

## 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

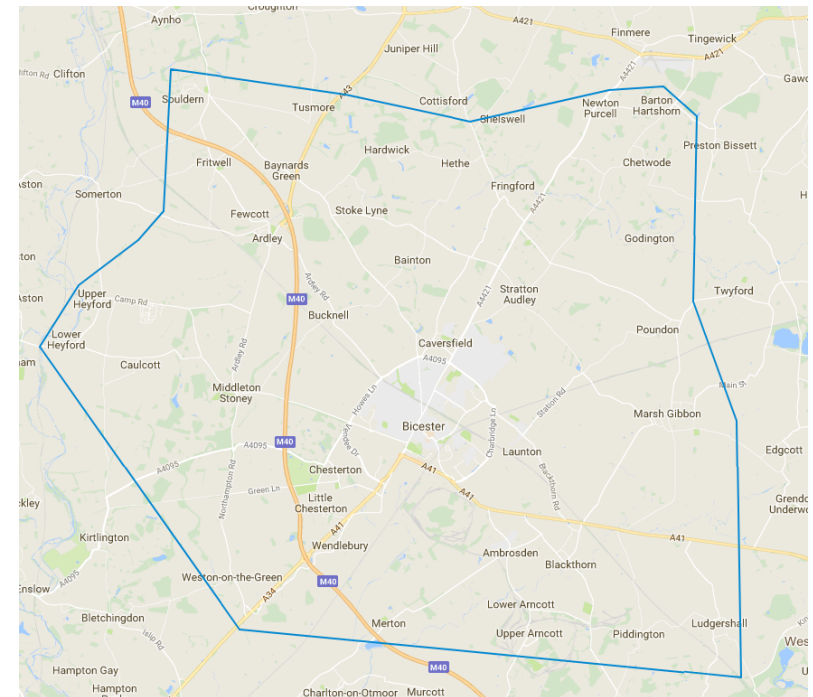
9 Nightingale Place  
Bicester  
Oxfordshire  
OX26 6XX

### VICTORIA HOUSE SURGERY

119 Buckingham Road  
Bicester  
Oxfordshire  
OX26 3EU

**Tel: 01869 248585**

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



### Opening Hours

Weekdays 08:00 - 18:30



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



## Our GPs

### Partners

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

Dr Toby Lo BSc MBBS (London 2006)

Dr Laura Hadley MB ChB (Birmingham 2012) MRCGP

### Salaried GPs

Dr Imthiyaz Asif MB BS (Jubilee Mission Medical College & R.I. 2016) MRCGP

Dr Helen Collinson BM BMedSci (Southampton 2103) MRCGP DRCOG  
DRFSH

Dr Emma Hallam Evans MB BS (London 2008)

Dr Karla Lam Medico Cirujano (Universidad Autonoma de Coahuila 2007)  
MRCGP

Dr Nathan (Gaautham) Ravishangar MBCh (Cardiff 2019) MRCGP

Dr Gobika Selvadurai BMBS (Southampton 2014) MRCGP

Dr Sriharsha Yatham MBBS, MRCGP

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

## Our Practice Manager

Michelle Chodynietki

## Non Clinical Partner

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 - text 07312 263081

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 221473

Carers Oxfordshire - 01235 424715

Social Services - 0345 050 7666, option 2 (Adults)

## 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. Or you can download the NHS App which does the same.

## 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

Becky Tomes

## Our Healthcare Assistants

Julie Crosthwaite

Mimi Mahamed-Aman

Lesley Taylor

## Our Assistant Practitioner

Rachel Dalby

## Our Clinical Physiotherapist

Murray Stewart

Jairos Chitepo

## Our Clinical Pharmacist

Dinusha Herath

Beatriz Nieto Avila

## Our Dispensers

Graham Sewell, Dispensary Team Lead

Catherine Austin

Manisha Bapat

Alison Kershaw

Lisa Phipps

# 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

## 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**

Call us during the day for urgent issues from 8am, although the earlier you call the better. Call us after 9am for any routine matters. All routine appointments are pre-booked and will be either face-to-face or a telephone appointment, depending on clinical need. You can use eConsult, our online consultation service, for anything routine. Please remember that if you have multiple issues your GP will ask you to book a further appointment to discuss any issues that cannot be safely discussed in a 10-minute appointment.

## Urgent Appointments

If you have an issue that you feel is urgent matter then contact the surgery for an urgent appointment. You will be signposted to the most appropriate person to help and will be added to the duty GP triage list. The duty GP will triage your issue and manage it appropriately. Please call as early as possible from 8am when the phone lines open.

## 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 Patient Co-ordinator Manager and a team of Patient Co-ordinators, an Administration Lead 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 contact number - use Chat Health (<https://www.oxfordhealth.nhs.uk/hv/support/chat-health/>) and text them on: 07312 263081

Health Visitors website: <https://www.oxfordhealth.nhs.uk/hv/>

**Breastfeeding Support** - OYAP Trust, [www.oxbreastfeedingsupport.org](http://www.oxbreastfeedingsupport.org) - visit this page to book online zoom group meetings. Advice on feeding/ Specialist breastfeeding support and advice.

### Community Midwives

There is a midwife team attached to the Practice. They hold regular antenatal classes and are available for advice. You can self-refer to them via their website: <https://www.badgernotes.net/SelfReferral/CareLocation/ouh>

## **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.alchestermmedicalgroup.co.uk/services-we-provide](http://www.alchestermmedicalgroup.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 Elisabeth Van Stigt.

### **Physiotherapist Specialist Assessment**

We offer a Physiotherapist Specialist Assessment service for registered patients. The service allows those who have skeletal, soft tissue or nerve related conditions to seek an advanced Physiotherapist 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 21,000 and growing.

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

You can register online via the NHS App, or on our website via a link on our page - [www.alchestermmedicalgroup.co.uk/join-the-practice](http://www.alchestermmedicalgroup.co.uk/join-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.

If you change your name, address, or any contact telephone numbers please notify the surgery immediately by phone, or via our website ([www.alchestermmedicalgroup.co.uk](http://www.alchestermmedicalgroup.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, or you can fill in a form on our website: <https://www.alchestermmedicalgroup.co.uk/form-carers-registration>

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

We are an accredited veteran friendly GP practice - please tell us when you register if you are a military veteran.

## 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

To order repeat prescriptions, use the printed list provided with your prescription. Tick the relevant box and return it to the surgery or your usual chemist. Allow at least 3 working days' notice, and pick up the prescription from the surgery or have it sent to your nominated chemist in Bicester.

To avoid mistakes we cannot accept prescription orders over the phone. Instead, please use our online Repeat Medication request service or EPS to send your prescription to your Pharmacy. Alternatively, contact your usual Pharmacy, or email the dispensary directly at [alchester.dispensary@nhs.net](mailto:alchester.dispensary@nhs.net). Note that we don't usually reply to emails unless there is a query.

**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 dosette 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 imms
- 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.