

## The Protection & Use of Patient Information

Everyone working for the NHS has a legal duty to keep information about you confidential. We only ever use or pass on information about you if people have a genuine need for it in your and everyone's best interests. Whenever possible we remove identifying information.

Requests to access personal records should be addressed to the Practice Manager.

## Suggestions & Complaints

If you have any complaints or concerns about the service that you have received from the doctors or staff working for this practice, please let us know

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—ideally with a matter of days or at most a few weeks—because this will enable us to establish what happened more easily.

Please contact the Quality Manager, who will be happy to deal with any suggestions or complaints by email ([alchester.complaints@nhs.net](mailto:alchester.complaints@nhs.net)), letter, or by phone.

### Alchester Medical Group

Langford Medical Practice

9 Nightingale Place

Bicester

Oxfordshire

OX26 6XX

Victoria House Surgery

119 Buckingham Road

Bicester

Oxfordshire

OX26 3EU

[www.alchestermedicalgroup.co.uk](http://www.alchestermedicalgroup.co.uk)

Phone: 01869 248585

Email: [alchester.medicalgroup@nhs.net](mailto:alchester.medicalgroup@nhs.net)



### LANGFORD MEDICAL PRACTICE

9 Nightingale Place

Bicester

Oxfordshire

OX26 6XX

### VICTORIA HOUSE SURGERY

119 Buckingham Road

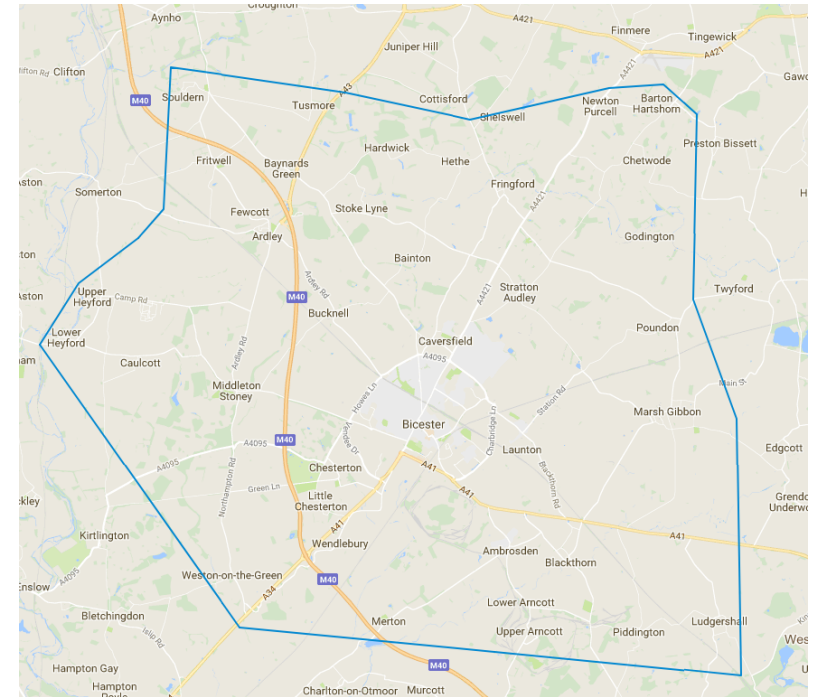
Bicester

Oxfordshire

OX26 3EU

Tel: 01869 248585

website: [www.alchestermedicalgroup.co.uk](http://www.alchestermedicalgroup.co.uk)



SCAN ME

### Opening Hours

Weekdays 08:00 - 18:30



Like us on Facebook: [@AlchesterMedicalGroup](https://www.facebook.com/AlchesterMedicalGroup)



Follow us on Twitter: [@AlchesterMed](https://twitter.com/AlchesterMed)

