

**HORSEFAIR SURGERY – INDICATIVE APPOINTMENT TIMES**

GP Consultations	15 minutes
Baby Clinic	10 minutes

**TIMES REQUIRED FOR APPOINTMENTS**

Swabs	10 mins
Smears	20 mins
Ring pessaries	10 mins
Depo inj/observations	15 mins
Ear irrigation	10 mins x 1 ear, 15 mins x 2 ears
Single inj	10 mins
Zoladex inj	15 mins
Removal of sutures	10 mins
Dressings	10 mins (nurses to book follow on appts as times may increase)
Medicals	10 mins (with continue bloods 20 mins)
New baby checks	20 mins with Dr
Pre-school imms	10 mins with Dr plus 20 min gap then 20 mins with nurse after Dr
Dopplers	30 mins (nurse to book) -patient to arrive 30 mins prior to appt time
Well person check	20 mins
Coil checks	10 mins (first check with the doctor, thereafter with the nurse)
Glucometer training	20 mins
Asthma/diab appts	20 mins
Spirometry	Ask Practice Respiratory Nurse
Blood pressure check	10 mins
ECG	20 mins

**HORSEFAIR SURGERY**

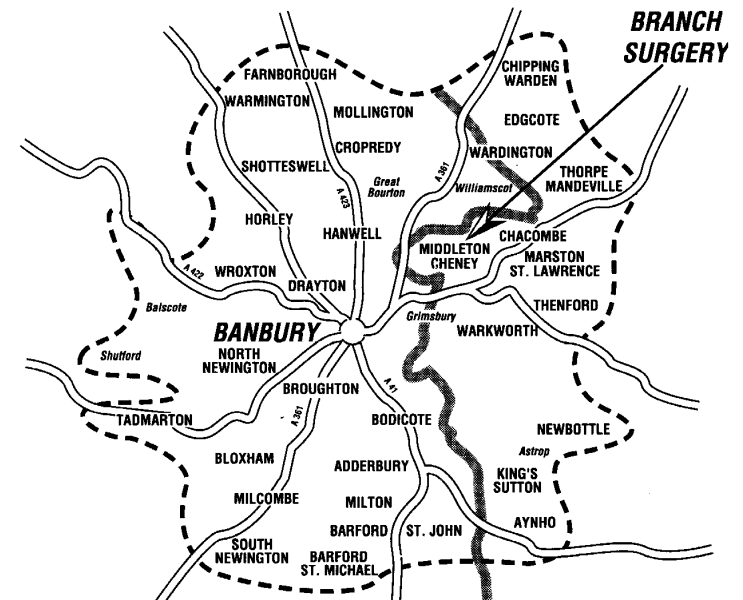
South Bar House  
 South Bar  
 Banbury  
 OX16 9AD  
[www.horsefairsurgery.co.uk](http://www.horsefairsurgery.co.uk)

*Welcome to Horsefair Surgery!*

*We were established at the beginning of the 19th century when health care provision was very different, you would only be cared for if you were very rich, health care is now the right of everyone in the UK.*

*The population of Banbury was only 12,768 compared to circa 45,000 now. There were only two surgeries in Banbury and now there are six (plus branch surgeries)*

*We are committed to caring for our patients, many of whom have been with us from birth. We assure you of our best attention at all times*



# DOCTORS ON DUTY

	Mon		Tues		Wed		Thurs		Fri	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
<b>Dr Cherry</b>	<b>Off on long term sick</b>									
<b>Dr Williams</b>	✓	✓	✓	✓	✓	✓			✓	✓
<b>Dr Neville</b>	✓	✓					✓	✓		
<b>Dr Alcock</b>	✓	✓			✓	✓			✓	✓
<b>Dr Dawson</b>	✓	✓	✓	✓			✓	✓	✓	✓
<b>Dr Galt</b>	✓	✓					✓	✓	✓	✓
<b>Dr Fletcher</b>	✓	✓	✓	✓			✓	✓		
<b>Dr Goves</b>			✓	✓	✓	✓	✓	✓	✓	✓
<b>Dr Emma H Evans</b>	✓		✓		✓	✓			✓	✓

✓ = Horsefair Banbury      MC = Horsefair Middleton Cheney

## BRANCH SURGERY AT MIDDLETON CHENEY

Middleton Cheney surgery will only have a Doctor present once a fortnight and these appointments will be reserved solely for the elderly, less able-bodied and vulnerable patients. All other patients will be required to visit Horsefair at Banbury.

