

# Jenner Health Centre

Turners Lane, Whittlesey, Peterborough, PE7 1EJ

Telephone: 01733 206200



## Contact Details

Our Postal Address  
Jenner Health Centre  
Turners Lane  
Whittlesey  
Peterborough  
PE7 1EJ

Our Telephone Number: 01733 206200

Our Fax Number: 01733 206210

## Our Opening Hours

Mondays: 08:30am to 20:00pm  
Tuesdays: 08:30am to 18:00pm  
Wednesdays: 08:30am to 18:00pm  
Thursdays: 08:30am to 18:00pm  
Fridays: 08:30am to 18:00pm

We are closed on Saturdays, Sundays and on Bank Holidays.

## In an Emergency

Ambulance: 999

In an emergency, you may need to request an Ambulance. To request an Ambulance, please dial 999 and follow the instructions given. We recommend that you dial 999 in the event of:

- \* Severe chest pain
- \* Severe shortness of breath or difficulty breathing
- \* Uncontrolled bleeding
- \* Major injury
- \* Road traffic accident
- \* Loss of consciousness
- \* Head injury with loss of consciousness

For less severe or immediate situations, the Duty Doctor at the Practice may be able to support or advise you. In such circumstances, please telephone 01733 206200 between 08:00am and 18:30pm.

## How to find us

- \* The Practice is located at the end of Turners Lane
- \* Limited Free Parking is available at the Practice
- \* Additional Free Parking is available at the Falcon Inn Hotel, with direct access via a connecting gate.
- \* Further parking is available in the Town Centre
- \* The Practice is accessible for disabled persons

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## The Practice

We are a four-partner Practice with five experienced General Practitioners. We work together closely as a team, so you can book an appointment with any of our Doctors or see a regular Doctor if you would prefer. Our Doctors are:-

**Dr Andrew Anderson**  
MB ChB (Manchester 1980)

**Dr Gillie Evans**  
BA BM BCh (Oxford 1978) DRCOG MRCGP

**Dr Adriaan van Biljon**  
MB ChB (South Africa 1995)

**Dr Anil Nair**  
MB BS (India 1994) MRCGP

## Salaried General Practitioner

**Dr Conrad Fivaz** MBChB (South Africa 1994)  
M.Med

## Salaried General Practitioner

**Dr Daniel Andeyaba** MB BS (Nigeria 1997) FWAP  
nMRCGP

## The Practice Area

- \* The Practice covers the town of Whittlesey and the surrounding area.
- \* We extend North to Stone Bridge Corner
- \* We extend East to include Turves
- \* We extend South to include Pondersbridge
- \* We extend West towards Horsey Toll

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## The Practice Team

The Practice is supported by a team of 19 colleagues, all focused on ensuring that we provide the highest levels of patient and customer care. The Practice Team is comprised of:

### Simon Stitson

Practice Manager

Simon is responsible for the Operational Management of the Practice and of the Practice Team and for ensuring that all Practice services meet the quality standards to which we aspire. Simon also provides the financial management of the Practice, ensures on-going compliance and works on Practice strategy and development

### Elizabeth Howlett RGN RM

Practice Sister

Liz is an experienced Practice Sister who provides specialised Nursing Care to our Patients. Liz supports the Practice through a number of specialised clinics which focus on key areas such as anti-coagulation monitoring, asthma reviews, holiday and travel vaccinations and a full range of supplementary Nursing services.

### Sherlayn Hibberd RGN

Practice Nurse

Sheralyn is our new Practice Nurse and provides a daily triage clinic to help with same day appointment requests. The Reception Team will pass your details to Sheralyn who will telephone you back to discuss your condition or concern. Sheralyn will then arrange treatment for you, as appropriate. This may be an appointment with the Doctor or Nurse, or Sheralyn may ask you to come up to the Practice to be seen. Alternatively, Sheralyn may arrange a prescription for you. Sheralyn also provides a full range of Nursing services including cervical smears, dressings, minor injury care and chronic disease reviews.

### Rachael Smith

Healthcare Assistant

Rachael is our Healthcare Assistant. Rachael focuses on blood tests, blood pressure monitoring, on-going dressing support, smoking cessation, audiograms and ECGs and providing support for our Minor Operation clinics.

