

Bury Knowle

HEALTH CENTRE



Welcome to Bury Knowle Health Centre

At Bury Knowle we aim to provide you with the best possible health care, whatever your needs. Our main surgery is situated adjacent to Bury Knowle Park on the London Road in Headington, Oxford. We have a branch surgery in the Neighbourhood Community Centre in Barton.

We provide a wide range of health services, including:

- Doctors and Nurses
- NHS Dentists
- On-site Boots Chemist
- NHS Counsellors and Psychologists
- NHS Physiotherapists
- Community Midwives
- District Nurses
- Health Visitors



The surgery is in a pleasant position overlooking the park, with on-site car and bicycle parking. We are easily accessible from the London Road by foot, car or bus. The building is purpose built single storey, with easy access for wheelchair users and children in prams or pushchairs. Disabled and baby changing toilet facilities are available. We have a wheelchair available for anyone who requires assistance when visiting us.

Surgery Opening Hours

- Monday to Friday 8.30am – 6.00pm
- Tuesdays 7.30am – 6.00pm
- Wednesdays 8.30am – 7.00pm
- Saturdays 8.15am – 11.15am

We are closed between 12.30pm – 1.30pm on a Wednesday for staff training.

We know it can be difficult to see your doctor if you work full-time, so we also provide an early morning surgery on a Tuesday (7.30am – 8.00am both Doctor and Nurse appointments are available), a late evening surgery on a Wednesday (6.00pm – 7.00pm) and a Saturday morning surgery (8.15am – 11.15am). This additional service is not for urgent appointments, visits or phone calls – the Out of Hours Service continues to deal with these as usual after 6.30pm on week days and all weekend.

Reception and Welcome

If you are new to us, one of our receptionists will help you through our comprehensive registration procedure. Please give us as much information as possible while we wait for your full medical records to reach us.

If you have come for an appointment, the receptionist will enter your arrival on our computer system. Alternatively please use the touch screen situated in the waiting room to book yourself in – simply follow the instructions on the screen. If you are booked for a double appointment, you will need to go to the reception desk.

We all try hard to ensure that you are seen on time. If someone needs a little extra time with a doctor or nurse, then appointments may sometimes run a few minutes late.

Registering with the Practice

To register with us please ask reception for our registration forms. The receptionist will hand you two forms: Family doctor services registration form (GMS1Form), and a Patient Registration Questionnaire. You can complete pre-registration formalities online, but the forms will need to be signed before you are seen for the first time. Simply complete the forms and return them to reception and we will register you.

Once you have registered with us, Thames Valley Primary Care Agency will send us your medical records from your previous GP. Children under 16 need to be registered by their parents.

Non-UK residents or students studying in the UK for less than 3 months are welcome to book an appointment with our doctors and nurses. A fee will apply if you are not entitled to NHS treatment. Please ensure you bring your European Health Insurance Card (EHIC) with you to each appointment.

Please tell reception if you wish to register as a 'temporary resident' (patients who are in the area for less than 3 months).



The Bury Knowle Team and Clinical Services

The doctors at Bury Knowle are Dr Enas Al-Dabagh, Dr Justin Amery, Dr Caitlin Chasser, Dr Andrew Collins, Dr Melissa Holden, Dr Ruth Imrie, Dr Ben Mahony, Dr Maddy Podichetty and Dr Blythe Wilkinson.

We are accredited to train GPs and we usually have some GP learners with us. We also sometimes have 1st and 3rd year Medical Students from the University of Oxford. Please see below for more details.

We work as a team, but encourage you to choose a 'named doctor', and try where possible to consult with this doctor. We feel that this allows you to make your own choices according to your needs, but also allows patients and their named doctors to get to know one another. We feel this leads to the best service possible. If you don't know which doctor to choose as your 'named doctor', we will help.

Some of the doctors spend part of their time working outside the practice or caring for their families. Dr Amery is a GP Trainer, and has a special interest in Palliative Care. Dr Al-Dabagh has many years of specialist Gynaecological experience in hospitals. Dr Collins and Dr Chasser are also GP Trainers. A number of the other doctors are Tutors attached to Oxford University Medical School. We feel that these outside interests broaden our collective knowledge and experience, and benefit our patients.

