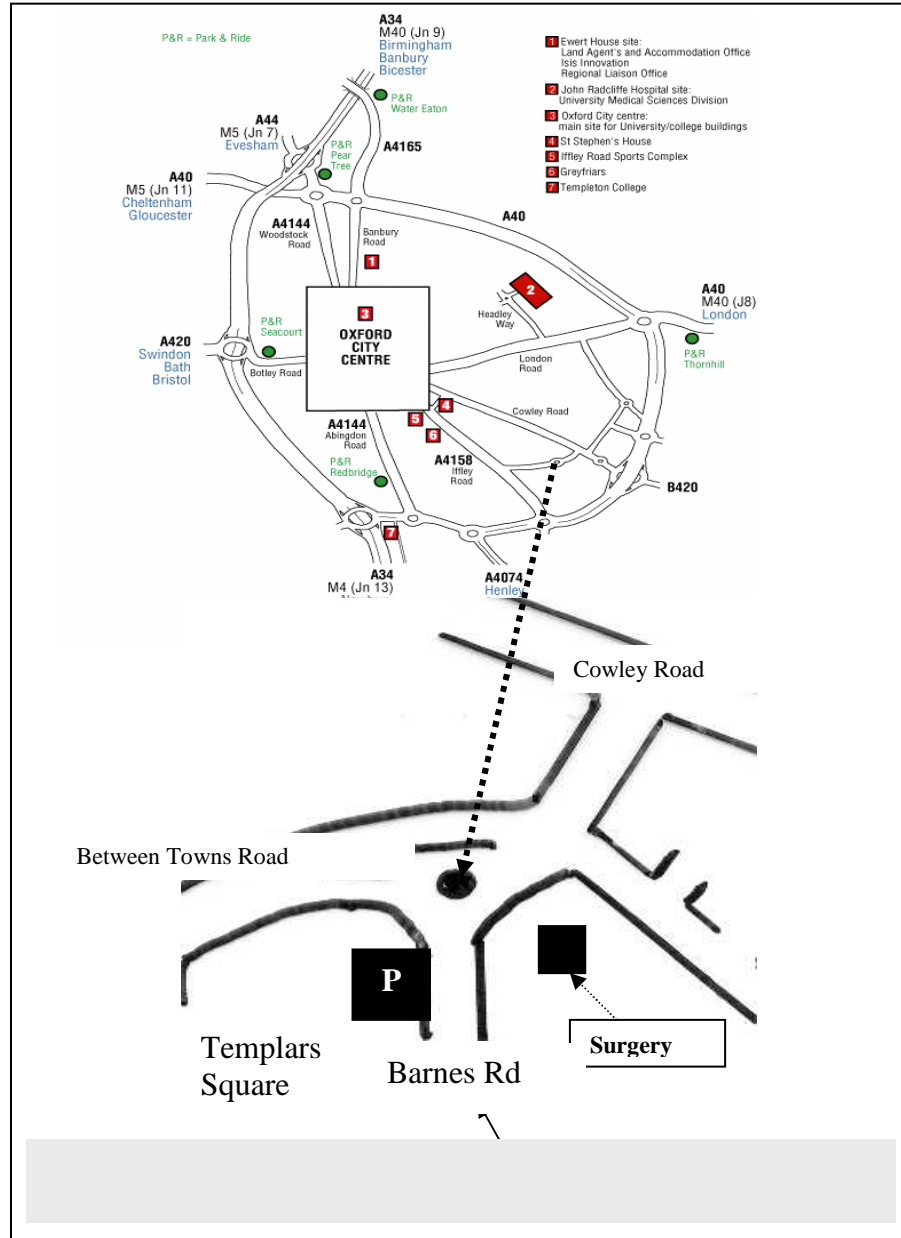


## How to Find Us

**Bartlemas Surgery** is part of East Oxford Health Centre and is currently located in temporary accommodation in Raglan House, 23 Between Towns Road, Cowley. The building is on the corner of Between Towns Road and Barnes Road, opposite the Murco Garage. The area is well served by buses Nos 1 & 5 stop in Barnes Road. Parking is available in the Barnes Road car park.