### Michelle Riley

Healthcare Assistant

Michelle is also a Healthcare Assistant, focusing on blood tests, blood pressure checks, on-going dressings, ECGs and audiograms.

The Practice Sister and Practice Nurse can help you with the following:-

- \* Anti-coagulation monitoring (set clinics)
- \* Asthma Care including Asthma Reviews (set clinics)
- \* Audiograms
- \* Blood Pressure checks and monitoring
- \* Blood Testing (set clinics)
- \* Cervical Smears
- \* Contraception advice
- \* Diabetes Care including Reviews (set clinics)
- \* Dressing changes and suture removal
- \* Ear Syringing and Ear Checks
- \* ECGs
- \* Holiday Vaccinations (including Yellow Fever) (set clinics)
- \* Minor Injury support
- \* Pre-conception and Family Planning advice

- \* Routine or regular vaccinations
- \* Travel Advice (set clinics)

All appointments are subject to availability and some procedures can only be booked in the morning or in the afternoon.

## Dispensing Team

Lead by the Dispensing Team Leader, the Dispensary can provide medication for patients registered with the Practice who live more than one mile from a Chemist.

## Support Team

Lead by the Support Team Leader, the Support Team provide a full range of secretarial and administrative support services to the Practice.

## Reception & Admin Team

The Admin & Reception Team is comprised of six team members who provide key operational support to the Practice. The team assist patients and visitors via Reception and also provide key telephone support, resolving patient enquiries, booking appointments and dealing with Prescription requests.

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## Appointments

### Surgery Hours

Our surgery hours vary slightly depending on the Doctor or Nurse with whom you are looking to book. Generally speaking, our surgery hours extend between:-

### Doctors

Monday:

09:00am to 12:00 noon and 15:30pm to 20:00pm

Tuesday to Friday:

09:00am to 12:00 noon and 15:30pm to 17:30pm

(selected appointments are available from 15:00pm, Monday to Thursday)

## Nurses

Monday to Friday:

08:30am to 13:00pm and 14:00pm to 18:00pm

(please note that specialised clinics also operate during these times)

## Making an Appointment

- \* You can now make an appointment on-line
- \* To book an appointment on-line please click [here](#)
- \* You can also make an appointment in person at Reception
- \* Or, you can make an appointment by telephoning us on (01733) 206200 and selecting Option 2
- \* You can make a routine appointment with a particular Doctor up to one month in advance, subject to availability.
- \* In addition, we release a number of appointments each day for patients who need to see a Doctor within 48 hrs. These Appointments may be with the Duty Doctor or with the First Available Doctor.
- \* Our Triage Nurse provides a daily triage clinic to help with same day appointment requests. The Reception Team will pass your details to the Triage Nurse who will telephone you back to discuss your condition or concern. The Triage Nurse will then arrange treatment for you, as appropriate. This may be an appointment with the Doctor or Nurse, or they may ask you to come up to the Practice to be seen.
- \* All appointments are subject to availability and we would ask that you cancel any appointment that you no longer require so that we can offer it to another patient.
- \* When booking an appointment with the Practice Nurse or Practice Sister, we may need to ask you what it is for. This is to ensure that we book you in at the right time of day, into an appropriate clinic (where available) and for the correct length of time for your concern

## Telephone Consultations

- \* If you feel that your concern can be dealt with the Doctor over the telephone, you can book a

## Telephone Consultation.

- \* The Doctor will normally call you back between 12:00 noon and 14:00pm.
- \* You can request a Telephone Consultation with the Practice Nurse who will call you at a pre-arranged time, during surgery hours.
- \* To request a Telephone Consultation please call (01733) 206200 and select Option 2

## Home Visits

- \* If you are housebound by a severe acute illness or by chronic disease and are not able to attend the Practice, the Doctor may be able to visit you at home.
- \* Home Visits normally take place in the afternoon, so acutely ill patients who can travel (including all children) should request an urgent appointment in morning surgery.
- \* Duty Doctor will attend emergency Home Visit requests during Surgery.
- \* To request a Home Visit please telephone us before 11:00am on (01733) 206200

## Prescriptions

If you request your prescription on...	You can collect your prescription from Reception on...	You can collect your prescription from Boots High Causeway or Whittlesey Independent Pharmacy on...	You prescription for Home Delivery will be delivered on...
Monday	Wednesday	Thursday	Friday
Tuesday	Thursday	Friday	Monday
Wednesday	Friday	Sat/Monday	Tuesday
Thursday	Monday	Tuesday	Wednesday
Friday	Tuesday	Wednesday	Thursday

- \* You can now request your Repeat Prescription on-line at [www.jennerhealthcentre.co.uk](http://www.jennerhealthcentre.co.uk)

Alternatively, you can:-

- \* Post your request to us at the Practice.
- \* Deliver your Repeat Prescription slip to the box at Reception.
- \* Completing a Repeat Prescription request form at Reception and place it in the box

- \* Or, you can Telephone us on (01733) 206200 between 10:00am and 13:00pm or between 14:30pm and 15:30pm, Monday to Friday. You will need to select Option 3 for Prescriptions.

Repeat Prescriptions are subject to a regular review with your Doctor.

## Collecting your Prescription

- \* So that we can process your request in time, please provide us with **48 hours** notice for all Repeat Prescriptions.
- \* Once processed, we can send your Prescription direct to your local Chemist for you. When submitting your request, please write "**BOOTS HIGH CAUSEWAY**" or "**WHITTLESEY INDEPENDENT PHARMACY**" on your form and we will send it there for you.
- \* Both chemists offer a home delivery service.
- \* Processing times for your Prescription requests are as follows:-

## Dispensing

- \* We dispense to all patients who live more than one mile from a Chemist.
- \* The Dispensary is open between 09:00am and 13:00pm and between 15:30pm and 18:00, Monday to Friday.

If you pay for your Prescription, the current charge is £7.20 per item.

## [www.ppa.org.uk/ppc](http://www.ppa.org.uk/ppc)

If you have to pay for more than three prescription items in three months, or 14 items in 12 months, you could save money by buying a Pre Payment Certificate (PPC). From 1 April 2009, the charge for a single prescription item is £7.20, whereas a three-month PPC will cost you £28.25 and a 12-month PPC £104.00. The most convenient way to pay for your 12 month PPC is by Direct Debit meaning you can spread the yearly cost over 10 monthly instalments.

Once your Direct Debit has been set up, the PPA will send you an advance notice showing the

amount they will debit from your bank account each month. They will then collect that amount without you having to do a thing. The Authority's PPC Issue Office is responsible for issuing PPCs to people resident in England only, on behalf of the Department of Health. **IMPORTANT** - some people can get free prescriptions. You should check whether you could get free prescriptions before buying a PPC. To apply for a PPC, click here or phone 0845 850 0030.

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## Out of Hours

### What to do when we are closed

Support and advice is also available to you outside of the normal opening hours of the Practice.

You can access help and advice via our website by following the links to sites such as NHS Direct, for example.

If you need to see a Doctor, the Primary Care Centre on Thorpe Road is open at weekends and on Bank Holidays. They are also open in the evening. The details for the Primary Care Centre are:-

Peterborough Primary Care Centre  
(City Care Centre)  
Thorpe Road  
Peterborough  
PE3 6DB

- \* Telephone : 01733 293800
- \* Open 07:00am to 22:00pm
- \* Open seven days a week

### Night-time Cover, Weekends and Bank Holidays

- \* Telephone : 01733 293838
- \* available 18:30pm to 08:00am

### 24 Hour Support

- \* NHS Direct on 0845 4647
- \* or [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

## Feedback & Information

### Your Feedback

As a Practice, we aim to provide you with the highest levels of Customer Service and Patient Care.

Your feedback is important to us and we need to know when we are doing things well and when we need to improve.

Feedback Forms and details of the full NHS Complaints Procedure are available from Reception, alternatively, you can download a copy of each document at [www.jennerhealthcentre.co.uk](http://www.jennerhealthcentre.co.uk)

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### Practice Newsletter

We are committed to keeping you up-to-date with developments at the Practice. We propose to share this information with you by producing a regular newsletter. You can download a copy of our latest newsletter or view previous newsletters that we have produced at [www.jennerhealthcentre.co.uk](http://www.jennerhealthcentre.co.uk)

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## Other Services

A number of specialised Teams and Services are also based at the Practice.