This only relates to appointments with the Doctor, Middleton Cheney residents are still able to book to see the Nurse or Health Care Assistant (HCA). Emergency Care Practitioner (ECP) will run a Minor Illness clinic. The Minor Illness appointments are not bookable by patients; the Doctor will book into these clinics after the patient has been consulted with over the telephone.

## Middleton Cheney surgery opening hours

**0800-1300hrs**

Alternate	Monday	-	Nurse
Alternate	Monday	-	Doctor
Tuesday	-	Emergency	Care Practitioner
Wednesday-Advanced	Nurse Practitioner	+	Health Care Assistant
Thursday	- Emergency Care Practitioner		

## INFORMATION ABOUT YOU

We ask you to provide personal information so that you can receive proper care and treatment. We invite you to complete a New Patient Questionnaire which contains important information about your medical history. We then enter this information onto your medical records

We keep this information, together with details of your care, because it may be needed when we see you again.

We may use some of this information for other reasons: for example, to help us protect the health of the public generally and to see that the NHS runs efficiently, plans for the future, to train staff, pay bills and account for all NHS actions.

Information may also be needed to help educate tomorrow's clinical staff and to carry out medical and other health research for the benefit of everyone.

The NHS Central Register for England and 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 health records.

## EVERYONE WORKING FOR THE NHS HAS A LEGAL DUTY TO KEEP INFORMATION ABOUT YOU CONFIDENTIAL.

You may be receiving care from other people as well as the NHS. So that we can all work together for your benefit we may need to share some information about you.

We only use or pass information about you if there is a genuine need for it in yours and everyone's interests. Whenever we can, we will remove details which identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

Anyone who receives information from us is also under a legal duty to keep it confidential.

## USEFUL TELEPHONE NUMBERS

Horton Hospital	01295 275500
John Radcliffe Hospital	01865 741166
Churchill Hospital	01865 741841
Nuffield Orthopaedic Hospital	01865 741155
Thames Valley Primary Care Agency	0118 918 3333
Northamptonshire Health Authority	01604 615000
Warwickshire Health Authority	01926 493491
Oxfordshire Primary Care Trust	01865 336800
Social Services	0845 0507666
Citizens Advice Bureau	08444111444
Macmillan Nurses (Katharine House Hospice)	01295 811866
Samaritans	01295 270000
Relate	01295 258141
CRUSE (Bereavement Centre)	01295 768119
Benefits enquiry line	0800 882 200
Counselling Service for Young People	01295 273000
Alcoholics Anonymous	01865 242373
Carers Oxfordshire	0845 0507666
Blood Transfusion Service	01865 447900
	08457 711711
Emergency carers support (requirement to register)	0845 0507666
Urgent (non emergency advice)	111
Emergency Services	999

## **HORSEFAIR OPENING HOURS**

Monday to Friday 0800 to 1830: Some Late surgeries please ask at reception

## **CAR PARKING**

Parking can be tricky as there are 2 practices plus the pharmacy at South Bar House, please take that into account when arriving for your appointment. Monday mornings are particularly busy. We work with a private car parking company Creative Parking. Patients are allowed to park for 30 minutes for free, and by entering your vehicle reg details on the iPad you extend your stay by 90 minutes. If you fail to enter your registration details into the iPad you will receive a car parking fine

## **HOW TO SEE YOUR DOCTOR**

From Monday 4th July 2016 we move to a new way of consulting with a Doctor. Instead of forward booking an appointment to see a Doctor, the receptionist will take your details, your contact telephone number and a brief description of the problem and a Doctor will call you back.

**IF YOU CANNOT KEEP YOUR APPOINTMENT PLEASE TELEPHONE THE SURGERY TO CANCEL IT.**

**IF YOU REQUIRE A HOME VISIT** Except in an emergency, please telephone before 10.30am to request a home visit. It may be possible to speak to your doctor on the telephone, please ask for a call back if it relates to an existing illness or query

**REPEAT PRESCRIPTIONS** If your doctor agrees you may obtain repeat prescriptions by giving 48 hours notice. We no longer take prescription requests over the telephone. You can request a repeat prescription in the following ways;

**By phoning your nominated pharmacy**

**By email at [horsefair.prescriptions@nhs.net](mailto:horsefair.prescriptions@nhs.net)**

**By registering for on-line services**

**By requesting your prescription in writing**

## **WHAT TO DO WHEN THE SURGERY IS CLOSED**

When you telephone the surgery on either 01295 259661 or 01295 259484 after our phone lines are switched off at 1830hrs you will here a recorded message telling you to call 111 for medical assistance.

