

Useful telephone numbers

Nuffield Practice Main number	01993 703641
Appointments	01993 703641 Option 8
Prescription	Option 2
Medical Secretaries	Option 1
Switchboard : John Radcliffe Nuffield Orthopaedic Centre Churchill Hospital Horton Hospital	01865 741166
Witney Community Hospital Community Mental Health Team District Nursing Team Community Midwife (call the practice on Tuesdays/Thursdays)	01865 904222 01865 904111 01865 902800 01993 708742
Health Visitors	01993 709599
Oxfordshire CCG	01865 336800
NHS England	0300 311 2233
Out of Hours	111

The Nuffield Practice

Nuffield Health Centre
Welch Way
Witney
OX28 6JQ



WELCOME TO THE NUFFIELD PRACTICE
Telephone: **01993 703641** or
nuffield.practice@nhs.net

Urgent Medical issues (outside practice hours): 111
Emergencies: 999

www.thenuffieldpractice.co.uk

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OUR COMMITMENT TO YOU

Our Practice philosophy is to provide a high quality and caring service to our patients, which is accessible and considerate in an open and friendly atmosphere.

We believe in involving patients in their health care by effective communication. We recognise the value of each other and encourage the active participation of all our staff in improving the ways in which we deliver our service.

Complaints Procedure

PRACTICE COMPLAINTS PROCEDURE

We always try to give you the best services possible, but there may be times when you feel that this has not happened. If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know.

HOW TO COMPLAIN

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible, because this will enable us to establish what happened more easily.

Complaints should be addressed to me, Kim Holloway The Practice Manager. Alternatively you may ask for an appointment in order to discuss your concerns. The email address is occg.nuffieldpracticemanager@nhs.net

WHAT WE WILL DO

We shall acknowledge your complaint within two working days and aim to have investigated your complaint within ten working days of the date when you raised it with us. We shall then offer you an explanation, or a meeting with the people involved. When we look into your complaint, we aim to:

1. Find out what happened and what went wrong
2. Make it possible for you to discuss the problem with those concerned, if you would like this
3. Make sure you receive an apology, where this is appropriate
4. Identify what we can do to make sure the problem doesn't happen again.

COMPLAINING ON BEHALF OF SOMEONE ELSE

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. A note signed by the person concerned will be needed, unless they are incapable (because of illness) of providing this.

COMPLAINING TO THE CLINICAL COMMISSIONING GROUP (CCG)

Official body:

NHS England, PO BOX 16738, Redditch B97 9PT

Email: England.contactus@nhs.net-FAO The Complaints Manager

Tel: 0300 311 22 33-Mon to Fri 8am to 6pm.

Introduction

Useful information

ACCESS TO YOUR MEDICAL RECORDS

If you wish to see your medical records, please request this at Reception. You are entitled to see your records provided the doctor does not think it will affect your physical or mental well-being. There is no charge for this service.

DISABLED ACCESS

The health centre has access and toilet facilities for wheelchair users. We aim to be sensitive to the needs of people with disabilities, and welcome suggestions for ways in which we can improve our services.

PARKING

There is no facility for parking at the Health Centre. Please use the Marriots Development car park located across the road.

E-mail and texting

We would like to be able to contact you by email and/or text.

Please give us:

- Written consent to send you automated texts or emails reminding you of appointments and other useful information.
- Your current email address
- Your current mobile/telephone number

Thank you!

NB: The practice email is for non Clinical enquiries. Please telephone us if you wish to see or speak to a GP or nurse or to change an appointment.

practice (family doctor, nurse or receptionist) will stay confidential.

Everyone working in this Practice and for the NHS has a legal duty to keep information about you confidential. We take this duty very seriously. If you have any worries about confidentiality, or wish to see our confidentiality policy please feel free to ask any member of staff.

REGISTRATION

Your registration will be with the Nuffield Practice. One of the doctors will be allocated as your regular doctor.

We feel it is important for continuity of care that you see your regular doctor wherever possible.

EMERGENCIES

Ambulance Service

If you have a serious and life-threatening medical emergency then ring 999 and ask for an ambulance.

PRACTICE OPENING TIMES

The Practice is open from 8.00 am to 6.30 pm from Monday to Friday, when there is always a doctor available in the event of a medical emergency.

The phone lines are closed from 13.00—14.00 except for emergencies.

We close on Saturdays, Sundays and Bank Holidays and occasionally for essential training.

Associated Services

Practice Team

The practice team includes doctors, nurses, health visitors, district nurses, midwives, administrative and clerical staff, who are all committed to giving you the best possible service.

MEDICAL TEAM

Directors:

Dr Gareth Evans
Dr Duncan Rourke
Dr Maeve Lawrence
Dr Anna Morrish

Other GPs

Dr Victoria Hemmings
Dr Leanne Abram
Dr Anna Smith
Dr Ellen MacIver
Dr Suzanne Turvey
Dr Kate Shipton

Practice Management

Kim Holloway Practice Manager
Tracey Smith Reception Manager

Registrar

Dr Chalini Juliyanage

CONFIDENTIALITY

You can be sure that anything you discuss with every member of this



HEALTH VISITORS

Health visitors specialise in preventative medicine, health education and health promotion for all ages, but more particularly for mothers and children. They run a variety of clinics including baby clinics to meet the health needs of our patients. The health visitors can be contacted on **01993 702521** or leave a message on their answer-phone.

DISTRICT NURSES

01865 902800
The District Nurses will assess your nursing needs and provide health care and advice in your home for the housebound. They can be contacted on 01865 902800 Mon-Fri Please call 111 for **Out of hours for urgent visits if they are closed.**

MINOR INJURIES UNIT

The Minor Injuries Unit is situated in the Witney Community Hospital. It is open from 10.00am to 10.30pm each day. They also have x-ray facilities. They are a walk in only service.

EMERGENCY DENTAL TREATMENT

If you are not registered with a dentist and require emergency treatment, please telephone 111 who will give you the telephone number of an emergency dentist.



NHS SERVICES

Most of our services are provided under the National Health Service, and we do not offer private primary medical care.

Some services are not paid for by the NHS, (e.g. insurance reports and medicals, travel vaccinations etc). If you request a service which is not paid for by the NHS, you will be told what the charge is likely to be. There is a list of commonly requested services and their prices in reception. Please ask if you would like to know more.

PRIMARY MEDICAL SERVICES

Details on primary medical services in the area can be obtained from Oxfordshire Clinical Commissioning Group, Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Oxford OX4 2LH. Telephone 01865 336800.

Services

HOME VISITS

Home visits are for the housebound and seriously ill. If you are too ill to come to the surgery and need a home visit, please telephone the Surgery. You will be asked to speak to a member of the Duty Team before a visit is arranged.

Otherwise, we expect you to come to the surgery to be seen as we have your medical records here and all our medical equipment and facilities available for your examination and treatment.

MINOR SURGERY

The doctors perform minor operations at the health centre. Your doctor will explain what is involved and ask you to complete a consent form.

TEST RESULTS

Allow 5 days for us to receive your results and please telephone after 11.00am if you would like to know what they are. **Please do not assume that if you hear nothing all is well.** We deal with thousands of tests each year, and it is very important that you take an active part in your care and find out what your doctor or nurse advises following your test.

You can also request your test results online via our NEW service called eConsult. Go to our website www.thenuffieldpractice.co.uk and click on the admin button 'Request sick notes and GP letters or ask about recent tests' and submit your request.

REFERRALS

Your doctor may refer you for further investigation and/or treatment. Our secretaries will guide you through the process of booking your hospital appointment. To contact them call: 01993 703641 Option 1.

YOUR TELEPHONE CALLS

Please be patient if we take some time to answer your call. There are times when a wait is unavoidable. All calls are responded to in order, and you enter a queue from the moment you get through.

GP Trainees

Ours is a training practice. We are approved to train fully qualified doctors to be general practitioners and we regularly have GP trainees who stay for 6 months to 2 years. These are qualified, competent, registered doctors, who have lots of hospital experience, but who are training in the specialist skills of General Practice

Other Medical Students

We also sometimes have other medical students attached to the practice. You will be informed if your doctor or nurse has anyone "sitting in" with them. If you would prefer to see them alone, please tell the receptionist.

Practice Catchment Area:

We accept patients from a fixed catchment area. This comprises:

All of Witney and:

Barnard Gate, Brightampton, Crawley, Curbridge, Ducklington, East end, Hailey, Hardwick, Lew, Minster Lovell, New Yatt, North Leigh, Poffley End, Ramsden, Yelford, South Leigh, Standlake

We regret that, if you live outside of this area, we will have to direct you to another GP practice.

Patient Participation Group

The Patient Participation Group ensures that the views of patients and carers help shape the delivery of services at the Practice, whilst reflecting Practice values. The group works cooperatively with the Practice to carry out research into the views and experiences of Practice users.

The Patient Participation Group also assists with other supporting tasks which include:

- Arranging for volunteers to signpost patients at key clinics
- Assisting GP's research and trials
- Initiating and supporting health promotion
- Activities such as fitness and lifestyle

The group comprises patient volunteers and representatives from the Practice team. New participants are always welcome and more information can be accessed via the Reception desk staff.

Appointments

APPOINTMENTS

To make an appointment, you should telephone 01993 703641, and choose option 8. To enable us to make sure you get the best care, the receptionist may ask you for details relating to your medical condition. This is at the Doctors' request. It helps us to make sure your enquiry is dealt with appropriately and efficiently.

For urgent and non routine matters, **please contact us via eConsult, a new service to that gives you online access to the Duty team.** The emergency team will triage your request and they may telephone you to discuss your problem, and where necessary, will book you an appointment.

Please go to our website www.thenuffieldpractice.co.uk and follow the links on the Home page.

If you do not have access to the Internet, then you can call in the usual way.

If you need to see a nurse, please tell the receptionist what the appointment is for so that enough time is allowed, and the appointment is booked with the right person.

Please book ahead for all non-urgent matters. We constantly experience a very high demand for appointments.

You should normally be seen within half-an-hour of your appointment time. Occasionally a doctor is called away on an emergency. If this happens, you will be offered the choice of either waiting, or making another appointment or to see another doctor. Please remember that delays can occur if a patient requires an exceptionally long consultation. We will keep you informed, but please ask at reception if you have any concerns while you are waiting.

If you are unable to keep an appointment, please telephone the practice as soon as possible so that someone else may be seen. You can also cancel your appointment via text message or online access.

Practice Nurses

PRACTICE NURSES

Our practice nurses are experienced and trained in many areas and offer services including the following

- Monitoring and management of long term conditions (asthma, diabetes, coronary heart disease etc)
- Health promotion
- Minor ailments
- Family planning and contraception
- Cervical smears,
- Travel vaccination and advice
- Childhood immunisations
- Wound management
- ECGs
- Spirometry
- Health checks
- Weight management
- Dressings
- Flu and B12 injections
- Contraception: The nurses see patients for all aspects of family planning advice. We fit coils and contraceptive implants at the practice.

CHILD HEALTH

Child health checks are carried out by your own doctor in surgery. Childhood immunisations are done by the practice nurses. See our website for what immunisations are needed when.

Please remember to bring your child's Red Book to record immunisations.

COMMUNITY MIDWIFE:

The community midwife cares for all mothers before and after delivery and runs local antenatal courses. She can be booked on 01993 703641 on Tuesdays and Thursdays. There is also an Emergency Clinic (appointment only); for further information please ring 01993 708742.

Repeat prescriptions

Requesting your repeat prescription

If you are on regular treatment, you will receive a printout with a list of the drugs available to you. If you do not you can request one.

There are several ways you can order your repeat medication:

- By sending it to us by post or bringing it in to the surgery
- By using the online access, which you can register for, at reception
- By asking one of the pharmacies if they will deliver your request to us
- Online via eConsult (see 'Online Access' page on our website)

Please tick the items you need on the printout. Do not tick all of them if you do not require them all. This avoids waste.

Please write on your request which pharmacy you would like us to send the prescription to.

We will aim to process your repeat prescription to within 3 working days of receiving your request.

We require **all** patients to nominate a pharmacy to issue their medication. If you have not done this, please do so with your next request.

Please be aware that we do not usually accept repeat prescription requests by telephone. Exceptions may be made to this rule dependent on the circumstances of the patient.

The name of the drug

We usually prescribe generically which means that we use the name of the drug rather than the name of the Company which made it, (Paracetamol rather than Panadol). Generic prescribing saves the NHS money without affecting your care.

Please remember to ask for your prescription before you have run out!

Help us to help you!

- We ask that you treat the doctors, practice staff and other patients with courtesy and respect.
- Remember, you are responsible for your own health and the health of your children. We will give you our professional help and advice. Please act upon it.
- Please let us know if you change your name, address or telephone number.
- Please tell us if you get married or divorced.
- Please tell us who your next of kin is.
- Please give all the information about your health, particularly when you first register. Something which seems unimportant to you may be vital to us.
- Please do everything you can to keep appointments. Tell us as soon as possible if you cannot, so that someone else can use your appointment.
- Please ask for home visits by the doctor **only** when the person is too ill to visit the surgery.
- Please keep your phone call brief and avoid calling during the peak morning time (8am-10am) for non-urgent matters.
- Test results take time. Please allow 5 days for test results to reach us and please do not ring before 11am. To ask for results.

INFORMATION LEAFLETS

We have leaflets on many conditions, and information about local services available to offer support. Ask your doctor, a receptionist, a nurse or health visitor for more information

See our website at:

www.thenuffieldpractice.co.uk

for more information on the following:

Your Health, Family Health, Long Term Conditions, Minor illnesses, Talking Space, Pregnancy Care Planner, Travel Vaccinations, British Red Cross, St John Ambulance, First Aid Advice.

Self Help for Minor Ailments

Colds and Sinus Pains

Take plenty of fluids, Paracetamol or, if over 12 years old, aspirin. Inhalations with steam and Karvol/Menthol crystals/Olbac oil etc, can help clear the passages. If they are very blocked you could use a decongestant such as Sudafed (available at the chemist) or Vicks Sinex,



etc. You should be on the mend after seven to ten days and usually better by two weeks. We would want to see you if you are getting worse instead of better by then.

Coughs

These can be soothed by a drink made from honey and freshly squeezed lemon juice (full of vitamins) in hot water. If particularly irritating, steam inhalations can be worthwhile or your favourite cough medicine.

Sore Throats

If over 12, gargle with soluble aspirin, otherwise Paracetamol, drink plenty of liquid and use lozenges/boiled sweets if they help. Most sore throats will settle by using this treatment within three to five days.

Minor Cuts And Grazes

Wash the wound thoroughly with water and a little soap. To stop bleeding apply a clean handkerchief or dressing firmly onto the wound for about five minutes. Cover with a clean dry dressing.

Laryngitis

As for colds, try steam inhalations, rest your voice and avoid smoke.

Flu

If you have a temperature and are aching a lot, Paracetamol or aspirin (if over 12), fluids and rest are the answer.

Temperature

Children often run temperatures with no other symptoms. They need to be cooled down and then they will feel much better. So remove their clothes down to vest and pants and keep the room temperature down.

Use Calpol/Disprol, etc and, if necessary, sponge them with lukewarm (not cold) water, or blow them with a fan or hair dryer on its coolest setting. If there is no improvement after 48 hours we will need to see them.



Childhood Rashes

If your child is basically well but has a rash, this is usually due to a virus (such as German measles, but there are many others) and this will settle untreated in only a couple of days. Please ring the surgery, for advice, if your child is unwell.

Chickenpox

This can be soothed by calamine lotion or, if it is extremely itchy, antihistamines like Phenergan/ Piriton (which are available at the chemist). When all the spots have scabbed over it is no longer infectious.

Insect Bites and Stings

Antihistamine tablets such as Piriton can be obtained from the chemist without prescription and they will relieve the itching and swelling.

Self help and first Aid

Nosebleeds

Sit in a chair (leaning forward with your mouth open) and pinch your nose just below the bone for approximately 10 minutes, by which time the bleeding should have stopped. If it hasn't, repeat the procedure.

Sunburn

Treat as for other burns with cold water to remove the heat. Calamine lotion will relieve the irritation, and Paracetamol will also help. Children are particularly susceptible to sunburn and great care should be taken to avoid over exposure to the harmful effects of the sun.

Burns

Apply large quantities of cold water to the affected area as soon as possible and maintain this until the pain subsides. This may take as long as 15 minutes! If the skin is unbroken but blistered, apply a loose, dry dressing.

If the burn is larger than 4 or 5 inches in diameter or if the skin is broken, consult a doctor as soon as possible

BASIC HOME FIRST AID KIT

- Thermometer
- Plasters
- Sterile eye pads
- Safety pins
- Tweezers
- Sharp scissors
- Disposable gloves
- Antiseptic liquid or cream
- Selection of plasters
- Non absorbent cotton wool
- Elastic bandages
- Dressings

YOUR MEDICINES BOX

There are some medicines worth keeping at home to help relieve many common health problems.

- Paracetamol, aspirin* or ibuprofen** are the most common remedies for pain, fever and headaches. Aspirin* and ibuprofen** may also help for strains and sprains.
- Paracetamol or ibuprofen** syrups for children
- Rehydration mixture—for sickness or diarrhoea
- Indigestion remedy—for heartburn, feeling bloated or trapped wind
- Anti-diarrhoeal medicines
- Travel sickness tablets
- Sunscreen—factor 15 or higher
- Sunburn treatment (like calamine lotion)
- Cough medicines—get the right type for the kind of cough you have (like dry or chesty)
- Decongestants—for blocked nose, allergy or hayfever (see advice on colds and laryngitis). They should not be used for long periods of time.
- Antihistamines—for allergies and hay fever are more effective if taken before the symptoms appear. They may help controlling sneezing, runny nose, watery eyes itchy nose and throat.

*children under 16 and people with asthma should not take aspirin.

**if you are asthmatic, speak to a GP before taking ibuprofen.

- ✓ **KEEP ALL MEDICINES SECURE, OUT OF THE SIGHT AND REACH OF CHILDREN.**
- ✓ **ALWAYS READ THE LABEL**
- ✓ **ASK A PHARMACIST OR YOUR DOCTOR FOR ADVICE**