### District Nursing Team

- (01733) 206228 or (01733) 206200 option 4

- \* Providing community nursing care to patients who are housebound by chronic disease or illness
- \* The team are available by telephone between 08:30am and 16:00pm. Please leave a message if they are not available.

### Health Visitors

- (01733) 206200 option 5

- \* General support and advice on health matters

- \* Available by telephone between 09:00am and 10:00am and between 16:00pm and 17:00pm, Monday to Friday to answer queries.

## School Nurse

- (01733) 206200 option 6

- \* General health and development advice for all patients attending school

## Midwife

- (01733) 206229

- \* Provides ante-natal support and advice.
- \* Works in conjunction with Peterborough Maternity Unit (Tel: 01733 874604)

A number of other services are available following referral by your Doctor. These include:

- \* Chiropody
- \* Counselling
- \* Diabetes Management
- \* Diabetic Nurse
- \* Dietician
- \* Minor Surgery
- \* Paediatrician (Consultant Community)
- \* Physiotherapy
- \* Speech Therapy
- \* Spirometry

## Available without referral:

- \* Hearing Aid Services (CAMTAD)
- \* Young Peoples Counselling Service (WYPCS) - 14 to 25 years of age

## Young Peoples Counselling

# wypcs

Whittlesey Young Peoples Counselling Service

Welcome to WYPCS.

We are the Whittlesey Young People's Counselling Service – a free, confidential counselling service set up to support young people aged between 14 and

25 who live in Whittlesey or the surrounding area.

Our counselling service is:-

- \* Free to all users
- \* Available without referral – you contact us if you need to talk to someone
- \* Provided by a fully qualified and experienced counsellor
- \* Supported by Cambridgeshire County Council
- \* Based locally at the Jenner Health Centre, Stanground Surgery, Yaxley Group Practice, Sir Harry Smith School and Stanground College
- \* A non-profit making organisation

We can help you with problems such as:-

- \* Low self esteem
- \* Loneliness, anxiety or confusion
- \* Distress through bereavement or loss
- \* Abuse
- \* Difficulty in making decisions
- \* Family problems
- \* Relationship problems
- \* Depression
- \* Bullying

## How to contact us:-

- \* Phone or Text us on 07817842791 and leave a message with your name and contact details
- \* You can also e-mail us at [c-pct.wypcs@nhs.net](mailto:c-pct.wypcs@nhs.net)
- \* The WYPCS counsellor will contact you within seven days to talk about your needs and schedule an initial meeting. This is called an Intake Assessment.
- \* At the Intake Assessment we will talk to you about how the counselling service works and the options that are available to you.
- \* If you both agree that counselling is the best way forward, then we will arrange a regular day and time for your counselling to take place
- \* At the end of your counselling we will ask you to complete any anonymous Feedback Form to let us know what you thought of our services and support.

## Other Information

- \* Our Counsellors are fully qualified and trained members of the British Association of Counselling and Psychotherapy (BACP)
- \* WYPCS has adopted the BACP ethical framework
- \* WYPCS is funded by charitable donations. Recent donors include:-
- \* Cambridgeshire County Council (Office of Children & Young People's Services)
- \* Deborah Sutton
- \* Whittlesey Town Council
- \* Timestop
- \* Borderline Commissioning Group

If you would like to donate to WYPCS please contact us at:-

WYPCS  
c/o Jenner Health Centre  
Turners Lane  
Whittlesey  
Peterborough  
PE7 1EJ

## Borderline Commissioning Group

The Borderline Commissioning Group was established in April 2006 following changes to the boundaries of our local Primary Care Trusts. The Group is comprised of the Jenner Health Centre, New Queen Street Surgery (Whittlesey), Stanground Surgery, Yaxley Group Practice, Wansford & Kings Cliffe Practice, Oundle Surgery and the Doddington Medical Practice. Together we commission and represent the primary and secondary care health needs of our combined patient populations, working with Commissioners and Service Providers from Cambridgeshire, Peterborough and Northamptonshire Primary Care Trusts.