The 111 call centre will take your details and ask you a series of questions to ascertain how quickly you need help and then direct you to the most appropriate next step.

This might be waiting for an out of hours doctor to call you, visiting the out of hours service at the hospital, calling 999 for immediate medical help or they may arrange an appointment or a telephone call from your Doctor on the next working day.

## HEALTH CHECKS

### Cervical Smears

It is recommended that a cervical smear be done every three years for all women over the age of 25. It needs to be carried out mid-cycle and takes approx. 20 minutes.

### HEALTH PROMOTION

Our health promotion services include:

Asthma Clinic  
Cervical Smears  
Child Development and Immunisation Clinic  
Citizen's Advice Bureau  
Complete Maternity Care  
Counselling Clinic  
Diabetic Clinic  
Coronary Heart Disease  
Family Planning  
Memory loss  
Menopause Clinic  
Minor Surgery  
Smoking cessation and Weight management  
Varicose Ulcer Clinic  
Well Baby Clinic  
Wellbeing/MOT Clinic

For information on any of the above, please telephone the surgery or ask your GP Doctor.

### MEDICAL EXAMINATIONS NOT COVERED BY THE NHS

The Partners at Horsefair Surgery can carry out any medical examinations for example: Life Insurance, Pre-employment, LGV/PSV Licences.

The British Medical Association Scale of Recommended fees is used when calculating the charges for these services. Please call Janet Chapman on **01295 759121** to arrange any of the above medicals

### PRACTICE NURSES

Three nurses are employed by the Practice. There is no longer a walk-in treatment room, all Nurse appointments must be pre-booked with the Receptionist

### CLINIC NURSES

The Nurses hold regular appointment clinics. Phlebotomy clinics are held every morning with one of our Health Care Assistants. please telephone the surgery for an appointment. We also hold a walk-in phlebotomy clinic on a Thursday morning, turn up, put your name down and wait for the phlebotomist to call you. This clinic is extremely popular which means you may have to wait a while to be called.

### PRACTICE COUNSELLOR

There is a Counsellor at the Practice and referrals are made by the Doctor when

### DISTRICT NURSES

The team aims to provide a high standard of nursing care working as part of the Primary Health Care Team. The District Nurses can be contacted between 8.00am and 5.00pm Monday to Friday on **01295 251645**

### MACMILLAN NURSE

A Macmillan nurse works alongside the practice, providing advice and support to patients and their families. She may be contacted via the surgery or direct at Katharine House Hospice on Banbury **811866**

### HEALTH VISITORS

The Health Visitors are particularly involved with the health and development of children and are available for help and advice on most health and social matters. They can be contacted on **01295 278843** Monday to Friday between 0900—1700 Alternatively messages may be left on the answer machine

### MIDWIVES

The midwives run a weekly Antenatal Clinic and are able to provide care in conjunction with your doctor. Please telephone **01295 259661** for an appointment. If you wish to speak to a midwife, please call **01295 229190**

### THE MANAGEMENT TEAM

**Ms Di Kennard—Practice General Manager** is responsible for the day to day running of the Banbury surgeries. The practice has an in-house complaints procedure. In the event of you needing to make a complaint, or indeed a compliment please contact Di on **01295 759131**

**Mrs Karen Ford—Practice Operations Manager** is responsible for writing the appointment book, rotas, staffing and all HR related work

**Mrs Julie Hamill—Practice Clinical Manager** is responsible for all Clinical practices and recruitment of clinicians. Julie also works in the Treatment room as a mentor

**OUR TEAM** 4 secretaries, 12 administration staff and 12 receptionists are employed. All staff are trained and are fully aware of the importance of confidentiality in all aspects of their work. We have our own in-house pharmacy technician who is able to deal with prescriptions for patients and a Health Trainer who runs Smoking cessation, weight management and general health clinics

### COMPUTER

The computer keeps patient records up-to-date and holds some of your personal and medical details. The information is entirely secure and kept in the strictest confi-