

# Nurse Service Guide

## Clinician

Clinically governed by Blossoms Healthcare

Nurse Prescribers

## Availability

09.00 – 13.00 and 14.00 – 16.30

Consultation type	Monday		Tuesday		Wednesday		Thursday		Friday	
	First	Last	First	Last	First	Last	First	Last	First	Last
<b>Appointment – AM</b>	09.00	12.45	09.00	12.45	09.00	12.45	09.00	12.45	09.00	12.45
<b>Not available</b>	Daily between 13.00 and 14.00									
<b>Appointment – PM</b>	14.00	16.15	14.00	16.15	14.00	16.15	14.00	16.15	14.00	16.15

## Appointment bookings and enquiries

For appointments contact Blossoms Healthcare client support lines between 8:30am – 18:00pm at 0207 489 1136.

- Photo-ID pass-holders from the Lloyd's market community can access the service by appointment.
- Your medical condition is important to us! However pressing, please ensure you have booked an appointment before attending the Medical Suite, to avoid waiting unattended.

## Health enquiries

Health enquiries should be emailed directly to the on-site clinician at [medsuite@lloyds.com](mailto:medsuite@lloyds.com) or can be sent to [clientsupport@blossomshealthcare.co.uk](mailto:clientsupport@blossomshealthcare.co.uk).

Due to ongoing consultations, the clinician may not be available to reply to your enquiry immediately.

## Registration

To comply with medical record regulations implemented by the Healthcare Commission:

- All new clients must complete a registration form with their personal details before their initial appointment commences. Forms are available in the clinic waiting room.
- Re-registration is required from clients that have not used the service since November 2010.

## Available consultations

The nurse can provide the following consultations **free of charge** :

- Advice and management for ill health and minor injuries, occurring at home and at work.
- Prescription arrangements depending on the type of health complaint, including repeated prescriptions.
- Wound care, Dressings, Suture Removal and Ear Irrigations (syringing).
- Travelling advice and vaccinations (30 minute appointment required).
- Contraceptive and sexual health advice.
- Laboratory tests (blood, urine, sputum, wound swabs, etc.)
- Wellness check-ups.

## First Aid for minor injuries

To avoid interrupting on-going consultations and scheduled appointments, minor injuries should be aided by designated, qualified First Aiders at the location of the incident.

- If a first aider is required, the Security Control Room should be called at **0207 327 2222**. The Security Control Room holds a list of qualified first aiders for the building.
- In the event the responding first aider cannot handle the incident they should escort the patient to the Medical Suite and wait with them until the Nurse is available to take over.
- Wheelchair and assistance for patient transfer to the Medical Suite can be requested from the Security Control Room.
- First aid boxes are located strategically around the building and can be accessed by the qualified, designated first aiders. If you consider a box needs additional supplies please email the Lloyd's Risk Manager, [Trevor.Jennings@lloyds.com](mailto:Trevor.Jennings@lloyds.com), with your request.

### Medical emergencies

In the event of a life-threatening accident or episode of ill-health to either a member of staff or other building user:

- The **EMERGENCY AMBULANCE SERVICES** should be summoned by calling (9)999.
- The Security Control Room **MUST** also be called at 0207 327 2222. Please make sure you have clearly stated your name and telephone number, the nature and the exact location of the incident, and the patient's name (if known).
- The security officers will by default alert the on-site nurse and guide/escort the nurse and the attending paramedic crew to the correct incident location, promptly.
- There are two Automated Defibrillators accessible to any trained first-aid responders and they are kept inside the labelled, wall-mounted cabinets in:
  - 1 The upper basement, outside the Wellbeing Centre's entrance, near tower 5 lifts.
  - 2 Gallery 6 (Corporate Real Estate), by the tea/coffee area near tower 1.