## BARTLEMAS SURGERY

East Oxford Health Centre  
Raglan House, 23 Between Towns Road  
Oxford, OX4 1XD

Tel: 01865 722214 and 242109

Fax: 01865 200421

Website: <http://www.bartlemas.com>

## Patient Information Booklet

Dr Tom Nicholson-Lailey (Senior Partner)  
MA MB BS DRCOG MRCGP Qualified London 1982

Dr Peter von Eichstorff (Partner)  
MA MB ChB MRCGP DGM Qualified Dundee 1988

Dr Kathryn Ward (Partner)  
MA MB BS DCH DRCOG MRCGP Qualified London 1986

Dr Tarrant Stein (Partner)  
MB BS MRCS LRCP DRCOG MRCGP Qualified London 1966

Dr Georgina Robson (Partner)  
MB BS DCH DRCOG Qualified London 1968

Dr Eleanor Holloway  
BM ChB Qualified Oxford 1998

Dr Enas Al-Dabagh  
MB ChB MRCOG Qualified Baghdad 1991

Dr David Weldon  
MB BS MRCSEd DipIMC RCSEd Qualified 1997

**Practice Nurses**  
Jeannette Rose RN  
Alison Shlugman RN

**Practice Manager**  
Mrs Maggie Perrin DMS Cert Ed

### Opening Hours

Monday to Friday 08.30 am – 6.00 pm

Closed daily from 1.00 – 2.00 pm

## About Bartlemas Surgery

We are a practice of 5 GP Partners assisted by 1 GP Assistant, a GP Retainer and GP Registrar. Our Primary Health Care team includes Practice and Community Nurses, a Health Care Assistant, Practice Manager, Patient Services Manager and a team of Reception and Administrative Staff. We are committed to providing all our patients with the best possible healthcare. This is achieved by working together as a team and with you as a partner in the care you receive.

**We aim to provide high quality family medicine in a friendly, relaxed atmosphere.**

Our practice area covers the eastern part of the city and surrounding area and includes, Cowley, Littlemore, Rose Hill, St Clements and parts of Headington. A wide range of social and ethnic groups is represented and translators can be booked for most languages.

## How to Use Bartlemas Surgery

### Opening Hours:

Monday to Friday: **08.30 to 1.00 pm** and **2.00 pm to 6.00 pm**  
Please note that we are **closed from 1.00 – 2.00 pm daily**

## New Patients: How to Register with a Doctor

All new patients will be asked to complete a medical questionnaire and registration form. You may indicate on the registration form any preference for a particular doctor, male or female. An appointment will then be made with the nurse for a New Patient Registration examination. This enables the nurse to carry out full health screening, ie blood pressure, weight, height, past and present medical history and family history. Please note that your registration will not be completed until you have seen the Practice Nurse.

We will not disclose your information to those outside the NHS without your permission unless there are exceptional circumstances, such as when the health and safety of others is at risk or the law requires information to be passed on, for example:

- Notification of new births
- Where we encounter infectious diseases that may endanger the safety of others, eg meningitis or measles (note that this does not include HIV/AIDS)

## Access to Patient Notes

If you would like to access your medical records, please telephone the surgery and make an appointment to see the Practice Manager. There will be a small charge to cover administrative costs. You are entitled to see your records from 1<sup>st</sup> November 1991. In some circumstances, your right to see some details of your records may be limited in your own or other's interests.

## Freedom of Information Act

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme, which is a guide to the classes of information the practice intends to routinely make available. It is available from reception and on the practice website.

## Our Primary Care Trust is:

Oxford City Primary Care Trust  
Richards Building,  
Old Road, Headington,  
Oxford, OX3 7LG  
Tel: 01865 226900

## Change of Address

Please notify us immediately of any change of address or telephone number. This prevents problems when sending you letters, making hospital appointments and home visiting.

## Complaints Procedures

We operate a practice complaints procedure as part of the NHS System. Our procedure meets national criteria and our aim is to give you the highest possible standard of service and to deal swiftly with any problems that may arise. We welcome your comments and feedback on our service and our Practice Manager will be happy to provide further information. Our practice complaints leaflet gives details of the procedure, and is available from reception.

## Equal Opportunities

All patients will be treated fairly on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability or sexual orientation.

All complaints about the standards of service will be investigated and no one will be victimised because of a complaint.

## PALS: Patient Advice and Liaison Services

The Patient Advice and Liaison Services are a measure being introduced by the government as part of the NHS plan to improve the experience of patients and their carers. Its function is:

- To provide a source of information about NHS Services
- To address patients 'and their families' concerns
- To resolve day-to-day- issues on the spot

PALS workers in GP practices will be managing patient queries or dissatisfactions with services in a more organised way and will have access to the PALS network for information and support.

