



Church Street Practice

WANTAGE



The Health Centre

Mably Way

Wantage

OX12 9BN

TEL: 01235 770245

www.wantagechurchstreet.co.uk

May 2016

Contents	Page No.
Primary Health Care Team	5
Appointments	8
Home Visits	9
Availability of Doctors	10
NHS 111 (For Advice and Out of Hours Services)	10
Registering with the Practice	11
Repeat Prescriptions	12
Medication Reviews	13
Sick Leave Certificates/Fit Notes	13
Private Fees	13
Travel Advice/Vaccinations	13
Health Promotion	14
Contraception Services	15
Carers and Those Needing a Carer	15
Violence against NHS Staff	16
Training in Primary Care	16
Patient Information Leaflets	17
Suggestions and Complaints	17
Medical Records	17
Confidentiality	18
Research	19
Disabled Access	19
Parking at the Health Centre	19
Patient Involvement Group	20
Church Street Care Fund	20
Useful Websites	21
Telephone Numbers	22

Welcome to the Practice

This booklet contains information about the Practice and the services we offer. If you would like to register with us, you may call in and complete a new patient registration form but please be aware we will require photographic evidence to confirm your identity e.g. passport or driving licence Forms are also available on our website www.wantagechurchstreet.co.uk.

The Practice area covers Wantage, Grove and the surrounding villages as indicated on the map on the back page. If you live outside this area you may still be able to register with us but this is at the discretion of the practice. Existing patients who move outside our practice area may, in some circumstances, stay as patients, but will need to complete an Out of Area registration form which can be requested from reception. The Practice does not provide home visits for any patients living outside the practice boundary

The practice is a member of the Oxfordshire Clinical Commissioning Group. We are a PMS Practice (Personall Medical Services). It is our aim to provide the highest standard of medical care in a sensitive and flexible way for all our 13,000+ patients.

We operate an appointments system that offers choice being able to book up to 4-6 weeks ahead. If we are unable to offer a suitable routine appointment, our duty doctor will triage your call and either deal with your problem over the telephone or book you an appointment. Urgent problems are always dealt with on the day of the call. Our appointments system includes telephone appointments and we encourage the use of these wherever appropriate – the receptionist will advise you if you are unsure.

We have a very active and dedicated Patient Involvement Group that helps us plan for the future, ensures we keep in touch with the general views of our patients and helps keep our patients informed of changes through the quarterly newsletter and meetings. We hope you will join the group or provide your feedback, comments and suggestions to them or directly to the Practice.

You will always receive a friendly welcome from our staff and can be assured of total confidentiality.

Kate Blowfield, Practice Manager

The Primary Healthcare Team consists of:

GP Partners

			Special Interests
Dr Joy Arthur	MB BS MRCGP DCH DRCOG	Lond 1983	Senior Partner Women's Health Sexual Health Respiratory Lead
Dr Paul Bryan	BA MB BChB MRCGP	Oxon 1978	Skin problems GP training.
Dr Cheryl Fairley	MB ChB MRCP MRCGP	Edin 1995	GP training and education Women's health Palliative care
Dr Elizabeth Mackenzie	MB BS MRCPCH MRCGP	Lond 1998	Paediatrics and young people Dementia
Dr Matthew Gaw	MB BS MRCGP	Lond 2003	Paediatrics Diabetes
Dr Vineet Joshi	MBChB DRCOG MRCGP	Dundee 2006	Dermatology Minor Surgery

GPs (Salaried)

Dr Elaine Barber	Interface Medicine
Dr Nicola Jacobsen	ENT

All patients have a named doctor and if you are not sure who is your doctor, please ask at reception. If you wish, you may nominate another doctor as your preferred doctor.

The Doctors work in Partnership, as a team and no longer have specific patient lists. Any of the doctors will be glad to see you but we do encourage you, as far as possible, to see the same Doctor when your problem is ongoing. There will be

times when the Doctor you request is not available but you will be offered an appointment with another Doctor or one of our Nurse Practitioners.

In addition to personal medical services, all the Doctors provide maternity, contraceptive and child health surveillance services. The Practice also provides a limited minor injuries service.

The Practice Manager

Kate Blowfield

The Practice Manager is responsible for the general administration of the practice. This includes the management of personnel, finance, planning and development and quality issues. Should you have any queries concerning these areas in the practice, suggestions for ways in which we can improve our services or complaints about treatment or services within the practice, please contact Kate, who will be happy to discuss them with you.

The Practice Nursing Team

Team Leader/

Advanced Nurse Practitioner	Mary Elliott
Advanced Nurse Practitioner	Jenni Murray
Practice Nurses	Denise Ledbury, Kate Hannaby, Donna Jacob and Laura Caudle

Health Care Assistants Nichols and Jackie Stringer	Sharon Huckstep, Caroline Sherwood, Lynn
---	--

The six registered Practice Nurses offer a wide range of skills and provide regular clinics Monday to Friday, throughout the day, with a mixture of 24 hour access and pre-bookable appointments. The services they provide include minor injuries, health checks, healthy lifestyle advice, cervical screening, travel vaccinations, blood pressure monitoring, wound care and smoking cessation advice as well as specialist clinics for monitoring patients with asthma, diabetes, coronary heart disease and stroke. They also welcome young patients who may wish to discuss health issues.

Our Advanced Nurse Practitioners, Mary and Jenni also provide Minor Illness clinics covering most acute problems.

The Healthcare Assistants support the Practice Nurses by carrying ECGs, taking blood, assisting with minor surgery, blood pressure monitoring, patient health checks, ear syringing, removal of stitches, flu and pneumonia injections and some offer advice on how to stop smoking and weight management.

Emergency Care Practitioner

Hannah Wilkinson

Hannah is an experienced paramedic practitioner and carries out home visits and deals with supports the doctors dealing with minor illness.

The Reception Team

Jane King, Carole Rodger, Sharron Hosler, Julie Wastle, Angie Rose, Jodie Way and Sonia Joyce.

The Receptionists will help you with appointments, registration, test results and general enquiries. We encourage you to ring after 10.30 am to check for test results.

The Prescriptions Team

Pamela Phillips, Anne Larder, Sally Matthews and Julie Roberts

The members of the team will handle your prescription requests and offer advice on medication. If you have a query on your medication please ring them on **01235 770245 and Press Option 2**, and if they cannot deal with it, they will speak to your Doctor and ring you back.

The Secretarial Team

Claire Delaney and Lynn Nichols

The Secretaries handle all the referral letters to Hospitals and other services and will help if you are concerned over delays in getting your appointment date from the Hospital. They will deal with any E-referral enquiries or problems that you may have.

The Administrative Team

Gill Koch, Lynn Nichols, Sally Matthews and Tania Hoare

The Admin Team assists with claim forms and reports that need to be completed, financial matters, computer links, the flow of patient notes in and out of the

Practice, recall programmes such as for flu clinics and cervical screening and quality control through audit and information management.

The District Nursing Team

The District Nursing team is based at the Health Centre and works closely with the GPs and other members of the Primary Health Care Team. They provide quality nursing care and treatments to patients, relatives and carers in their own home. This includes care and support for the acute and chronically ill and care of the dying. They have specialist skills in continence advice, intravenous and chemotherapy administration and wound management.

The District Nurses can be contacted directly on 01865 904980.

The Health Visitors

Health Visitors are family visitors with a special responsibility for pre-school children. They are available to help, advise and support families with children. They offer an open baby bar every Wednesday morning, in the Health Education room at the back of the main foyer. Other clinics are by appointment.

The Health Visitors can be contacted directly on 01235 774567 at the Health Centre. Messages can be left at the Health Centre Main Reception on the first floor.

Midwives

The Midwives can be contacted at the Maternity Unit on 01865 904832.. The Midwives are available for antenatal care. They run Parentcraft and relaxation classes with the Health Visitors and are responsible for the care of mother and baby for the first ten days after delivery. Maternity care is shared between the Doctors and Midwives and you will see both our own Doctor and named Midwife through your pregnancy to ensure optimum care.

Appointments

We run a mixed 24 hour access/pre-bookable system which means that we have a mixture of book on the day appointments and appointments that are pre-bookable up to 4-6 weeks ahead. If we have no routine appointments available and you have

something you want dealt with that day, the duty doctor will triage your call. He will either deal with your problem over the telephone or book you into a suitable appointment.

We will try to offer an appointment with the doctor of your choice but cannot guarantee this with the book on the day appointments. Booking appointments in advance ensures that you can see the doctor of your choice.

For urgent matters that cannot be dealt with over the telephone we will always offer you an appointment on the same day. Do tell the receptionist immediately if your problem is urgent so that she can ensure you are telephoned or seen as quickly as possible. All urgent matters are dealt with on the day.

There is a range of health care professionals at the surgery. When you contact the surgery to make an appointment you will be asked if you can tell the receptionist something about the problem, which helps us to identify who is best placed to respond and whether the matter can be dealt with by a telephone call or if you need to be seen. Not all nurses cover everything and we do need to know what nurse appointments are for. You do not have to offer any information if you are requesting a GP appointment but please remember the receptionist is only doing what the doctors have asked and will only ask for specific details if it is an emergency or she is following an agreed triage protocol.

All doctor appointments are scheduled for 10 minutes. If you think you are likely to need longer than 10 minutes tell reception as it may be appropriate to arrange a longer or extended appointment.

We cannot always guarantee an appointment with your own Doctor on any particular day but the table on the next page shows when each Doctor is usually available and will help you choose the best days.

It is your responsibility to attend the appointments you have booked, but if you are unable or no longer need to attend, you should contact the Practice as soon as possible to let us know, so that we can offer the appointment to someone else.

To make an appointment with a Doctor or Nurse ring on **01235 770245** between 08:30 and 18:30, Monday to Friday or ask at the reception desk. You can also book many appointments on line; please contact reception to get your password for access to this secure website.

Home Visits

A home visit may be appropriate if you are too ill to come to surgery. If you need a home visit please try and telephone the Surgery on **01235 770245** before 10:30 am and your details will be taken by the Receptionist. Home visits are very time consuming and we would, therefore, ask you to consider carefully whether or not a visit is necessary.

Doctors' Availability (May 2016)

		Monday	Tuesday	Wednesday	Thursday	Friday
Dr Bryan	AM	08.30 – 12.00	08.30 – 12.00	10.30 – 12.30	09.00 – 12.30	09.00 - 10.30
	PM	15.20 – 18.00	15.20 – 18.00	N/A	15.20 – 18.00	N/A
Dr Arthur	AM	09.00 – 12.30	08.00 – 11.30	10.30 – 12.30	08.00 – 11.30	09.00 – 10.00
	PM	15.20 – 18.00	N/A	15.20 – 18.00	15.20 – 18.00	N/A
Dr Fairley	AM	08.30 – 12.00	08.30 – 12.00	11.30 – 12.35	N/A	09.00 – 12.30
	PM	15.20 – 18.00	N/A	15.20 – 18.00	N/A	15.20 – 18.00
Dr Mackenzie	AM	08.30 – 12.00	N/A	10.30 – 12.30	N/A	09.00 – 12.30
	PM	14.20 – 17.00	N/A	14.30 – 17.15	N/A	15.10 – 17.55
Dr Gaw	AM	08.30 – 12.00	08.30 – 12.00	10.50 – 12.30	N/A	09.00 – 12.30
	PM	14.20 – 17.00	14.20 – 17.15	15.00 – 18.00	N/A	15.10 – 18.00
Dr Joshi	AM	N/A	08.30 – 12.00	10.30 – 12.30	08.30 – 12.00	09.00 – 12.30
	PM	N/A	15.00 – 18.00	15.00 – 18.00	15.00 – 18.00	15.00 – 18.00
Dr Barber	AM	08-30-12.00	8.30 -12.00	08-30-12.00	08.30 -12.00	09.30-13.00
	PM	N/A	N/A	N/A	N/A	N/A
Dr Jacobsen	AM	08.00-11.30	N/A	08.00-11.30	08.00-11.30	N/A
	PM	N/A	N/A	14.00-17.00	N/A	N/A

All surgery times are subject to change so please use the above as a guide only.

NHS 111 Service **(Telephone number: 111)**

NHS 111 is available 24 hours a day, 365 days a year. Calls from landlines and mobiles will be free. The new service is part of a national programme to make it easier for the public to access urgent health services.

NHS 111 will get you through to a team of fully trained call advisers, who are supported by experienced nurses. They will ask you questions to assess your symptoms, and give you the healthcare advice you need or direct you to the right local service. If they think you need an ambulance, they will send one immediately – just as if you had originally dialled 999.

You should call NHS 111 if:

- You need medical help fast, but it is not a 999 emergency
- You think you need to go to accident and emergency or another NHS urgent care service
- You do not know who to call for medical help and the surgery is closed
- You require health information or reassurance about what to do next

For less urgent health needs, you should still contact your GP in the usual way.

For more information please visit the NHS Choices website at www.nhs.uk/111
If you have any questions about the introduction of the 111 service in Oxfordshire please email: NHS.111@oxnet.nhs.uk

The 111 telephone number replaces the old “Out of Hours” number and the NHS Direct advice line.

Registering with the Practice

Any person living within the Practice area (see map on the back cover) may apply to register with the Practice, providing they are UK residents or have the appropriate authority, visas or permits to be working or in full-time education here for 3 months or more. In the unlikely event that the Practice refuses to accept an individual as a patient, that person should try another Practice (see NHS Choices website www.nhs.uk/Service-Search/GP/LocationSearch/4) or contact NHS England.

To register you will need to complete a Practice Registration form and bring with you to the practice photographic ID e.g. passport or new style driving licence.. It is our policy not to register patients without these. The registration forms and health questionnaire are available on our website www.wantagechurchstreet.co.uk If you want to see a doctor but do not fulfil the above requirements, please ask at reception for information on whether you can register as a temporary resident for free NHS treatment or as a private patient. If you are told that you may only register as a private patient, we recommend that you try other local practices, as policies do differ between practices.

Emergency (immediate and necessary) treatment is available free of charge to everyone.

If you change address and/or your telephone contact numbers please let us know as soon as possible. This enables us to keep our records up to date and can save a lot of time should we need to contact you urgently.

Repeat Prescriptions

There are several ways available to you for making repeat prescription requests:

- tick the items required on your prescription counterfoil and hand it in or post it to the surgery;
- if you have lost the counterfoil, jot the details of the medication down on a piece of paper but do remember to include your name, address and date of birth, and post or bring this into the surgery;
- leave your prescription request with your local pharmacy, and they will bring it in to us;
- via the appointment on line website (if you have obtained your password from reception);
- via the practice website www.wantagechurchstreet.co.uk, see link in the top right hand corner of the home page; or
- send an e-mail to churchstreet.prescriptions@nhs.net

Repeat prescriptions will not be accepted by telephone.

We always try to ensure prescriptions are ready for collection within 48 hours but please allow 72 hours if you are leaving your prescription requests with your local pharmacist as he needs time to deliver it, collect the prescription from us and make it up for you. We can send your prescription directly to any of the local pharmacies, if this is more convenient for you, so please remember to tell us where you want to pick it up.

We are now able to send prescriptions electronically to the Pharmacy of your choice. If you would like to sign up for this service, please ask your pharmacy or our receptionist for a form.

Medication Reviews

For anyone on regular medication, your Doctor will want to review your medication at least annually and you will find the review date on your prescription slip. Please put this date in your diary and check whether you need an appointment your Doctor or a nurse before your medication runs out. If you forget, we may be able to provide a prescription for a small amount to tide you over until you can get in for an appointment but this may cause inconvenience and be more expensive, if you pay for your prescriptions.

Sick Leave Certificates/Fit Notes

If you have been off work for up to 8 days, you do not need a doctor's certificate, you should ask your employer for a form to self-certify your illness or download form SC2, from <http://www.hmrc.gov.uk/forms/sc2.pdf>. If you have been off work for longer, ask the receptionist for advice on whether or not you need to see the Doctor to get your certificate of fitness to work.

Private Fees

Some services provided at the surgery are not available under the NHS and you will be asked to pay a fee. This type of work includes private sick notes and certificates, some travel vaccinations, medicals and reports for insurances, mortgages, driving, employment, special sports and many other things. Details of charges may be obtained at reception.

Payment for this type of work will be requested before reports are issued or after the first consultation.

Travel Advice/Vaccinations

Trips to far away destinations are increasingly popular. The variety of different adventurous type trips is also on the increase. This is all good news, however, with such diversity, the risk of travel to your health is increased and this makes the appointment with the nurse more complex. For example, we need to know about your travel itinerary and any significant aspects of your health in the past. These are typical questions we will be asking:

- When are you departing and how long for?
- Where are you going including the destinations within a country?
- Are you planning on undertaking any high risk activities?
- Have you taken out travel insurance and have you informed the company if you have any medical condition?
- If female and of child bearing age, is there any possibility you could be pregnant if we needed to give you any injections?
- Do you have any medical conditions – these can interfere for example with the type of malaria tablets that can be chosen if you were travelling to a country that has malaria?

We need to perform a risk assessment before deciding which vaccines are recommended and the advice that will best address your needs.

Please ask at Reception for a copy of the Pre-Travel Questionnaire or download a copy from the Practice web site at www.wantagechurchstreet.co.uk

Return the completed form and ask for a telephone consultation with a Practice Nurse. If you are advised to have injections some of these may be chargeable and you will need to pay for them in advance should you wish to have the vaccination at Church Street Practice.

Health Promotion

This Practice is involved in and committed to health promotion through routine screening and recall systems. If you would like a routine well-person check please contact the surgery to make an appointment. If you have not seen a doctor in the past 5 years, we would recommend a routine health check as early detection of problems is very important.

Our Nurses and HCAs offer specialist smoking cessation advice and we recommend that any patient who smokes should arrange an appointment for

advice and assistance to quit smoking as soon as possible. Evidence shows that NHS support is very effective.

We do have a blood pressure self test machine available in the waiting room for use at any time the practice is open, If you use this, you will get a print out of the results and we would ask you to write your name and date of birth on the back and hand it in to the receptionist. We will contact you if we are concerned over the results.

We do support all the national immunisation and screening programmes and information on any of these is available on request.

Contraception Services

All the Doctors and some of the Practice Nurses are fully trained in family planning and contraceptive advice. This includes natural methods, barrier methods, the pill, intra uterine coils, implants, injectable and emergency contraception.

The 'morning after' pill can be effective when taken up to 72 hours after unprotected intercourse but is most effective if taken early. Contact the surgery and tell the receptionist that you need emergency contraception and she will arrange either a telephone call or urgent appointment. Under 16's may drop in at any time we are open. It is also possible to be seen over the weekend or on bank holidays by the out of hours service by ringing 0845 345 8995 or you can purchase the morning after pill from local Pharmacies if you are over 16 (some Pharmacies provide it free of charge to anyone aged 16 – 18).

A coil can also offer an alternative method of emergency contraception as it can be fitted up to 5 days after unprotected intercourse.

If you are concerned please contact us for advice as soon as possible and remember it is a totally confidential service, whatever your age.

Carers and Those Needing a Carer

If you look after someone who cannot care for themselves due to old age or infirmity or if you rely on someone to take care of you, please let us know. Forms are available from reception or just write to us giving details of who you are and the person who you care for or who cares for you, so that we may include the information in our records.

When someone is a primary carer we can offer advice and support, be more flexible with our appointment system, offer referral for Social Services assessment, and sometimes prioritise referrals so that hospital waiting times may be shorter.

For more information visit www.carersoxfordshire.org.uk or ask at reception.

Violence against NHS Staff

Violence against staff working in the NHS is a crime. This practice has adopted the recommended national policy of zero tolerance of violence against its staff. Any incident where staff or any other person on the Practice's premises are abused, threatened or assaulted will result in the patient being reported to the police and no longer allowed to receive medical services from this practice. There is a service in a secure environment in Abingdon for violent, aggressive and abusive patients who cannot be treated within a normal practice environment.

Training in Primary Care

Church Street is a training practice for qualified Doctors who want to become General Practitioners. These Doctors are called GP Registrars and have been working in hospital appointments since qualifying as doctors. They will work as full members of our Doctors' team.

We also have newly qualified Doctors as part of their continuing training and development to give them experience of general practice. These doctors are closely supervised by our GP Trainers, Dr Bryan and Dr Fairley.

We also assist with the training of undergraduate medical students from the Oxford Medical School. When a student is with the Doctor, a notice indicating this will be displayed at reception. Please let the receptionist know if you would rather see the Doctor alone. You may be asked if you would mind seeing the student first so that he/she can take the medical history and form an opinion on diagnosis and treatment and you may, of course, decline but if you agree, you will always be seen by the Doctor.

There may also be Nurses and other community staff undergoing training within the practice, as some of our nurses have training and tutoring roles.

If any trainee is sitting in to observe consultations you will always be asked for your consent and no offence will be taken if you refuse, as it is essential that you feel comfortable when seeing your doctor or nurse. You may be asked sign a form

giving your consent to allow a trainee or student to video your consultation as they need to be able to demonstrate their consultation skills and again you may, of course, refuse or, if having given permission you change your mind afterwards, you only need to tell the doctor or receptionist and the recording will be destroyed. These video recordings may only be shown to the trainer or tutor and to the examiner and will afterwards be destroyed. We hope you will feel able to participate in these consultations, as training of new Doctors and Nurses is very important for us all.

Research

The Practice is part of the National Institute of Health Research and we take part in various research projects. We believe we owe it to our patients to support research that will improve patient care but assure you that your care will not be compromised should you prefer to decline to participate in any research programme. We do not generally take part in drug trials.

We do use our computer records to identify patients who may be suitable participants in a particular research project, but we do not supply any information about a patient without the specific consent of that patient. Sometimes we will write to patients asking them if they wish to take part in a research project and sometimes we will take the envelopes containing all the relevant information from the researcher and we will then select possible candidates, add address labels to the envelopes and send them out – the researcher will then only ever find out who has been invited to participate if the patients actually respond.

We receive reimbursement for our costs i.e. the staff time in selecting patients, cost of postage etc. and never participate for the purposes of financial profit.

Patient Access

We provide on-line access for patients to book appointments on-line and reorder their medications. This service is available for children under 11 via their parents or guardians and for anyone aged 16 or over. The service is not available for anyone between the ages of 11 and 15 either individually or by proxy. This ensures that patient confidentiality is afforded to this age range as they will be deemed Gillick-competent.

We also provide on-line access to patients aged 16 and over so that they can access their coded medical data. This can be beneficial when monitoring long-term chronic conditions as it enables individuals to also see their test results. If you

would like access to this data please ask Reception for a form or download it from our website www.wantagechurchstreet.co.uk and return it to reception bringing ID with you.

Patient Information Leaflets

There are leaflets on common disorders, procedures and health issues generally available in the waiting room. There are also details of useful websites at the back of this leaflet and on the Practice website, www.wantagechurchstreet.co.uk If you can't find what you are looking for, please ask at Reception.

Suggestions and Complaints

Constructive suggestions to improve our service are always welcome and may be handed in at reception or dropped into the PIG comment box near the children's play area in the waiting room.

Should you have any queries or complaints regarding the Doctors, staff or treatment you have received, please do not hesitate to write to Kate Blowfield, the Practice Manager, or Joy Arthur, the Senior Partner. We have a Practice based complaints procedure, which conforms to the NHS recommendations and a leaflet explaining our procedure is available at reception.

Please be aware that, should a patient make a complaint, the practice may need to provide information about the patient, and treatment they have received, to insurers or legal advisers. