name you may be asked to provide documentation for confirmation of the details.

APPOINTMENTS/HOME VISIT REQUESTS/ TELEPHONE CONSULTATIONS

How Do I... Make An Appointment / Obtain Telephone Advice?

If you telephone the Medical Centre to make an appointment, you can request a telephone or a face-to-face consultation depending on your situation. The Medical Receptionist will ask for a brief outline of the reason you are wishing to see the GP so that she can offer you the most appropriate appointment. This is especially helpful if you are uncertain what would be more suitable,

You will be offered the next available routine appointment for your doctor or 'a doctor', if you do not have a preference. Again the receptionist will ask you for a brief reason as to the nature or your illness. This ensures you are being booked appropriately into the correct appointment slot.

Our GPs have asked for details to be taken regarding the reason for the appointment and the receptionists are only following their employers' request. Please do not be offended when asked as this is part of their role and they are bound by strict confidentiality rules and are trained to respect patient's confidentiality.

It may be necessary to wait 1-2 weeks for a routine appointment. For more urgent problems we are able to book a telephone consultation with the duty doctor who can assess your individual needs.

We ask that patients understand our current pressures and be assured we are all working very hard for the benefit of our patients.

How Do I Request A Home Visit ...

If a home visit is requested this request will be allocated to duty doctor of the day. The duty doctor may telephone you prior to visiting to assess the problems and advise on the best course of action to be taken.

If you think you may need a home visit we kindly request you contact us as soon as possible in the morning preferably before 10.30am. If routine visits are requested late in the day it may not be possible to visit until the following morning.

Please note that we do not routinely visit patients after discharge from hospital. If you have a problem and need a GP, then please contact the surgery to make the necessary arrangements.

BOOKING APPOINTMENTS ONLINE

Patients at Burnham & Berrow Medical Centre have the option to book a limited amount of appointments with the doctors, nurses and health care assistants online.

How Does This Work?

Once you have registered for this service all you need to do is follow the appointments online link at www.burnhamandberrowmedicalcentre.co.uk. This will take you to our appointments system where you can book the available appointments.

What Appointments Can You Book?

Some appointments are not bookable online in fairness to those patients who do not have access to a computer.

For more information about the range of appointments available to book through this service, please see the 'Booking Appointments Online' page on our website.

We will provide a mix of appointments which will be bookable at various opportunities and will be refreshed daily. There will however be times when online clinics and surgeries will be fully booked. If you require assistance or the appointments you require are fully booked, please contact the surgery and speak to our reception staff.

How Do You Register For This Service?

You can download a copy of the Appointments Online Application Form from our website or request a copy from our reception staff. Return the completed form along with a photo ID (passport or a driving licence) to Burnham Medical Centre (not Berrow). For security reasons we are unable to accept other forms of ID. Our Registrations Department will process your application and write to you with your personal log in details. You can then log in to the website and follow the Booking Appointments Online link to book an appointment or cancel a booked appointment (up to 2 hours before the appointment time).

COMMUNITY PHARMACY MINOR AILMENT SCHEME

Most people know that their local community pharmacy is a good source of advice on minor illnesses and can supply an over-the-counter medicine to treat the problem if required. You can access this service by simply walking into a pharmacy involved in the scheme, during their normal opening hours, and asking to speak to the pharmacist. Amongst the minor illnesses covered by the scheme are:
Cystitis, impetigo, hayfever, thrush, athlete's foot, ringworm, earache, headaches, fever, cough and sore throat.

FAILURE TO ATTEND A BOOKED APPOINTMENT

Please inform us if, for any reason, you are unable to keep an appointment with any member of the Primary Health Care Team so that the appointment can be offered to someone else. Repeated failure to do so may result in us being unable to keep you on our practice list. You are able to cancel appointments via our website at any time or by telephoning the surgery when it is opened and choosing the 'cancellation' option. You will be able to leave a message. These messages are actioned throughout the day.

VISITS AFTER INPATIENT STAY IN HOSPITAL

Please note that we do not routinely visit patients after discharge from hospital. If you have a problem and need a GP, then please contact the surgery for further assistance.

HOW TO OBTAIN REPEAT PRESCRIPTIONS

If you are taking a regular course of medicines and require a further supply (after the doctor has seen you initially), you can request a repeat prescription in any of the following ways:

Drop In A Prescription Request

We have a special collection point at the main reception to avoid any waiting and there is an information notice telling you when to collect your prescriptions. Any prescriptions posted into the outside post box when the surgery is closed will not be processed until the next working day and you should allow additional time to collect your prescription, eg prescriptions left over the weekend will not be ready for collection until the Wednesday afternoon.

At Your Local Pharmacy

You can drop your prescription into your selected pharmacy and they will deliver the request to the Medical Centre. Please leave two extra days for your request to be processed.

Via Our Website

Re-order via email on our website at www.burnhamandberrowmedicalcentre.co.uk. This will enable patients to order repeat prescriptions even when we are closed. Please be aware that our e-mails are only read and actioned during normal surgery opening hours. Please ensure that you allow sufficient time for your prescription to be ready when ordering via email. Some pharmacies require three days' notice so please ensure that you allow for this when planning your repeat prescription request.

Post In Your Prescription Request

Send to:

The Prescription Department, Burnham & Berrow Medical Centre, Love Lane, Burnham-on-Sea TA8 1EU.

The prescription is processed and ready for collection or delivery to the chemist in the usual way. Please allow for postage time plus the usual two working days at the medical centre.

If you would like us to return your prescription via the post please enclose a stamped, addressed envelope. Allow a few extra days to include posting time.

Did You Know You Can Save Money On Your Prescription Charges?

If you know that you will have to pay for a lot of NHS prescriptions it may be cheaper to buy a prescription prepayment certificate (PPC) – effectively a prescription 'season ticket'. It's quickest to get this online at <https://apps.nhsbsa.nhs.uk/ppcwebsales/patient.do>. If you prefer talking to someone, you can call the PPC order line on 0300 330 1341. You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- hold a valid war pension exemption certificate and the prescription is for your accepted disability
- are an NHS inpatient

REPEAT PRESCRIPTIONS READY FOR COLLECTION

REQUESTED	READY AFTER 2.00pm AT SURGERY	READY AFTER 4.00pm AT LOCAL PHARMACY
MONDAY	WEDNESDAY	THURSDAY
TUESDAY	THURSDAY	FRIDAY
WEDNESDAY	FRIDAY	MONDAY
THURSDAY	MONDAY	TUESDAY
FRIDAY	TUESDAY	WEDNESDAY

Patients sometimes discover that they have run out of their regular (repeat) medication and request an urgent prescription for an earlier collection.

The doctors have compiled a list of drugs which are considered essential and patients should not be without for any period of time.

If items are non-essential they will be available for collection at your usual chosen destination in three working days.

Inhaled medications - for chronic respiratory disease such as asthma or chronic obstructive pulmonary disease (COPD)

Anticonvulsants - also commonly known as antiepileptic drugs or as anti-seizure drugs

Kidney failure

Insulin

GTN -used for angina

Anticoagulants - (antithrombics) to prevent the coagulation (clotting) of blood

Palliative care – including cancer

Cardiac disease - such as congestive heart failure (CHF)

Alzheimer's & Parkinson's Disease

Amyotrophic Lateral Sclerosis (ALS)

If you run out of medication which is included in the essential medication list, please make your request in person to our reception staff at either surgery.

If you are housebound and unable to make the request in person, please ask to speak to a member of our Prescriptions Team by phoning 01278 795445.

ELECTRONIC PRESCRIPTION SERVICE (EPS) - A New Way To Get Your Medicines And Appliances

What Does This Mean For You?

If you usually collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time.

The Electronic Prescription Service (EPS) is an NHS service. It gives you the chance to change how your GP sends your prescription to the place you choose to get your medicines or appliances from.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive.

Is This Service Right For You?

Yes, if you have a stable condition and you:

- don't want to go to your GP practice every time to collect your repeat prescription.
- collect your medicines from the same place most of the time or use a prescription collection service now.