The Nurses

We value highly the skills and experience of our nursing team led by Susan McCrae and including Kirsty Tisdell, Penny Thompson, Lesley Haxworth, Gina Williams, Stacy Shepherd and Hannah Warland. They take a lead role in managing conditions such as asthma, diabetes and high blood pressure. They can give you structured support to stop smoking, and they run daily minor illness clinics for patients requesting same day urgent appointments, or who are looking for telephone advice.

Naturally they also offer the traditional nursing services, such as blood sampling, dressings, childhood and other vaccinations, the removal of stitches, and they help the doctors with minor surgery.

They will also give you contraceptive advice, arrange all your travel vaccinations and advise you on maintaining a healthy diet and lifestyle.

Hannah Warland will do your blood samples, blood pressure checks, dressings, smoking cessation support and ECGs.

Our District nurses can visit you at home if you are housebound. They provide care and support for patients and their carers during periods of illness, including post-operative wound care, assessment of continence and catheterisation.



Midwives

If you are expecting a baby please see your GP who will then refer you on to our team of midwives who will look after you before, during and after childbirth. You need to see a midwife before you are 10 weeks pregnant. They will be able to give you advice about antenatal testing, healthy eating, exercise, sexual matters and baby feeding in fact anything that you might want to talk about during and after your pregnancy.

Health Visitors

Our Health Visitors are available to discuss child and family health issues with you at home, and at the surgery baby clinics.

Regular Child Health clinics are held to discuss issues such as sleep, behaviour, nutrition and toilet training. They provide support to families following the birth of a baby. Post-natal groups are run for first time parents. They also work outside the practice in family centres, schools and community centres supporting public health initiatives. This work includes health promotion, such as healthy eating and smoking cessation to the wider community.

Psychologist/Counsellor

Your mental health is as important to us as your physical health. Over a third of the population suffer with psychological difficulties at some point in their life. Talking about how we feel can be beneficial in many ways. All of the doctors, nurses and health visitors are happy to listen and help with psychological and social problems, and we also have counsellors and psychologists in the surgery each week to give more in depth help. Please talk to your GP if you feel you would benefit from their help.

Physiotherapist

If you have any problems with joint pains, arthritis, immobility or sports injuries, our physiotherapists Viv Gleave & Associates can help you. Please contact your GP to arrange a referral. We are fortunate that this is an NHS service with waiting times well below those experienced elsewhere.

Dentist

Dr Sharma is responsible for the NHS dental practice located on our site at Bury Knowle. The Dental Practice is situated on the ground floor of the new building to the right of the main surgery entrance. She and her associates are able to take new NHS patients. The dental practice is open Monday to Friday between 8.30am and 1pm and 2pm until 5pm. Please contact the dental reception team on 01865 308400.

Boots Chemist

The on-site Boots Chemist can conveniently dispense your medication before you leave. They also sell some cosmetic and health products in their small store. If you wish to collect your medication from another pharmacy closer to where you live, then please let us know.



Oxfordshire Clinical Commissioning Group

Contact Oxfordshire Clinical Commissioning Group, Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford OX4 2LH
Tel: 01865 336 800, www.oxfordshirepct.nhs.uk for information about other medical services provided in the City.

Practice Management

Claire Crook is the Practice Manager, and the Partner responsible for the smooth operation of the practice, including our IM&T systems.

Stuart MacFarlane is the Business Manager, and will deal with any suggestions or concerns you may have.

Administration

Our dedicated administration and secretarial team support the smooth running and organisation of the surgery. A tremendous amount of work goes on behind the scenes keeping your records up to date and summarised, organising sufficient appointments to meet demand, arranging your hospital appointments, and managing staff and finances.

Reception

Apart from meeting you personally, they also receive your telephone calls, make your appointments, arrange repeat prescriptions, and generally try to make your visit go as smoothly as possible. To ensure that we assist you as speedily as possible they may ask you for further details when you telephone or visit the surgery. They are bound by the same rules of confidentiality as the doctors and nurses.

Education and Development

We believe in on going education and development. Every practice member has regular training, and the clinical team are involved in group discussions and learning on a weekly basis.