### Onwards referrals and certificates

When patients present with a condition that can't be entirely managed at the Medical Suite, the nurse may suggest and discuss further assessment and investigations through:

- The patient's own NHS or private GP practice.
- Blossoms Healthcare via a GP consultation (self-paid at the discounted cost of £60).
- The on-site physiotherapy, osteopathy, nutritionist services (Health Response UK Ltd).
- Other allied healthcare professionals (e.g. dentist, podiatrist, optician, psychologist).
- Hospital emergency services (Accident & Emergency Dep. & Minor Injuries Unit).

The nurse is not contracted or authorised to carry out certain functions and patients should consult with a GP (NHS or Private) for the following:

- Referral to see a physiotherapist, an osteopath, or other allied healthcare professionals.
- Referral for special investigations (e.g. x-rays, CT-scans, MRI-scans, Ultrasounds).
- Referral to see a specialist doctor (e.g. ENT, Cardiologist and Surgeons of any speciality).
- To be signed off from work when their sickness lasts 7 calendar days or more.
- Medical Certificates (for any reason).

### Prescriptions and pharmacy service

Prescriptions can be issued for medication required for any medical complaint and can be dispensed by any pharmacy.

Blossoms Healthcare facilitates a pharmacy & dispensing service. Clients can collect medication prescribed from the Wellbeing Suite from the Blossoms Healthcare Pharmacy. For more information about this service please contact the Superintendent Pharmacist at 0207 332 6248, or ask the on-site clinician on appointment.

These prescriptions are classified as 'private'. A minimum charge of £10.00 applies for each prescribed item, payable at the pharmacy. However, the cost of certain drugs could be higher than the minimum charge; therefore the price payable will differ.

Continuation of repeat prescriptions can also be arranged when appropriate evidence is submitted, e.g. previous GP prescription counterpart.

The nurse may decline to prescribe and may refer the client back to their GP at their discretion.

### Travelling advice and vaccinations

The nurse can provide travelling advice and inoculations for any holiday or business destination. This service is available with a 30 minute consultation.

The consultation is provided free of charge. The cost of administered vaccines however, is chargeable to the client and a payment is taken by debit/credit card on appointment. If anti-malaria tablets are indicated for any travelling destinations, a prescription will be issued, which can be dispensed by any pharmacy.

For pricing enquiries please email the nurse directly or check the Vaccines Price List in the main page.

Clients are kindly asked to complete the Travel risk form sent to you via email and to bring this to your appointment.

- When completing the 'Immunisation History' section, it is essential to state the dates for all doses received previously, for each vaccine, to specify completion of the immunisation schedules and prevent vaccines being administered unnecessarily.
- The original (hard copy) of the form and the 'Vaccination Records Booklet' (for those who already have one from previous vaccinations), should be brought in, on appointment.

### Laboratory tests

The nurse can obtain pathology specimens (blood, urine, sputum, wound and other culture swabs) on request and arrange for analysing through the HCA Laboratories.

This service is chargeable. The cost of the tests carried out is chargeable to the client and a payment is taken by debit/credit card on appointment.

For pricing enquiries please email the nurse directly.

For Lloyd's Corporation employees (only) the cost for laboratory tests suggested by the nurse for the diagnosis of an acute illness may be covered by the corporation.

### GP – Health Screening - Referrals

Anyone in the Lloyd's market community is eligible for discounted 15 minute GP consultations at the price of £60 (self-paid).

To book a private consultation with any of the Blossoms doctors at one of the London clinics listed below, please contact Blossoms booking line between 08.30 and 18.00 on 0207 489 1136.

#### City Clinic

**21 Garlick Hill  
London  
EC4V 2AU**

*[Just 10 minutes walk from the Lloyd's building along Cornhill and Queen Victoria Street, adjacent to the Mansion House tube station]*

#### London Bridge Clinic

**139 Tooley Street  
London  
SE1 2HZ**

*[Based on the third floor of the Old Fire Station in the More London development. The entrance is located on Abbott's Lane]*

#### Canary Wharf Clinic

**2 Upper Bank Street  
London  
E14 5EE**

*[Based in the Docklands Medical Centre, the clinic is moments from the Heron Quays DLR, in the corner of Upper Bank Street, right on the waterfront]*