

# 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 08:30 and 18.00 on 0345 437 0364.

- 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).

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

### 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 (vaccinations are chargeable).
- Contraceptive and sexual health advice.
- Wellness check-ups.

### First Aid for minor injuries

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 requires assistance they can contact the Nurse.

### 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 three 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 5 (Corporate Real Estate), by the tea/coffee area near tower 1.
  - 3 Main Reception.

### Prescriptions and pharmacy service

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

These prescriptions are classified as 'private'. A minimum charge 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 is chargeable to the individual.

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.

Please bring any Vaccination Records with you to the 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 individual.

For pricing enquiries please email the nurse directly.

### 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 a GP please contact Blossoms booking line between 08.30 and 17.30 on 0345 437 0691 or email [appointments@hcaprimarycare.co.uk](mailto:appointments@hcaprimarycare.co.uk).