Training Practice

We are accredited as a Training Practice. Accreditation is a marker of high quality clinical and organisational practice. We train fully qualified doctors who come to us as part of their ongoing professional training to become GPs. We really value the opportunity of helping to develop the family doctors of the future; and we find that having them in the practice helps us to keep abreast of all the latest research and developments in family healthcare. Our trainers are Dr Justin Amery, Dr Andrew Collins and Dr Caitlin Chasser.

We also teach Oxford University medical students and they may occasionally sit in during consultations – we always ask your permission before allowing them to see you, so if you would rather see your doctor alone, please feel free to decline.

Our doctors occasionally video their consultations for learning purposes. If you object to your consultation being recorded in this way, please let us know.

Your suggestions

We like to hear about what we are doing well. We also want to hear about what we are doing that may be unsatisfactory for you. If you are unhappy about any part of our service, we would like to know so that we can improve where possible. Our complaints procedure meets National NHS criteria and we welcome your comments. Leaflets detailing the procedure are available in our waiting room and from reception.

Naturally you should feel free to speak to any of our team. The repeat prescription box doubles as a suggestion box if you would prefer to use that.

Useful Telephone Numbers

Bury Knowle Main No (24 hours)	01865 761651
Bury Knowle Fax No	01865 768559
Barton Surgery (Branch Surgery)	01865 744221
District Nurse	01865 741764
Health Visitor	01865 762326
Midwives (Blenheim Midwives)	01865 220457
Dentist	01865 308400
Out of Hours (OXEMS)	0845 345 8995

111 Number

This number replaces NHS Direct in Oxfordshire. You can use it for anything that doesn't require a 999 call.

It's staffed 24/7, and will provide you with information and advice, including who will be best to deal with the problem you are calling about.

Contacting the Practice by telephone

When you dial our main number (01865 761651) you will be given 4 options:

1. **Press 1** – If your call is for a medical emergency
2. **Press 2** – If you require a routine appointment
3. **Press 3** – If you require test results or are cancelling an appointment

You will then be asked to leave your name, telephone number and details of the test results you require or the appointment you wish to cancel.

4. **Press 4** – if you have a query about your hospital appointment or referral
- Press 0** – To hear the options again

For all other enquiries or if you are unsure which number to press – you will be asked to hold on to speak to a receptionist.

By providing you with different options and giving you the facility to leave messages, we expect that calls will be dealt with more efficiently, and that your telephone access will improve.



Barton Surgery

We also see patients at Barton surgery on Monday afternoons, Tuesday mornings, Wednesday all day and Friday mornings.

Antenatal appointments are also held there on a Tuesday 9.30am – 12noon.

A Carers' clinic is held on the last Thursday of the month between 2pm and 5pm and The Listening Centre provide a weekly affordable counselling service on Friday mornings between 9.30am – 12.30pm.

Barton Surgery
Neighbourhood Centre Underhill Circus
Headington
Oxford, OX3 9LS

Tel: 01865 744221

Appointments

A doctor or nurse is available during our opening times (Monday to Friday 8.30am – 6.00pm, Tuesdays 7.30am – 6.00pm, Wednesdays 8.30am – 7.00pm, and Saturdays 8.15am – 11.15am. Nurse and Phlebotomy appointments are available from 8.00am on most weekday mornings and 7.30am on a Tuesday). Our late evening and Saturday morning times may be particularly suitable for those who work or who have other commitments.

Please see the Doctors' page on our website to find out which days of the week each doctor is on duty at the surgery.

When you call us, please give a brief description of your problem. You do not have to do this but it helps us to know who the best person is for you to talk to, and it helps the doctors prioritise their work.

If you require a special examination or report for insurance, driving, or your employment, then please mention this when you telephone Reception. Some reports attract a charge payable prior to the visit. Please see our website or ask reception for more information.

Please register with us for our text message reminder service – a short text will be sent to your mobile phone to remind you of your booked appointment.

You can also register for online booking – you can book appointments 24/7 and you can use the text box to give your doctor information on what you want to discuss. Your doctor will do their best to call you at or close to the time you have specified. For more information please contact reception or access our website: www.buryknowle.org/appointments_online/

If you no longer need your appointment, please let us know so that it can be used for someone else. The message option (**option 3**) on the phone system can be used for this.

Same Day Appointments/Telephone Advice

In order to make it easier for you to see and speak to your named doctor quickly when you are ill, we operate a telephone access system which doesn't require advance booking. Simply telephone the surgery on the day you wish to speak to or see your named doctor and your doctor will call you back as soon as they can, or at a time which is convenient to you.