## Access to Patient Information

We will only ever pass on or use information about you if others involved in your care have a genuine need for it.

## Doctor Appointments

We offer ten-minute surgery appointments with the doctor. Each doctor has his or her own consulting times which are available in reception. All routine appointments must be booked in advance. Appointments can be made in person, by telephone or online (you will be given a PIN no when you register)

**To enable us to offer you the most appropriate appointment the receptionist will ask you to give brief details of your illness.**

Please help us to help you by providing this information. In order to enable continuity of your care, we ask you to see one regular doctor wherever possible.

**Please remember to telephone and cancel your appointment if you no longer need it.**

On arrival at the surgery please either check yourself in on the Patient Check in Screen or give your name to the receptionist. Please note that if you are more than 10 minutes late for your appointment you may be asked to re-book.

## Home Visits

If you need a home visit because you are too ill to travel to the surgery, **please telephone before 10.30 am** giving clear details of your name, address and telephone number. The receptionist will ask you to give details of your illness to help the doctor plan his visit.

## Nurse Triage

If you request an **urgent medical appointment** the receptionist will take your details and the Triage Nurse will then telephone you and either give you advice on the telephone or arrange for you to come to see her or a GP.

## Emergencies - (The Out of Hours Service)

Between 6.00 pm and 08.30 am on weekdays and throughout weekends and bank holidays, you will be connected directly to the Oxford City out-of-hour's emergency service. Please only request an out of hours consultation if you think the patient really cannot wait until we are next open. Alternatively you can ring

NHS Direct on 0845 4647 for medical advice

## NON NHS SERVICES

Some of the services we provide are not covered by the National Health Service eg insurance medicals, passport signatures, private sick notes, private healthcare claim forms. We charge standard fees for each of these items which are in line with the recommended charges of the British Medical Association. Please ask at reception for details of these charges.

Please remember that a doctor can only sign passport applications if s/he has known you personally for 2 years.

Employers normally accept a self certificate sickness form for periods of sickness up to one week, which you can sign yourself without having to see the doctor. These SC1 forms are available for your workplace or the Benefits Agency/Department of Social Security. There is a charge for a private sick certificate for the first week of any illness.

We are a registered **Yellow Fever Vaccination Centre** and can offer this service to people who are not our patients. There is a fee for this injection and certificate of vaccination, which the receptionist can advise you of when you make an appointment

## SERVICES WE OFFER

**Family Planning** - All doctors and some of our nurses are trained in family planning and offer a full range of services, including emergency contraception.

**Maternity Services** – Working with the community midwives, the doctors offer antenatal care throughout the week.

**Asthma/COPD Clinic** – This clinic is run by a practice nurse and is for patients who may require a change in their medication, newly diagnosed patients and those who require regular support.

**Diabetic Clinic** – A weekly clinic for patients with diabetes is run by a practice nurse.

**Hypertension Clinic** – There are weekly clinics run by both a doctor and practice nurse for patients who have been referred due to raised blood pressure.

**Travel Service** – The practice nurses can provide advice and vaccinations appropriate for your travels abroad. We are also registered to provide vaccinations for yellow fever. Please make an appointment at least 8 weeks before you travel to ensure that you can complete the full courses of any recommended vaccines.

**Immunisations** – Our practice nurses are happy to advise you about any immunisations that you should keep up to date. We encourage all patients with chronic medical conditions or aged over 65 to have a vaccination against influenza ('flu) every year. Please make an appointment for one of our 'Flu Clinics' which are held from October to December. We can also provide vaccination against pneumonia.

**Health Promotion** – All the nurses offer a range of advice and support to help you maintain a healthy lifestyle eg stopping smoking, dietary advice, exercise, menopause. Women aged between 18 and 65 years will be invited to have a cervical smear at least every 3 years.

**Minor Surgery** – The doctors have the facilities to perform a range of minor surgical procedures.

### **The District Nurse Service (Tel: 01865 456627)**

District Nurses are specially trained to assess nursing need and provide care to patients and their families in their own homes. They care for a wide range of people, including post-operative surgical patients, people with long-term medical problems and palliative care needs. The daytime service is available between 08.00 am and 4.30 pm.

