

GORING AND WOODCOTE MEDICAL PRACTICE INFORMATION LEAFLET

GORING AND WOODCOTE MEDICAL PRACTICE

GORING

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Woodcote Surgery
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Who Are We?

What Do We Do?

The Goring and Woodcote Medical Practice offers a wide range of services to the people of Goring, Streatley, Woodcote and the surrounding smaller villages.

Dr Angela Lamb, Dr Simon Morris and Dr Simon Pettitt are the Partners based at the Goring surgery. Dr Andrew Goode, Dr Angela Rowe and Dr Ed Capo-Bianco are the Partners based at the Woodcote surgery

The Practice also employs three salaried doctors, Dr Angela Adams and Dr Anna Magnusson work mostly from the Goring surgery. Dr Stephen Richards works from the Woodcote surgery.

Our aim is simply to offer you the very highest possible standard of clinical care, delivered in a relaxed and friendly atmosphere.

We continually strive to improve the quality of the services we offer and are committed both to preventive medicine and to the care of patients with one or more long term conditions. Please ask at the Practice for a full copy of our stated Aims and Objectives.

We are a training Practice for newly qualified doctors who want to train to become GPs. Dr Goode, Dr Morris, Dr Pettitt and Dr Magnusson are trainers and at times this can mean that four junior doctors will be working with us at either the Goring or Woodcote surgeries as GP Registrars.

We may also be involved in the training of medical students who visit the Practice for short periods and gain much from this experience. You will be told if your doctor has a student with him / her. Please let reception know if you would prefer to see the doctor alone.

WHAT TO DO IN AN EMERGENCY (999)

If you or someone you are with might be having a heart attack or a stroke or any other life threatening emergency please dial **999** and ask for an emergency ambulance.

A heart attack typically causes severe pain in the centre of the chest. The pain may radiate to the jaw or down an arm. There may be related poor colour and sweating.

In a stroke think **"FAST"**

Face—is there any drooping of the mouth

Arms—can the person lift and move both arms equally

Speech—is the speech slurred or difficult to understand

Time—minutes matter. **If in doubt phone 999.**

In both a heart attack and a stroke advances in medicine mean that the outcome for either condition can be greatly improved by getting to a hospital as quickly as possible.

Who is your named accountable GP?



All patients (including children) have a named GP who takes responsibility for their overall medical care. At your next contact with the Practice, please do ask who your named GP is (if we don't tell you first!). Alternatively, you can contact the Practice and ask who your named GP is. If you have a particular preference, please let us know and we will do our best to accommodate your wishes.

USEFUL CONTACTS

NHS 111 (Out of Hours Service)	111
Royal Berkshire Hospital, Reading	0118 322 5111
Community Hospital, Wallingford	01491 208500
Townlands Hospital, Henley	01491 637400
John Radcliffe Hospital, Oxford	01865 741166
Churchill Hospital, Oxford	01865 741841
Nuffield Orthopaedic Hospital, Oxford	01865 741155
Goring & Woodcote Medical Practice PPG Chairman, Jeremy Hutchins	01491 874136
Access Team, Health and Social Care	0845 050 7555
Alcoholics Anonymous	0118 959 7494
Citizens Advice Bureau Reading	0118 959 8059
National Aids Helpline	0800 567123
Cruse (Bereavement Care)	0118 9876161
Relate (Marriage Guidance)	0118 950 7283
Samaritans	08457 90 90
Daisy's Dream	0118 9342604
Seesaw	01865 744768
SANDS	020 7436 5881

Goring & Woodcote Medical Practice

www.goringwoodcotemedicalpractice.nhs.uk

NHS Choices

www.nhs.uk

Oxfordshire Clinical Commissioning Group

www.oxfordshirecgg.nhs.uk

Our Doctors



Dr Andrew Goode - Senior Partner

Dr Andrew Goode is based at our Woodcote Surgery. He is a GP Trainer and Course Organiser for the GP Vocational Training Scheme covering the Reading and Newbury area. Dr Goode is also a Fellow of the Royal College of General Practitioners. He has a special interest in diabetes and obesity management.