Your named doctor will discuss your illness and agree with you the best course of action:

- if you need to be seen you will get an appointment with your doctor, at a time very shortly thereafter that is convenient to you, usually on the same day
- your issue may be dealt with over the telephone without you needing to come in, or
- they may suggest you need tests or a referral to another healthcare professional before seeing them.

Minor Illness

One of our specially trained nurses – Kirsty Tisdell, Lesley Haxworth and Susan McCrae – are available each morning and afternoon to speak to you and deal with any minor illness concerns you have either for yourself or your children. If you have an urgent problem please inform the receptionist. Brief details of the issue help us to ensure you see the most appropriate healthcare professional.

Arriving Late

If you are delayed and can let us know, then the next patient can be seen and the doctor's session can still run to time. If you arrive more than 10 minutes late without prior notice, then you will be asked to re-book or wait until the end of surgery if the appointment is an urgent appointment.

Home Visits

If you are too ill to come to the surgery, please phone as early in the day as you can – a doctor will call you back and will come out to see you at home if necessary.

Out of Hours

From April 2013 the Local Area Team of the National Commissioning Board will take over responsibility from the Primary Care Trust to provide out of hours GP services to all patients of City practices. If you need to see a doctor during the evening (after 6.30pm) or at the weekend, simply phone the surgery number **01865 761651** and Oxford Emergency Medical Service (OXEMS) will be pleased to help you. Please do not ring for appointments or routine enquiries outside normal hours. You may be asked to attend an emergency appointment at the GP out of hours centre (East Oxford Health Centre building) in Manzil Way off Cowley Road. Please do not ask to see a doctor out of hours unless you genuinely cannot wait until the surgery re-opens. Call **999** in an emergency. Chest pains and/or shortness of breath constitute an emergency.

Repeat Prescriptions

If you require regular medication your doctor may put it on to a repeat prescription. This enables you to get your medication without having to see the Nurse/Doctor each time, although you will be asked at intervals to see a Nurse/Doctor for a review of your treatment.

Patients can order a repeat prescription in 4 ways:

1. By coming into the surgery and putting a request in the repeat prescription collection box, situated on your left as you enter the internal lobby door.
2. By sending us an email to buryknowle.repeats@nhs.net
3. By posting us the repeat prescription (please include a stamped addressed envelope).
4. By using the repeat medication request facility at Appointments Online (you need to register for this service – please see the link opposite)

For all repeat prescription requests, please ensure that you have clearly given the full medication name, the dosage, and that your name, address and date of birth are clearly marked on the request form.

Please allow 48 hours before collecting your repeat prescription. You can also arrange to collect your medicines directly from your local chemist (please ask reception for details). Please allow longer for this service.

Responsibility

Our aim is to provide you with the best care possible. This can only happen in an atmosphere of mutual respect. We expect all patients to be respectful towards our staff, premises and any other person in the building at all times. Any form of verbal or physical abuse will not be tolerated, and will result in the offending patient being removed from our practice list.

How the practice uses personal health information

Bury Knowle Health Centre is registered under the Data Protection Act to hold patient records in both paper and computer formats. We have procedures in place to ensure that confidentiality and security of this information is safeguarded at all times.

We ask you for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that the health professionals involved in your care have up-to-date and accurate information that may be needed when we see you again.

We may use some of this information to give you health care and treatment, to help us protect the health of the general public, to manage and plan the NHS, to train staff and to review standards of care. There are times when we have to pass on information about you to other people such as hospitals, Social Services or the Health Authority. We only use or pass on information about you if there is a genuine need for it in your and everyone's interests. This is always done confidentially or by removing your identifying details when they are not essential.

The NHS Central Register for England & Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.

You have a right of access to your medical records. The Data protection Act 1998 allows you to find out what information about you is held on computer and in manual records. If you want to see your records, you can discuss this with the health care professionals caring for you or you can write in to the practice. Please note there may be a charge for copying or printing records to cover the costs incurred. In some circumstances your right to see some details of your records may be limited in your own or another's interest. Access to medical records for people outside the health care team (or who are not involved in the patient's clinical care) is only given with your written permission.