## Our GPs

### Partners

Dr Thomas Anderson MB ChB (Bristol 1987) MRCGP DRCOG

Dr Toby Quartley MB ChB (Leicester 1997) MRCGP DFFP

Dr Helena Doucas MB ChB (Bristol 1999) MD MRCGP DRCOG

Dr Esther Hill MBBS (St George's London 2003) MRCGP DFFP Cert Med Ed

Dr Laura Bate MB ChB (Birmingham 2009) MRCGP

Dr Raman Nijjar MB BS (East Anglia 2011) MRCGP DCH

### Salaried GPs

Dr Helen Collinson BM BM MEDSc (Southampton 2103) MRCGP DRCOG

Dr Tom Evans MB ChB (Leicester 2001) MRCGP

Dr Laura Hadley MB ChB (Birmingham 2012) MRCGP

Dr Emma Hallam Evans MB BS (London 2008)

Dr Toby Lo BSc MBBS (London 2006)

Dr Mandy Ward MB ChB (Birmingham 2008) MRCGP DRCOG CIDC

In addition to these GPs we usually have one or more GP trainees.

## Our Practice Manager

George Thomas

## Other Local Services

### Local Hospitals *with A&E departments*

John Radcliffe Hospital, Headley Way, Headington, Oxford OX3 9DU

Tel. 0300 304 7777

Horton General Hospital, Oxford Road, Banbury OX16 9AL

Tel. 0300 304 7777

### Other Local Hospitals

Nuffield Orthopaedic Centre, Windmill Road, Headington, Oxford OX3 7HE

Tel. 0300 304 7777

Churchill Hospital, Old Road, Headington, Oxford OX3 7LE

Tel. 0300 304 7777

### Emergency Out of Hours Dentist

111

### Useful Telephone Numbers

Health Visitors - 01869 247450

District Nurses - 01865 904130

Midwives - 01869 243763

PALS - John Radcliffe Hospital 01865 221473

Horton General Hospital 01295 229259

Churchill Hospital 01865 235855

Nuffield Orthopaedic Centre 01865 738126

Carers Oxfordshire - 0845 050 7666

Social Services - 035 050 7666

## NHS INITIATIVES

### Choice

The Government is keen that patients have a choice about where they access health services. In particular, if you have a problem and need to attend a local hospital you will be offered a choice. We know that most patients want to be seen locally and quickly, this means that many patients will be seen in Oxford or Banbury. Please ask if you would like to consider other alternatives.

### NHS E-Referral Service

This is a National initiative enabling patients to book their hospital appointment whilst at the surgery. It is now fully operational in Oxfordshire.

### Patient Online Service

Patients are able to use the Patient Online service to book appointments with their usual GP or nurse, request medications, and view their medical records.

If you are interested in this service, please ask at reception for help activating your account.

### Training

We are a training and teaching practice, which allows us to have GP Trainees. These are qualified doctors who wish to become GPs, they work closely with the Partners and GPs in all aspects of patient care. Because we are a training practice we will often record consultations for training purposes. Giving consent for a consultation to be recorded is, of course, entirely voluntary for any patient, and written consent is obtained before and after any consultation to allow it to be used.

Occasionally we also have medical students attached to the practice as part of their introductory clinical course.

## Our Nurses

Joanne Jackson, Nurse Manager

Samantha Fincham, Deputy Nurse Manager

Tracey Hawtin

Lorna Richards

Becky Tomes

## Our Healthcare Assistants

Carolyn Rapolas

Lesley Taylor

## Our Assistant Practitioner

Rachel Dalby

## Our Dispensers

Linda Mills, Dispensary Manager

Sarah Allen

Laura Brodie

Lisa Phipps

Graham Sewell

# WELCOME

Welcome to Alchester Medical Group. We hope you find this information leaflet useful.

For updates from your practice, please visit:



Our website - [www.alchestermedicalgroup.co.uk](http://www.alchestermedicalgroup.co.uk)



Like us on Facebook - @AlchesterMedicalGroup



Follow us on Twitter - @AlchesterMed

## Reception Opening Hours

Monday to Friday, 8am - 6pm

## Appointments

We are closed at lunch, between 1pm and 2pm (except for emergencies)

**To make an appointment for a routine or urgent issue:** call us on **01869 248585**

Check when your usual GP is available (via our website) and then call us or use eConsult (link on our website) before 12:30pm on a day your usual GP is working - you will be added to their list for the day. If you call after 12:30pm for non-urgent matters you will be asked to call back on the next morning your usual GP is working. You'll be added to their list for the day - they will contact you sometime later that day (there will be no set time for this). If your GP wants to see you face-to-face this will normally be on the same day as your phone consultation. We do not directly book face-to-face appointments.