Dr Angela Rowe - Partner

Dr Angela Rowe is a Partner who is based at our Woodcote Surgery. She has a special interest in women's problems and contraception. Dr Rowe offers coil fittings. In addition, she has an interest in the management of asthma and COPD (chronic obstructive pulmonary disease). Dr Rowe is the Practice representative at the South East Oxfordshire Locality GP Commissioning Group.



Dr Angela Lamb - Partner

Dr Angela Lamb is a Partner who is based at our Goring Surgery. She has a special interest in child health and mental health issues. Dr Lamb is our Lead Partner for Carers and helps advise and guide us on policy and administrative issues. She is also our Lead Partner for managing Patient Complaints.



Dr Simon Morris - Executive Partner

Dr Morris is based at our Goring Surgery. He is a GP trainer and an examiner for the Royal College of General Practitioners. He has a special interest in dermatology, diabetes and palliative care. Dr Morris also offers joint injections.



Dr Ed Capo-Bianco - Finance Partner

Dr Ed Capo-Bianco (also known as Dr Ed) works from the Woodcote surgery. He has a special interest in orthopaedic and musculoskeletal conditions, palliative care, joint injections and minor surgery. Dr Capo-Bianco is also the Clinical Director of the South East Oxon Locality .



Dr Simon Pettitt - Partner

Dr Pettitt is based at our Goring Surgery and is our Dispensing Lead. He has a special interest in orthopaedic conditions, diabetes, joint injections and minor surgery. Dr Pettitt is also a GP trainer.



Dr Stephen Richards - Salaried GP

Dr Stephen Richards is a salaried GP based at our Woodcote Surgery. Dr Richards has a special interest in child health and end of life care.



Dr Angela Adams - Salaried GP

Dr Angela Adams is a salaried doctor who is based at our Goring Surgery. Dr Adams has a special interest in contraception, including the contraceptive implant.



Dr Anna Magnusson - Salaried GP

Dr Magnusson is a salaried GP based at our Goring Surgery. She has a special interest in medical education and has been a GP trainer since 2006 and a Programme Director for the local GP training scheme since 2008.

Dr Amanda Gemmill—Salaried GP

Dr Gemmill is a salaried GP based at our Woodcote surgery.

Goring and Woodcote Medical Practice Patient Participation Group (PPG)

The Goring and Woodcote Medical Practice Patient Participation Group (**PPG**) comprises members of the patient community served by the Goring and Woodcote Medical Practice. It exists to provide:

- * A key link between the patient community and the Practice.
- * An effective forum for patient feedback to the Goring and Woodcote GPs.
- * Voluntary assistance to the Practice when requested at events such as the annual 'flu clinics'.

The **PPG** will also provide a channel of communication that can be used by patients to raise queries or concerns that they may not want to raise directly with the Practice, for whatever reason.

Both the Goring and Woodcote surgeries have **PPG** suggestion boxes (cleared by PPG committee members) where views, ideas or concerns can be deposited. Alternatively patients can email the **PPG** direct at :

goringwoodcoteppg@gmail.com or

phone the chairman, Jeremy Hutchins on 01491 874163.

No time to attend a PPG meeting? The PPG are looking for patients to join the "virtual PPG group". This would involve the PPG being able to email you with ideas or plans for changes at the Practice. You could then email the PPG Committee with your thoughts. Interested ? Then please contact the PPG by email (address as above), by telephoning Jeremy Hutchins or leave your details at the Practice.

The PPG wants to hear from you. Your views are important and will help in forming plans for local health provision for the future.

Confidentiality

The Practice works to a strict code of confidentiality. All staff are required to sign a confidentiality agreement.

Enquiries by third parties cannot be dealt with unless we have specific permission for release of information. This also includes enquiries about spouses or partners, young people and elderly relatives. Patients who register at the Practice will have their medical details held on computer and in manual records. Each patient has a right of access to his / her own record for a standard fee. Please also ask our team for the leaflet :-

“How information about you helps us provide better care” from the Health & Social Care Information team (HSCIC).

You need to know how your information can be used to improve the way the NHS delivers care to all patients. You have a choice and can ask for your information to be withheld. Please ask for an **“Opt Out Form”** at the Practice.

Staff Protection

The Practice operates a “zero tolerance” policy to protect its staff against violent, threatening and abusive behaviour. The Partners may consider removing a patient from the Practice list and / or contacting the Police, as appropriate.

Disabled Access

There is easy access and toilet facilities available for disabled patients and visitors at both surgeries.

Goring & Woodcote Medical Equipment Fund

This is a registered Charity set up by the Practice whose aim is to provide additional medical equipment for use by the doctors and nurses. The fund is administered by local Trustees.

Donations can be made at either surgery. Gift Aid donations are welcomed.

Cheques should be made payable to the:

“Goring and Woodcote Medical Equipment Fund”

Practice Management

Julia Beasley is our Practice Manager and she is based at our Goring Surgery. Her direct telephone number is :-

01491 870230 and her email address is juliabeasley@nhs.net.

She is assisted by two Practice Administrators, Yvonne Millie and Marjo McGee-Beijne at our Goring Surgery, and Vikki Parsons and based at our Woodcote Surgery.

Each surgery is supported by a team of receptionists, secretaries, administrative staff and dispensers.

Practice Nurses

The Practice has a team of five Practice Nurses working across both surgeries:

Jenny O’Connor (Lead Practice Nurse), Sally Barter, Sian Hayes (Nurse Practitioner), Emma West and Stella Mitchell.

Our nurses are registered with the Nursing & Midwifery Council.

They offer a full range of nursing services including wound management, cervical smears, travel advice, diabetic clinics, respiratory clinics, immunisations for adults and children and ear syringing. Jenny O’Connor and Sian Hayes also work alongside our doctors carrying out triage of urgent requests for help and advice from patients. Sian Hayes and Jenny O’Connor are Independent Nurse Prescribers.

Healthcare Assistants

The Practice has three Healthcare Assistants who work across both surgeries :

Billie Richards, Nicky Thomson and Alison Poffley.

Regular clinics are held, by appointment, when blood samples are taken, as requested by the doctor. Our trained Healthcare Assistants also carry out a range of procedures, such as ECGs, hearing tests, lung function tests, cardiac and 24 hour blood pressure monitoring, smoking cessation and weight management advice.

Community Nursing Teams

The District Nurses and Health Visitors are not employed by the Practice but by Oxfordshire Health. They are, however, very much a part of the local Primary Care team working closely with the GPs and the Practice Nurses.

District Nurses

District Nurses offer nursing care to our patients in the community, deal with prolonged illness and help with rehabilitation. They can help and offer advice to carers. Patients who are housebound or who require palliative or end of life care are looked after by the District Nurses. The District Nurses have an office at our Goring Surgery, but are not employed by the Practice. They work for Oxford Health.

The district nurse team can be telephoned direct on 01865 903177, Monday to Friday from 8am - 4pm

Health Visitors

The Chiltern Villages Health Visiting team is based at Sonning Common Health Centre and cover the Sonning Common, Goring, Woodcote and Nettlebed areas. The team offer a health visiting service for all children under five and their families. They will contact the family of any child under five years registering with the Practice.

Appointments can be requested for any aspect of health, behaviour or development that a parent might want to discuss. The health visiting team hold drop in child health clinics at Goring Surgery on the last Tuesday of each month between 1.30pm and 2.30pm and at Woodcote Library every Wednesday between 9.30am and 10.30am offering support, advice, information and weight checking.

The health visiting team can be contacted by telephoning 0118 972 1610 or by e-mailing oxfordhealth.cvhv@nhs.net

Registering at the Practice

Patients living within the Practice boundary may register with the Practice and can choose to see any doctor. You will be asked to complete a registration form and provide details of your past medical history. You will be asked to provide your day and evening contact details, together with a mobile number and email address, if available. You will also need to provide photo ID (passport or driving licence) and address ID (utility bill, credit card or bank statement).

If you move out of our Practice area (as shown below) you will be asked to register at another Practice, closer to your new home.

All newly registered patients are welcome to book for a new patient health check.

Boundaries of the Practice

The Practice accepts patients wishing to register from addresses in:

Aldworth, Ashampstead, Cane End, Checkendon, Cholsey, Crays Pond, Exlade Street, Gallowstree Common, Goring, Goring Health, Hailey, Ipsden, Kidmore End, Little Stoke, Upper & Lower Basildon, Mapledurham, Moulsoford, Nuffield, North Stoke, South Stoke, Stoke Row, Streatley, Whitchurch Hill, Whitchurch on Thames and Woodcote.

Patients from outside this boundary may apply for "Out of Area" registration, without home visiting. Please contact the Practice if you would like to discuss this further.

Are you a Carer ?

Please let us know and we will add this to your medical record. Our team can offer you help and support — ask at reception for a copy of our Carer's leaflet.

OTHER SERVICES

There are a number of other non-NHS services that the Practice offers. A charge will be made for these and pre-payment required. The Practice is now registered for VAT and it will, therefore, be necessary for us to add VAT to some of our current non-NHS charges. Please ask at reception for further details.

Non-NHS Medical Examinations

All the doctors carry out medical examinations by appointment for insurance companies as well as other fitness medicals. These include medicals for HGV licences, elderly drivers and employment. There is a charge payable by the patient for these. Please ask at reception for the scale of charges when you book your appointment.

Private Referrals

The doctors are willing to sign private health claim forms, but a charge will be made for this.

Hearing Aid Batteries

New batteries for NHS hearing aids can be obtained from the surgeries. Please ask at reception.

Comments, Suggestions and Complaints

The Practice welcomes comments or suggestions on how we may improve our services. If you wish to make a complaint, we have a formal complaints procedure to manage both verbal and written complaints. Please write to the Practice Manager at the Goring Surgery, telephone on 01491 870230 or email juliabeasley@nhs.net. The **PPG** can also be contacted with comments, suggestions and complaints of a non-medical nature.

Opening Hours

Our surgeries are open from 8.00 a.m. to 6.30 p.m. Monday to Friday. When the surgery is closed, call NHS 111.

Goring Surgery 01491 872372 Woodcote Surgery 01491 680686

Surgeries and Appointments

Surgeries are held every weekday morning from approximately 8.30 a.m. - 12 noon. Afternoon surgeries are held from approximately 3.30 p.m. - 6.00 p.m. We have an appointment system for all surgeries. To make an appointment please contact either surgery between 8.00 a.m. and 6.30 p.m. Alternatively, you may wish to book your appointment online. Please see information, on the next page, about accessing this service.

Please let the reception staff know if the problem is medically urgent and needs to be dealt with that day. On arrival, please report to reception to record this on the computer or use the check-in screen. This lets the doctor or nurse know that you have arrived at the surgery. If you are unable to keep your appointment for any reason, please let reception know as soon as possible as this will enable us to offer the appointment to another patient.

Medically Urgent Appointments

If you contact the Practice to arrange a **MEDICALLY URGENT** (same day) appointment, you will be asked for a telephone contact number and a "triage" doctor or nurse will then call you back. The doctor or nurse will discuss your health problems and plan with you the best course of action. This may be to come to the surgery straightaway to see one of our doctors or nurses, to come to the surgery at a later time that morning or afternoon, or to attend tomorrow or the day after. Alternatively, you may be offered telephone advice, or be issued with a prescription, or be advised to have investigations such as blood or urine tests before seeing the doctor. You may be asked to come to the surgery and see one of our nurses.

MEDICALLY URGENT requests take priority over other commitments, such as work or school.

Online Appointments

www.goringwoodcotemedicalpractice.nhs.uk

It is possible to book appointments online via the Practice website.

You will need a registration letter from the Practice before you can set up your online appointment account. Please bring some photo ID with you to the surgery when you register for this online service. Alternatively, you can now book one appointment online and bring your photo ID along when you attend.

Online Access to your medical record— we can now offer online

Extended Access Surgeries

Patients can now see a doctor on one evening a week, either on a Monday, Tuesday or Thursday, alternating each week between our Goring and Woodcote Surgeries - from 6.30 p.m. to 8.00 p.m.

Every other Saturday there will be a surgery running at either Goring or Woodcote from 8.30 a.m. to 12 noon.

These extended access surgeries are for pre-bookable appointments and are intended primarily for those patients who cannot easily get to the surgery between our normal opening hours of 8.00 a.m. - 6.30 p.m. because they are at work.

Please do contact reception for further details or check out our website.

Telephone access to the Practice will not be available during these evening and Saturday morning extended access surgeries. Whatever the outcome, you can be reassured that our aim is to offer you the best care, at the most appropriate time, and delivered by the right person.

SPECIALIST CLINICS

We offer the following services by appointment. Access is through a referral from your doctor or in some cases, by self referral (please ask at the surgery for more details).

Counselling and Cognitive Behavioural Therapy (CBT) A Counsellor visits the Practice each week. Cognitive Behavioural Therapy (CBT) specialists also visit the Goring Surgery once a week.

Child Speech Therapy Referral to a Child Speech Therapist is available.

Dietician The Dietician runs a clinic at the Goring surgery for patients over the age of 6 months. Access to this service is via your GP.

Mammography The Breast Screening Service team visit the Goring Surgery once every three years to provide a local mammography service for the community. You will receive a written appointment (direct from the hospital) to attend, as appropriate. Please do ask at the surgery if you have any concerns about your appointment.

Free NHS Health Checks

These are available at the Practice, by appointment, to patients aged between 40 and 74 years of age, who have not already been diagnosed with a chronic health condition. The check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes and you will be given a personalised health plan. Contact the Practice for further details.

PRESCRIPTIONS

Dispensing

We dispense medicines to most patients at the Woodcote Surgery and to some patients of the Goring Surgery. The rule is that we can dispense medicines to you if you live more than a mile from a Chemist. Urgent medicines are usually available immediately after seeing the doctor but, if not in stock, can be ordered to arrive the next day.

Repeat Prescriptions

Repeat prescription requests should be made using the counterfoil from the previous prescription, which can be posted, faxed or handed in to the surgery. **To avoid errors, requests are not taken over the telephone.** Please allow two working days for the processing of these prescriptions and remember to order early around Christmas, Easter and Bank Holiday times. We are happy to send prescriptions to you if you provide us with a stamped, addressed envelope.

It is now possible to order your repeat prescriptions online. Please contact the surgery to organise registration for this service. You will need to attend the surgery in person and bring with you some form of photographic identification (passport/driving licence).

All medication should be reviewed on a regular basis by the doctor. When a review is due, a message is stamped on your prescription to remind you to make an appointment to see your doctor. Most medications on "repeat" are prescribed for a period of 28 days. Please book a medication review appointment in plenty of time. The actual date is not crucial, but is a reminder.

Lloyds Pharmacy at Goring operates an automated repeat prescription service that ensures your repeat prescription is available when you need it. Please contact them if you wish to set up this service.

Lloyds Pharmacy 01491 872124

CLINICS AND SERVICES

We offer a full range of essential services to all those who are ill, as well as health promotion and advice. Additional services include cervical screening, contraception, vaccinations, child health surveillance, maternity services and some minor surgery.

Cervical Screening

Women between the ages of 25 and 49 years will be offered an appointment with the Nurse every three years, and women between 50 and 64 years will be recalled every five years. Guidelines may be subject to change.

Family Planning

A full range of advice on contraception is available from your doctor or the Practice Nurse. Coil fitting is carried out by Doctor Angela Rowe at our Woodcote surgery. Emergency contraception is also available. If this is needed, the surgery should be contacted as soon as possible for advice.

Chronic Disease Management

The nurses share with the doctors in the care of patients who have conditions such as high blood pressure, diabetes, asthma and heart conditions. Annual review, by the doctor or nurse, will be offered to these patients. If you have diabetes you will also be offered digital retinal screening to help protect your sight. It is important to be screened by this nationally accredited service, in addition to your regular check up at the optician, even if they also take digital retinal photographs.

Minor Surgical Procedures

Joint injections and some minor operations are performed by the doctors, by appointment at our monthly Minor Op Clinic. We also have a cryotherapy clinic at which some skin lesions can be removed by freezing. Access to this clinic must be via your doctor. The cryotherapy clinics are usually held on the first Friday of each month.