The Group meets monthly to discuss and review services within our locality and to look at new services that we can commission for our patients. When considering new services to commission, we

look at quality and safety standards, ease of access for patients, referral pathways and value for money. Our principle aims are to deliver high quality, good value community-based services within our locality which improve the health and well-being of our patients. Our Group is represented in local Area Commissioning Forums and includes patient representation.

Following publication of the recent White Paper on reforming the NHS, the Borderline Commissioning Group has been active adapting to this change. The Group is now becoming known as the Borderline Commissioning Cluster and the Cambridgeshire-based Practices become part of the first two pathfinder Consortia to go live in the eastern region. Our Cluster is expanding, welcoming Practices from Thorney and Eye and Peterborough (Nene Valley, Old Fletton, Hampton) to form a stronger Consortium through which to manage local healthcare needs. The Cluster will shortly be launching its own dedicated website for further information.

Some of the recent services we have commissioned include:-

- \* A community-based Ultrasound Service offering direct access for GPs and lower waiting times
- \* A community-based Adult health improvement programme (CHIP Programme) starting in January 2009
- \* An expanded Young Peoples Counselling Service (WYPCS) rolling out to young people based in Yaxley and Stanground
- \* Enhanced Medicines Management and Prescribing Support to Practices
- \* A community-based Glaucoma screening and Cataract surgery service
- \* A community-based Vasectomy service

We are also looking at:-

- \* Diabetes care pathways and community-based Diabetes clinics
- \* A community-based Endoscopy service
- \* Maintaining local Out of Hours service provision

- \* Reviewing secondary care services which could be offered in the community

The following links will provide you with further details of the Borderline Commissioning Group Practices:-

- \* Yaxley Group Practice – [www.yaxleygp.nhs.uk](http://www.yaxleygp.nhs.uk)
- \* New Queen Street and Stanground Surgeries – [www.stangroundsurgery.co.uk](http://www.stangroundsurgery.co.uk)
- \* Wansford & Kings Cliff Practice – [www.wansford.co.uk](http://www.wansford.co.uk)
- \* Oundle Surgery – [www.oundlesurgery.nhs.uk](http://www.oundlesurgery.nhs.uk)

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## How We Use Your Information

Why we collect information about You

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

These records may include:

- Basic details about you, such as your address, date of birth and details of your next of kin.
  - Contact we have had with you such as details of your consultations, home visits and any telephone consultations.
  - Notes and reports about your health.
  - Details and records about your treatment and care.
  - Results of x-rays, laboratory tests and other investigations etc.
  - Relevant information from people who care for you and know you well, such as other health professionals and relatives.
- It is good practice for people in the NHS who provide care to:

- Discuss and agree with you what they are going to record about you.
- Give you a copy of letters they are writing about you, if you ask them to.
- Show you what they have recorded about you, if

you ask them to.

How your records are used

The people who care for you use your records to:

Provide a good basis for all health decisions made by you and by healthcare professionals.

Allow you to work with those providing care.

Make sure your care is safe and effective, and

Work effectively with others providing you with care.

Others may also need to use records about you to:

Check the quality of care provided (for example, to complete a clinical audit)

Protect the health of the general public

Monitor and evaluate NHS spending

Manage the National Health Service

Help investigate any concerns or complaints you or your family may have about your health care

Teach health workers and to help with research

Some information will be held centrally and be used for statistical purposes. In these instances, strict measures are taken to ensure that individual patients cannot be identified from the information.

Wherever possible, we use anonymous information but on occasions we may need to use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used with your consent, unless the law requires us to pass on the information.

Your rights

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply). You also have the right to ask for a copy of all records held about you, although you may have to pay a fee.

Your request must be made in writing to the organisation who is holding your information. There may be a charge to have a printed copy of the information held about you.

The organisation is required to respond to you within 40 days of your request

You will need to give adequate information (for example your full name, your full postal address, your date of birth and for NHS number)

You will be required to provide ID before any information is released to you.

If you feel that any of the information is inaccurate or incorrect, please inform the organisation who is holding your information.