It may not be if you:

- don't get prescriptions very often.
- pick up your medicines from different places.

How Can You Use EPS?

You need to choose a place for your GP practice to electronically send your prescription to. This is called nomination. You can choose:

- a pharmacy.
- a dispensing appliance contractor (if you use one).

Ask any pharmacy or dispensing appliance contractor that offers EPS or your GP practice to add your nomination for you. You don't need a computer to do this.

Your tear off slip to reorder your next prescription will be provided by the pharmacy when you collect your medication – please ask them if they have not provided this for you"

Can I Change My Nomination Or Cancel It And Get A Paper Prescription?

Yes you can. If you don't want your prescription to be sent electronically tell the Prescription Clerk at the Medical Centre.

If you want to change or cancel your nomination speak to any pharmacist or dispensing appliance contractor that offers EPS, or your GP practice. Please remember that it is important to tell them before your next prescription is due or your prescription may be sent to the wrong place.

NHS CERTIFICATES OF FITNESS TO WORK (FIT NOTE)

A fit note (or Statement of Fitness for Work) allows your doctor or other healthcare professional to give you more information on how your condition affects your ability to work. This will help your employer understand how they might help you return to work sooner or stay in work. Fit notes may also be called medical statements or a doctor's note.

Your employer cannot demand a doctor's certificate for the first seven days of a spell of sickness (including weekends). If your employer requests a self-certificate for any part of the first seven days, then they should provide their own form for you. Further information may be found by accessing the NHS Choices website www.nhs.uk and view the section 'When Do I Need a Fit Note'.

NON-NHS FEES

Services outside the scope of the NHS will be charged according to a list of recommended fees. There is a list of our fees in reception and on our website. Non-NHS services include HGV, PSV, insurance company reports and medicals, private certificates, holiday cancellation, medical insurance reports/forms,

pre-employment medicals, vaccination certificates etc.

This list is not exhaustive. Please enquire at reception if you are not sure of the cost, when handing in your form for completion.

Please note we do not undertake sports medicals or sign gun licences.

ANTENATAL CARE AND COMMUNITY MIDWIVES

Our community midwives will hold regular clinics at the Berrow Medical Centre. When it has been confirmed that you are pregnant, the receptionist will take your name, address and telephone number and the midwife will contact you to arrange a convenient time for her to visit you. This is so that the various forms can be completed at leisure in your own home and you will have time to ask the midwife any questions. The midwife will then arrange an appointment for you to attend the antenatal clinic at the surgery.

FAMILY PLANNING CLINICS

These are held throughout the week and are by appointment only, apart from every third Wednesday of the month when we have a Family Planning clinic from 5.30-7.00pm, part of which is on a 'drop-in' basis. Please ask a receptionist for further information and/or to book an appointment at one of our other clinics. Please note we do not currently fit intrauterine contraceptive devices (coils).

The family planning clinics are open to ALL women, not just our own patients, so please feel free to tell your friends about this service. Cervical smears, however, are only available to patients registered with us.

FREE NHS HEALTH CHECKS

We offer free NHS Health Checks to eligible patients aged 40 - 74. These are intended to assess the risk of developing heart disease, stroke, kidney disease or diabetes and will be offered to patients without pre-existing disease every five years.

The clinics are run by our Health Care Assistants and will look for early warning signs so that prompt action can be taken to improve your health and help prevent the onset of these conditions.

AGE UNDER 20? YOU'RE WELCOME!

In March 2011, Burnham & Berrow Medical Centre was awarded the national **You're Welcome** accreditation for Young People's services within the Practice. All young people are entitled to receive appropriate health care wherever they access it and the You're Welcome quality criteria lays out principles (to which we subscribe), which will help us to 'get it right' and continue to be young people friendly.

Burnham and Berrow Medical Centre is committed to providing a safe and confidential environment for ALL young people registered with the Practice to discuss their health issues such as:

bullying, sexual health, depression, sexual identity, disability, abuse, eating, relationships
In fact, ANY issues that cause YOU concern

You may take a friend, carer or family member into any consultation, if you would find that helpful.

You may ask to see a doctor if you are concerned and would like their help. We have male and female doctors; say which you would prefer if it matters to you.

Most of our patients will speak to their doctor on the telephone first of all because the doctor can often help you without seeing you. You can ask them to call you on your mobile phone. If you would rather talk to your doctor face to face, you can tell the receptionist and they will book an appointment that suits you and your doctor.

When you talk to the doctor or to a nurse, you can talk to them openly about whatever it is that is worrying you.

Our nurses run clinics for people with medical conditions like asthma and diabetes. Some can give advice on contraception and sexual health too.

The doctor or nurse may be able to give you advice there and then or give you information about someone else who can help you.

They will not tell anyone else what you have talked about unless they are worried about your safety or the safety of someone you have told them about.

They would always try to talk to you before they asked someone else for help.

YOUNG ADULT DROP-IN CLINIC (YAC) (FOR ANYONE UNDER 20)

Every Thursday 4.00 - 6.30pm Burnham Medical Centre

Burnham & Berrow Medical Centre YAC provides a confidential service for young people up to the age of 20, including under 16s. This means that you can tell others about your visit, but we won't.

Our drop-in clinic is committed to providing a safe and confidential environment for ALL young people up to the age of 20 to discuss their health issues such as: bullying, sexual health, depression, sexual identity, disability, abuse, eating, relationships – ANY issues that cause YOU concern.

Worries about confidentiality? Feel free to talk to a member of the team.

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 very serious harm. We would always try to discuss this with you first.

BURNHAM & BERROW MEDICAL CENTRE AND YOUNG ADULT PATIENTS

If you need help and cannot come to the Young Adult Clinic (YAC), please ask at reception to speak to a doctor or nurse who is a YAC Medical Team Member. If there is not a YAC Medical Team Member available, you may see another doctor or nurse. You are welcome to bring a friend, carer or family member with you to any appointment if you find this helpful.

Burnham & Berrow Medical Centre YAC has in the past earned the RESPECT award. In 2011, and again in 2014 Burnham Medical Centre, including the YAC, achieved national 'You're Welcome' accreditation.

BREAST SCREENING

This service is offered to all ladies between the ages of 50 and 64 by The Somerset Breast Screening Service every three years and is available on the NHS. Appointments will be sent to you from the service. Please contact them direct on (01823) 342425 if you have any queries. All women of screening age, even those new to the area, are automatically called for screening when due (even if this means coming to the hospital). Ladies aged over 65, ie above routine screening age, are entitled to FREE screening three yearly on request, but will not automatically be recalled. Please ask at reception or contact The Breast Screening Service on (01823) 342425 for further information or to make a convenient appointment.

BOWEL SCREENING

The NHS Bowel Cancer Screening Programme offers screening every two years to all men and women aged 60 to 69. People over 70 can request a screening kit by calling a freephone helpline when the programme reaches their area. GPs are not directly involved in the delivery of the NHS Bowel Cancer Screening Programme but they will be notified when invitations for bowel cancer screening are being sent out in their area. They will also receive a copy of the results letters sent to their patients. About one in 20 people in the UK will develop bowel cancer during their lifetime. It is the third most common cancer in the UK, and the second leading cause of cancer deaths, with over 16,000 people dying from it each year. Regular bowel cancer screening has been shown to reduce the risk of dying from bowel cancer by 16 per cent.

Bowel cancer screening aims to detect bowel cancer at an early stage (in people with no symptoms), when treatment is more likely to be effective. Bowel cancer screening can also detect polyps. These are not cancers, but may develop into cancers over time. They can easily be removed, reducing the risk of bowel cancer developing.

RETINAL SCREENING FOR PATIENTS WITH DIABETES MELLITUS

The Department of Health has set up a National Screening Programme for Diabetic Retinopathy. If you are aged over 11 and have diabetes you will be offered photographic screening every year.

Screening is only designed to detect diabetic retinopathy and does not always detect other eye conditions.