## Urgent Appointments

If you have a problem which you feel will not wait for until your GP is next in surgery, please tell the Patient Co-ordinators. You will be signposted to the most appropriate person to help. Please call as early as possible from 8am when the phone lines open or use eConsult.

## In an Emergency

In the case of a suspected heart attack or major health problem, ring **999** and ask for the Ambulance Service.

## Out of Hours

If you need advice while the surgery is closed, please call **111**.

## Practice Staff

### Non Clinical Team

The non clinical team includes a Practice Manager, a Reception Manager and nine receptionists, an Administration Manager and seven clerical staff, and a Practice Secretary based at each site.

### District Nurses

We are served by a number of District Nurses based in the locality. They provide nursing services to the housebound and also give support to patients and their carers, and act as a gateway to other services, including: Social Services, Day Care and Occupational Therapy.

District Nurse Telephone Bicester 01865 904130

### Health Visitors

We are served by a number of Health Visitors based in the locality. They offer advice on health issues for all ages and provide specialist support for families with children under five.

Health Visitors Telephone number - 01869 247450

They also hold well baby clinics at various locations around Bicester:

**Well Baby Health Visitor Drop In** - TESCO Superstore, Community Room, Lakeview Drive, Bicester OX26 1DE. 9:30 - 11:00, every other Tuesday. And, St. John's Church, The Broadway, Kidlington, OX5 1DD. Self-weight/General advice. No need to book. See dates of the clinics on the Health Visitors facebook page: @OxfordshireHealthVisitors

**Breastfeeding Support** - OYAP Trust, The Old St Edburg's School, Cemetery Road, Bicester OX26 6BB. 10:30 - 12:00, every Monday (except Bank Holidays). Advice on feeding/Specialist breastfeeding support and advice. No need to book. No weighing available at this session.

### Community Midwives

There is a midwife team attached to the Practice. They hold regular antenatal classes and are available for advice on 01869 243763.

## **Other Services - continued**

### **Travel Immunisations**

Please complete and return a Travel Form to the receptionist ideally eight weeks before travel. The Practice nurses use these to advise on necessary immunisations. You can download the Travel Form from our website, or pick one up from Reception.

### **Health Promotion**

We are strong supporters of healthy living, which we know reduces the risk of health problems later in life. If you are overweight or drink to excess please see either the Practice Nurses or your preferred GP for further advice.

### **Medicals**

We do HGV medicals, insurance medicals and other medicals on request. Please note there is a fee for this service as this is not provided on the NHS. We require payment for these prior to your appointment—you can find a list of our fees on our website - [www.alchestermedicalgroup.co.uk/services-we-provide](http://www.alchestermedicalgroup.co.uk/services-we-provide) - or in the surgery reception areas.

### **Contraceptive Services**

We offer a full range of contraceptive services including coils and implants which are fitted by Dr Bate.

### **Oxfordshire Sexual Health Service**

We host a clinic at our Victoria House Surgery run by the Oxfordshire Sexual Health Service, every Tuesday afternoon, 3-6pm. This is for non-symptomatic testing, contraception and advice.

### **Musculoskeletal Specialist Assessment**

We offer a Musculoskeletal Specialist Assessment service for registered patients. The service allows those who have skeletal, soft tissue or nerve related conditions to seek an advanced Musculoskeletal Specialist clinician triage appointment to gain a therapeutic diagnosis, understand the condition, be sign posted to the right service at the right time and gain a brief insight into self-management programs to ease the problem and start the road to recovery and better skeletal health.

## **About Us**

We are a busy GP practice that was born from a merge between two surgeries on the 1st October 2016.