Notification

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from:

Information Commissioner:

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

01625 545745

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

How we keep your record Confidential

Everyone working for the NHS has a legal duty to keep information about you confidential.

We have a duty to:-

Maintain full and accurate records of the care we provide to you

Keep records about you confidential, secure and accurate

Provide information in a format that is accessible to you (i.e. in large type if you are partially sighted).

We will not share information that identifies you for any reason, unless:-

You ask us to do so

We ask and you give us specific permission

We have to do this by law · We have special permission for health or research purposes or We have special permission because the interests of the public are thought to be of greater importance than your confidentiality

Who are our Partner Organisations?

We may share information with the following main Partner Organisations:

Strategic Health Authorities

NHS Trusts including Hospitals and Primary Care Organisations

Special Health Authorities

Ambulance Service

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

Social Services

Education Services

Local Authorities

Voluntary Sector Providers

Private Sector

Anyone who receives information from us also has a legal duty to keep it Confidential.

## Freedom of Information Act

Freedom of Information Act 2000

The Freedom of Information Act, gives the general right of access to all types of recorded information held by the Practice. The intention of the Act is to encourage a spirit of openness and transparency in the NHS and the whole public sector. Our organisation aims to fully support this.

The public have had full access rights from January 2005. This means that more information will be routinely and freely made available. This is subject to some exemptions, which are outlined below.

Any individual or organisation can make a request for information. The applicant does not have to explain why this information is requested. The Act gives the right to:

Be told if information exists

Receive information (ideally in the format requested, for example, as a copy or summary or the applicant may ask to inspect a record)

The Publication Scheme

This Practice has developed a publication scheme. It is a guide to information, routinely published and gives indication of information intended to be published. The publication scheme describes the form in which the information is published and any fees that will be charged. A request can be made from information listed in this publication scheme.

The publication scheme can be accessed via the Practice Manager.

The main headings in the scheme are listed below:

Who we are

Details of the Practice

Our organisational structures

Our key personnel

How we fit into the NHS

Our services

Our Practice leaflet

The range of services we provide under contract to the NHS

Financial and funding information

Details of how we are funded

Our charging policies

Basic financial management procedures

The companies we use to purchase equipment and suppliers

Regular publications and information for the public

Guidance and information leaflets relating to the clinical services and health services we provide

Complaints

How to make a complaint

Who to contact if you would like to make a complaint

Policies and procedures

General Policies and Procedures that may include:-

Our Complaints Policy

Confidentiality

Data Protection

Health and Safety

This publication scheme

Changes to the scheme

Criteria on which Information Management policies are made in the Practice

Proposed changes and additions to publications already available

Referral point for all enquiries regarding information management generally in the Practice

Cost of information

Details of any charges for providing information

Useful Resources

List of useful websites

List of useful publications

Responding to requests

All requests for information must be responded to within 20 working days. A fee can be charged when dealing with a request. This will be calculated in accordance with the Act. If a fee is required for information requested, the 20 day timescale can be extended by up to three months.

The Secretary of State has set limits to charges, should the request for information exceed these charges, the Practice does not have to action the request. There maybe a charge for information not covered by the Act or for large amounts of information that might not otherwise be disclosed due to the cost.

The Practice is not obliged to comply with vexatious requests or repeated or substantially similar requests from the same person other than at reasonable intervals.

## Exemptions

There is a range of exemptions covering personal data, security, formulation of government policy, commercial and individual confidentiality. A further absolute exemption is where information is accessible by other means or if the information has been provided in confidence. Other exemptions include information relating to commercial interests and audit functions.

## Requests for information

Requests for information must be in writing (requests by email and fax are acceptable) and must include the name and address for the correspondence and a clear description of the information requested.

Requests for information should be made to:

Simon Stitson  
Practice Manager  
Jenner Health Centre  
Turners Lane  
Whittlesey  
Peterborough  
PE7 1EJ

## The Information Commissioner

The information Commissioner is an independent public body that reports directly to Parliament. The Information Commissioner is responsible for implementing the Act.

Further information about the Information Commissioner is available at:

<http://www.ico.gov.uk/>

Other informative Freedom Of Information Act websites:

<http://www.foi.nhs.uk/>