Confidentiality

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Any medical information relating to you will not be given to a third party including family members. Anyone who receives information from us is also under a legal duty to keep it confidential. If at any time you would like to know more about how we use your information you can speak to one of our Managers.

Doctors

Dr Enas Al-Dabagh.....MB ChB, MRCOG, DFFP, Cert in Gynae Ultrasound, Cert in Drug Misuse Management Pt 1
Dr Justin Amery MB BS, MRCGP, DFFP, DRCOG, DCH
Dr Caitlin Chasser MB ChB, MRCP, DFSRH, SMMGP, MRCGP
Dr Andrew Collins MB BCh, MSc, DTM&H, DCH, MCGP, MRCGP
Dr Melissa Holden BA, BM, BCh, DRCOG, DFFP, MRCGP
Dr Ruth Imrie BM BCh, MRCP, MRCGP, DFSRH
Dr Ben Mahony MBBS, DRGOG, MRCGP
Dr Maddy Podichetty BSc, MB ChB, MRCPsych, CCST, MSc, MRCGP
Dr Blythe Wilkinson MB BS, MRCGP, DFFP, DRCOG, DCH

Practice Nurses

Susan McCrae, Kirsty Tisdell, Penny Thompson, Lesley Haxworth, Gina Williams, Stacy Shepherd and Hannah Warland.

Practice Boundary

All practices have a practice area. By road ours is as follows:

From the Ring Road, down the Cowley Road, along Longwall Street, up the Banbury Road to the Ring Road, back along the Ring Road, left out to Elsfield, round to Beckley and Stanton St John, via Forest Hill and join the Ring Road again after including Risinghurst.

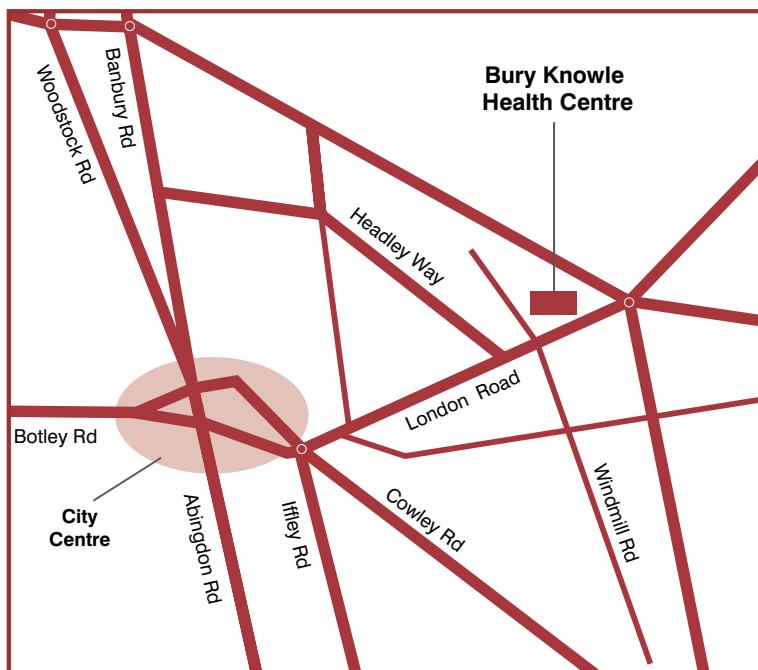
We also have an outer boundary, which is represented by the dotted line in the diagram below.

This allows patients who move a short distance outside our usual boundary, to continue to be registered with us if they wish.



How to find us

Bury Knowle Health Centre is at 207 London Road, Headington, adjacent to Bury Knowle Park. We have a large car park, but please do not abuse it by using it to go shopping! The car park is for use by staff and patients visiting the Health Centre only. Buses 8, 8a (Barton/Risinghurst), 7 (Kidlington and Barton) and 700 (Kidlington/Water Eaton Park & Ride/JR/Churchill & Nuffield) stop just outside our driveway, as does the Park & Ride Bus.



PRACTICE NUMBER

01865 761651

(Will automatically divert to our Out of Hours Service)

Bury Knowle Health Centre

207 London Road, Headington, Oxford, OX3 9JA

T: 01865 761651 F: 01865 768559

E: buryknowle@nhs.net

www.buryknowle.org