CLINICS

LONG TERM CONDITIONS CLINICS

The Long Term Condition Management (LTC) Clinic is an innovative approach to the way we work with our patients regarding their long term conditions (diabetes, coronary heart disease, stroke/TIA, chronic kidney disease, asthma, COPD and hypertension). It allows us to recall patients to have their conditions and medication reviewed in a more efficient way. This may necessitate two appointments, the first to have all the necessary blood tests and supporting checks taken with the Health Care Assistant and the second to have the tests and outcomes assessed by the Specialist Nurse.

CERVICAL SMEAR CLINIC

NHS guidelines recommend that women between the ages of 25 and 49 have a cervical smear at three yearly intervals and between the ages of 50 and 64 every five years in order to prevent cancer of the neck of the womb. You will receive a reminder from the NHS National Cervical Screening Programme to make an appointment at the Medical Centre. If you are aged between 25 and 64 and have never had a cervical smear, please make an appointment with the practice nurse in the cervical smear clinic.

IMMUNISATION FOR CHILDREN

this clinic is held weekly and is undertaken by two of our practice nurses. Somerset Health Authority send for all children who are due.

MINOR OPERATIONS

A GP referral will be needed for the minor operations. Minor operations include the removal of skin lesions, sebaceous cysts, ingrowing toenails etc. This clinic is held weekly and there is usually a waiting list for procedures. Enquire at reception for further information. We only offer this service for patients experiencing discomfort and pain. We do undertake cosmetic surgery on the NHS.

VACCINATIONS FOR TRAVEL

If you are going to be travelling abroad and think that you may require travel vaccinations, please complete a Burnham & Berrow Medical Centre travel questionnaire ideally eight weeks before travel, but no later than four weeks before travel. You may access this questionnaire from our website: www.burnhamandberrowmedicalcentre.co.uk or collect from the Medical Centre

Further information is available via our website or collect a travel leaflet from the practice. What happens if I am travelling last minute?

Our travel clinics are very popular and do become fully booked. Also, some vaccinations need to be administered in plenty of time for them to become truly effective and some require a course of injections.

If you require vaccinations at short notice, a private travel clinic MAY be able to help, for example:

Nomad Travel Clinic, 38 Park Street, Clifton, Bristol - 0117 922 6567
www.nomadtravel.co.uk

COMMENTS ON SERVICES PROVIDED

We would be very pleased to receive your views or suggestions on both the services we provide and Burnham & Berrow Medical Centre in general.

If you would like to email or write to us with these comments, please address them to Terri Huxtable, Practice Manager and she will pass them on to the doctor or member of staff concerned. (Email address: terri.huxtable@burnhammc.nhs.uk)

Please Note this email address is not monitored if Terri is away. If your concern is urgent or relates to a request for home visiting, prescriptions etc then please contact the Surgery in the usual way.

PATIENT PARTICIPATION GROUP

Burnham & Berrow Medical Centre has its own Patient Participation Group or PPG, as it is more commonly known. The main purpose of the group is to feed back to the surgery on services and make suggestions for improvement.

The group also has a key role in developing services at the practice. Our participants have a serious interest in voicing representative views and present positive, forward thinking opinions and ideas. Any patient aged over 16 who is registered with Burnham & Berrow Medical Centre is eligible to apply to join our PPG.

We welcome interest from patients who are interested in joining. If you would like to contact the PPG in relation to feedback on Burnham & Berrow Medical Centre, or to express an interest in joining the group, you may e-mail them at:

PatientGroup@burnhammc.nhs.uk or write to them at the Medical Centre address.

CONFIDENTIALITY

In order to maintain confidentiality, details of consultations and hospital or laboratory results will only be given to patients themselves or to parents/guardians of minors who are unable to give informed consent. If you would like to give ongoing permission for someone to act on your behalf, then please collect or download a copy of our consent form to complete and return this to us. We will then document the details within relevant medical records. This is a permanent addition and will remain on the records until we are Informed otherwise. Please note that this authorisation is applicable to Burnham & Berrow Medical Centre records only and is not transferable to the hospital/or other healthcare providers.