### **The Health Visitor Service (Tel: 01865 456626)**

Health Visitors offer antenatal education and post-natal care to mothers as well as care for children under 5. They visit babies 10 – 14 days after birth and thereafter see mother and baby at the Child Health Clinic. They offer parenting advice for children up to 18 years and support or referral for post-natal depression.

### **Child Health Clinic**

This clinic is held on Thursday afternoons. It provides routine checks and immunisations for children under 5 years of age. This clinic is for well children only – please do not bring your child to the clinic for the treatment of illness or for repeat prescriptions.

### **The Community Midwife Service**

A midwife from the John Radcliffe Hospital shares antenatal care with the doctors. She is at the surgery from 08.30 – 5.30 on Tuesdays.

### **Disabled Access**

There is a lift to the first floor where our practice is located. The surgery has a separate large and suitably adapted WC and washroom.

### **Confidentiality**

All information coming into the practice is treated as confidential and all members of the team including reception and administrative staff are bound by strict confidentiality rules. Likewise your doctor will not discuss you with your relatives without your permission.

### **Teaching and Training**

We are an approved training practice and welcome a new GP Registrar each year. Registrars are qualified hospital doctors who are training for a career in general practice. We also employ a GP retainer who is a fully qualified GP wanting to work part time and receive some training.

Occasionally, you may be asked if you are happy for another clinician to sit in with your consultation. You are free to refuse to have this person present and it will not affect the treatment you receive.

### **Video-taping of consultations**

Occasionally the doctor or nurse may wish to video-record your consultation. Analysis of consultations in video is very helpful if developing and improving our skills. The receptionist will give you information about this, and invite you to participate. No recording will take place without your consent, no intimate physical examinations will be recorded and the camera will be switched off on request. Recordings are only seen by other doctors or nurses involved in training and accreditation.

## Repeat Prescriptions

If you are on long-term medication you can get a repeat prescription by marking the items you require on your printed list of drugs (the right hand side of your prescription) and bringing it to the surgery. You can also post or fax it to us. We will have your new prescription ready for collection in **48 hours (2 working days)**. We can also arrange to send it direct to a local chemist.

A 'Review Date' on your prescription prompts the doctor to check whether you need to make an appointment for a review. A message will then be added to the prescription asking you to make an appointment.

## Practice Nurse Appointments

When booking an appointment with the practice nurse, it is helpful if you can state your reason for seeing her so that we can book the appropriate amount of time. For example, a blood test, immunisations or contraception appointment is 10 minutes long, but if you need a dressing, both ears syringed, a cervical smear or to discuss your travel vaccinations we need to book you 20 minutes. **For Travel Immunisations please see the nurse at least 8 weeks before you travel**

## Test Results

If you have had a test done in the practice your doctor or nurse will advise you when to phone in for the result – it usually takes a week for most results to come through. **Please phone after 2.00 pm** for results.

**We will write to all patients with the results of Cervical Smear tests. If you do not hear from us within 3 months from the test date, please contact the practice.**

## Practice Charter Standards

### Our Responsibility to You:

- We will treat you with courtesy and respect at all times
- We will endeavour to maintain the highest standards of medical practice at all times
- We will keep the consultation and your computer and written records confidential
- We will provide you with emergency care promptly when you need it
- We will endeavour to offer all patients access to a doctor within two working days for medical problems of any kind though it will not always be possible to offer an appointment with the doctor of your choice
- All staff involved in your care will introduce themselves, and ensure that you know how to contact them

### Your Responsibility to Us

- We ask that you treat Doctors and Staff with courtesy and respect at all times
- Please give as much information as possible to the receptionist who is making your appointment to enable her to offer the most appropriate appointment
- If you cannot keep an appointment please let us know as soon as possible, this may enable someone else to be seen
- If you are more 10 minutes late for an appointment you will be asked to rebook; in exceptional circumstances you may be seen at the end of surgery
- The Practice has a **NO SMOKING** policy within the building. Visitors **MUST NOT** bring drugs or alcohol onto the premises.
- We ask you to **PLEASE SWITCH OFF YOUR MOBILE PHONE** in the waiting and consulting rooms
- Any person who is verbally aggressive or abusive will be asked to leave and will have to book another appointment.
- Anyone who is verbally or physically threatening or actually violent will be asked to leave or will be removed from the premises by the police.

**WE OPERATE A 'ZERO TOLERANCE' POLICY AND WILL INVOKE OUR RIGHT TO REMOVE ABUSIVE PATIENTS FROM OUR LIST**