Our two buildings, Langford Medical Practice and Victoria House Surgery, are open and available to all our patients regardless of which surgery site they register at.

We look after patients in Bicester and the surrounding villages up to about eight miles from the surgeries (see the boundary map on the front cover for details).

Our current practice list size is over 20,000 and growing.

### **How to register at the Practice**

Please contact reception to collect the relevant paperwork in order to register with the practice.

You can also find the paperwork on our website:

[www.alchestermedicalgroup.co.uk/join-the-practice](http://www.alchestermedicalgroup.co.uk/join-the-practice)

If you change your name, address, or any contact telephone numbers please notify the surgery immediately by phone, by email ([alchester.medicalgroup@nhs.net](mailto:alchester.medicalgroup@nhs.net)) or via our website ([www.alchestermedicalgroup.co.uk](http://www.alchestermedicalgroup.co.uk)). A change of address may also mean you are outside the practice area.

### **Other information about us**

Both buildings are accessible to wheelchairs and there are toilets for disabled people. A lift is available at Victoria House Surgery to the first floor rooms.

There is a hearing loop available at both surgeries for the hard of hearing.

Carers: please tell a member of staff if you are a Carer or need the support of a Carer.

Ethnicity and language support: we have access to a telephone translation service when required, including sign language support.

## Telephone Advice

The doctors may be happy to give advice for simpler problems over the telephone. If you wish to speak to a doctor or nurse, please ring the receptionist, they will give the doctor or nurse an electronic message to ring you back, this may not be on the same day.

## Home Visits

If you need a home visit, please try to ring the Practice **before 10am**. This helps the doctors to plan their rounds and reduce delays. Visits are only intended for those patients who are too unwell to visit the surgery.

## Repeat Prescriptions

If you need repeat prescriptions, you will usually be given a printed list of medication with your prescription. This list can be used to order your medication by ticking the relevant box and returning it to the surgery or your usual chemist. Please give at least 3 working days notice. The prescription can then be picked up from the surgery or sent to your nominated chemist in Bicester.

To avoid mistakes we regret that prescriptions **cannot be ordered over the telephone**. However, we do operate an online Repeat Medication request service and recently, the Electronic Prescription Service (EPS) was introduced to electronically send your script to your nominated Pharmacy.

You can also talk to your usual Pharmacy who can arrange for your regular request to go through them, or you can email the dispensary directly and request your medication that way: [alchester.dispensary@nhs.net](mailto:alchester.dispensary@nhs.net) (please note: we don't usually reply to these requests unless there is a query that the dispenser needs to ask you about).

**We also offer a dispensing service to all patients who live within the rural boundary of a village and at least 1.6km from a pharmacy - we can dispense your routine repeat and acute medication. We can dispense your medication in a dossette box if appropriate. We also offer a delivery service. Please speak to a member of our dispensary team to find out more.**

During working hours, if you require important medicines urgently please contact our dispensers or receptionists by phone or in person. If we are closed urgent medicines can be obtained through the GP out of hours service – please ring **111**.

Following national and local guidance most prescriptions are for 28 days. This removes most wastage and enables the NHS to reduce drug expenditure and save taxpayers money.

## Practice Nurse Services

Our Practice Nurses work includes dressings, injections, cervical smears and treatment of minor injuries. The Practice strongly supports Health Promotion and the nurses do health checks, including giving advice on weight control, physical activity, as well as -

- Blood tests - you can book these online as well as at the surgery
- Asthma clinics
- Chronic obstructive airways disease clinics
- Diabetic clinics
- Travel advice and vaccinations
- Immunisations including child immms
- Flu clinics
- Blood pressure checks
- ECGs
- Contraception advice

## Other Services

### Child Health Checks / Immunisations

Health Checks by appointment with the GP and Practice Nurses.

### Antenatal and Post Natal Care

By appointment with the Doctor or Midwife.

### Cervical Smears

These are usually performed 3-yearly and you will normally receive reminders and results through the post. The Practice Nurses perform the smears.