You can revoke this consent at any time, by letting us know in writing that this is what you want to happen. If you do not give your specific permission, then, to protect your confidentiality, we will be unable to give out information to anyone except yourself.

PATIENT ACCESS - A NEW DEVELOPMENT IN YOUR HEALTHCARE AT BURNHAM & BERROW MEDICAL CENTRE

What Is Patient Access?

Patient Access is a free service that allows you to view certain aspects of your medical records at Burnham & Berrow Medical Centre. At present if you sign up to patient access you can:

- Order your repeat prescriptions
- View your repeat medication list
- View what immunisations you have had
- View your recorded allergies
- Request to change your personal details.

HOW DOES PATIENT ACCESS WORK?

Patient Access is simply an encrypted web site provided by our Clinical software provider, EMIS that connects to your practice EMIS clinical system where your details are stored. Think of it as a window into certain aspects of your Practice information.

To enable Patient Access, the website has been set up to allow patients to sign in and access their clinical system.

How Do Patients Register?

Come into reception at Burnham Medical Centre (not Berrow) with either your passport or photo driving licence and request a Patient Access application or download a printable version via our website. After processing we will send you a letter with your unique patient authorisation codes.

Then you can follow the registration process via the EMIS Patient Access homepage:

<https://patient.emisaccess.co.uk/Account/Login>

Please note that Patient Access is not available to patients aged 16 and under due to patient safety and cannot be over ridden.

Will My Information Be Safe?

You will need to set up a password when registering your details with the site. Security questions are asked in order to keep your medical information safe and are required when you are resetting your passwords. The site is encrypted – for further information you can access the website:

<https://patient.emisaccess.co.uk/Content/Static/secure-site.html>

LABORATORY TEST RESULTS

If you have had blood tests or x-rays organised by the practice you will only be contacted by letter or telephone if any action needs to be taken. If you do not hear, then you can assume that no action is necessary. If you wish to check your results you can do this by registering for Patient Access (please see above for further details or you can contact the Data Administration team).

Test results are available 7-10 working days after the test. If you would like someone to contact the surgery on your behalf to obtain your results, then please advise the doctor or nurse who is taking the test to record their name on computer. If you would like to give ongoing permission for this person to act on your behalf, please see the section regarding confidentiality. Specimens are sent to the laboratory every weekday at 3.00pm. Please ensure that we receive any specimens by 1.45pm (weekdays only) to ensure that it is labelled and processed correctly.

BURNHAM-ON-SEA COMMUNITY HOSPITAL

Burnham on Sea War Memorial Hospital has 22 inpatient beds. There is a team of doctors, nurses and therapists who support patients during their hospital stay and who deliver personalised care in line with an agreed care plan.

The hospital has a nurse led Minor Injuries Unit. For more information about opening times please visit their Minor Injuries Unit webpage.

Website: http://www.sompar.nhs.uk/our_services/adult_services/hospitals/burnham_hospital

Tel: 01278 773100

Address: Burnham On Sea War Memorial Hospital, 6 Love Lane, Burnham-On-Sea, Somerset, TA8 1ED

Summer opening times: (April-October) 10.00am-6.00pm

Winter opening times: (November-March) 11.00am-3.00pm

Free signposting
Free advice
Free Magazine



Compass Carers

Are you an UNPAID carer?

Phone: 01823 255911

info@compasscarers.org.uk

www.compasscarers.org.uk

BURNHAM-ON SEA & SURROUNDING AREAS

CARERS SUPPORT GROUP

Every last Tuesday of the month

10.00am - 12.00 noon

Meeting to be held each month at

Burnham Community Centre (next to swimming pool), Berrow Road, Burnham-On-Sea, TA8 2ET

An opportunity for Carers to meet with other Carers to have a cuppa, a chat and a bit of fun

As well as for Support, Information and Advice

For more information please contact your local Carers Champion at your GP Surgery

Contact **Compass Carers** on **01823 255911**

CARERS - HELP & SUPPORT

Burnham & Berrow Medical Centre Carer's Champions

BMC has five Carer's Champions, Sarah, Lynn, Maria, Dani and Laura who are members of our clerical and reception team. Dani and Laura are here to offer support to young carers aged under 25.

The role of all our 'Carer's Champions' is to signpost carers to services and organisations which may be able to offer them help and support. They will aim to give information, assistance and respond to enquiries from carers. If you are a carer and would like information regarding a specific area of interest, please ask to speak to Sarah, Lynn, Maria, Dani or Laura who will do their best to help you.

Carer's Register at Burnham and Berrow Medical Centre

Burnham Medical Centre has a register of people who are carers. We also register within our patient's medical records when a patient has a carer.

If you are a Carer and wish this information to be included on your medical records, please complete a Carer's Register Application form, which is available for download via our website or on request from the Surgery.

Compass Carers

Somerset County Council and The NHS have contracted Compass Disability Services - a Somerset based user led organisation to deliver a county wide support service for Carers, the new service is Compass Carers.

The overall aim of the service is to support carers, recognising the value and contribution they make to society offering individual support to enable them to maintain their caring role whilst having a life outside of caring. If you would like further information or support, please contact Compass Carers on 01823 255911.

A **Carer** Support Worker may be able to visit you to talk through your situation.

You can phone, text or e-mail Compass Carers

Telephone: 01823 255911

Text: 07568 109960

E-mail: info@compasscarers.org.uk

COMPLAINTS

Burnham & Berrow Medical Centre has its own efficient in-house complaints procedure and if you wish to make a complaint, please contact our practice manager, Mrs Terri Huxtable.

You may telephone, email terri.huxtable@burnhammc.nhs.uk or put your complaint in writing.

Whichever method of contact you choose, please include full details of your complaint. Mrs Huxtable and our complaints team will work together to try to address your concerns fully 'in house' but if you are not fully satisfied or wish to seek external guidance, you have further options. You may contact NHS England Complaints Department, HCAS, IHCAS or the Ombudsman. Full details of how to contact these organisations are included within our Practice leaflet Practice Complaints Procedure (download a copy from our Website <http://www.burnhamandberrowmedicalcentre.co.uk> or request a copy via the Surgery) or by looking at the information detailed below:

Support from NHS England Complaints Department

We hope that if you have a problem, you will use our practice complaints procedure. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice. However, if you would like some support in approaching us or would like input from outside the Practice after raising a complaint, you may:

- approach NHS England Complaints Department

How To Make A Complaint To NHS England

NHS England aims to resolve any problems without resorting to formal process, but where a complaint is felt necessary, they will do everything they can to respond well.

If you have a complaint concerning the treatment or service provided by the NHS, you can:

Refer to the NHS choices website: <http://www.england.nhs.uk/contact-us/complaint/>

By post:

NHS England
PO Box 16738
Redditch B97 9PT

By email:

england.contactus@nhs.net with 'For the attention of the complaints manager' in the subject line.

By telephone:

0300 311 22 33 (Monday to Friday 8.00am to 6.00pm, excluding English Bank Holidays)
They will take a note of your complaint and arrange for it to be passed to the complaints manager.

What You Need To Provide NHS England

Provide as much information as possible to allow NHS England to investigate your complaint. Include some or all of the following:

your name and a valid email or home address for reply;
a clear description of your complaint;

copies of earlier associated correspondence between yourself and NHS England;
and any valid correspondence case reference numbers.

NHS England aim to respond to all complaints within 20 working days. If they are unable to reply within this time, they will let you know and provide a realistic estimate of when you can expect a reply.

Contact the Ombudsman

The Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank

London SW1P 4QP

Tel: 0345 015 4033 (complaints helpline)

E-mail: phso.enquiries@ombudsman.org.uk

IHCAS - Independent Health Complaints Advocacy (IHCA):

Statutory advocacy supporting clients with a complaint or grievance related to any aspect of healthcare. This service includes that which falls under the jurisdiction of the Health Service Ombudsman, such as complaints about poor treatment or service provided through the NHS in England.

Email mail@swanadvocacy.org.uk or contact Swan on 03333 447926

REMOVAL FROM THE PRACTICE LIST

Removal from our practice list will follow a transparent process that would normally include a warning to the patient. A GP practice is able to remove a patient from its list under certain circumstances. This usually occurs when the relationship between a practice and a patient suffers an irreconcilable breakdown, and is seen as a last resort when other options have been exhausted. Patients can apply for registration with a different practice if that is their preference.

Burnham & Berrow Medical Centre Will Not: -

- Remove patients solely because they have made a complaint
- Remove patients from our list because their treatment is too costly
- Remove patients because they are suffering from a particular clinical condition
- Remove patients on grounds of age
- Remove patients on grounds of race, gender, social class, religion, sexual orientation or appearance.

We will always try to resolve any areas of conflict that may affect your registration at the practice. We would only remove a patient from our practice list as a last resort unless:

- The patient is physically violent or threatening towards a doctor, practice staff or other patients on the practice premises
- The patient causes physical damage to practice premises or other patients' property
- The patient gives verbal abuse or makes threats towards the doctor, practice staff or other patients
- Gives racist abuse, orally or physically
- Is violent or uses or condones threatening behaviour towards a member of the primary health care team while they are visiting the patient's home
- You move to an address outside the practice boundary
- You are living abroad or reside outside the UK for more than three months of the year.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Any person who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

HEALTH PROMOTION

We encourage all our patients to share the responsibility for their health, both in preventing disease and in treating existing diseases. Prevention really is better than cure. Many of the serious diseases can be prevented by a healthy lifestyle and often without the need for drugs.

STOP SMOKING

0800 246 1063 or 01823 765006

These are the telephone numbers for Somerset Stop Smoking Services who can also give information on other clinics which may be nearer to your place of work for example, if this clinic is not convenient for you.

You may also find the Somerset Stop Smoking Website useful:
<http://www.somersetstopsmoking.nhs.uk/>

EXERCISE

Regular exercise helps prevent heart disease as well as reducing weight and making you feel better. Somerset Healthy Eating, Physical Activity and Weight Management Service (ZING) can help. See their website www.zingsomerset.co.uk for details.

BLOOD PRESSURE

High blood pressure can in the long term increase the risk of heart attacks and strokes. Reducing blood pressure can reduce these risks. Treatment does not always require tablets. All adults are advised to have their blood pressure checked at least every five years.

We have an automated self-check blood pressure machine available for patients within the waiting room at Burnham Medical Centre where patients can check their blood pressure; at their own convenience. A printed blood pressure reading can then be handed to the receptionist for recording within your patient records. Please ensure that you write your name and date of birth on the back of the print out. Your Health is our concern, but your responsibility.

USEFUL TELEPHONE NUMBERS

Burnham & Berrow Medical Centre.....	01278 795445
Health Visitors.....	01278 787482
District Nurses.....	0300 323 0025
Burnham Community Hospital.....	01278 773100
Burnham Community Hospital Outpatients.....	01278 773124
Weston General Hospital.....	01934 636363
Bridgwater Hospital.....	01278 436555
Social Services.....	0300 123 2224
NHS 111 Free Non-Emergency advice.....	111
Emergency Medical Assistance.....	999
Somerset Clinical Care Governance (CCG)	
Wynford House Lufton Way Yeovil BA22 8HR.....	01935 384000
Citizens Advice Bureau Bridgwater.....	03444 889623
Turning Point (Somerset Drugs and Alcohol Advice Service)	
.....	Bridgwater 01278 456561
.....	Taunton 01823 328463
Somerset Direct Community Services for Adults.....	0300 123 2224
Nomad Travel Bristol.....	01341 555 061
Boots Pharmacy (Burnham).....	01278 782029
Day Lewis (Burnham).....	01278 783079
Day Lewis (Berrow).....	01278 773912
Well (Burnham - Formerly known as Co-Op).....	01278 782017
Lloyds Pharmacy (Highbridge Medical Centre).....	01278 795001
Lloyds Pharmacy (Market Street Highbridge).....	01278 783757
Tesco Pharmacy.....	01278 488847

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY Neighbourhood Direct Ltd

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Website: <http://www.opg.co.uk> Email: info@opg.co.uk

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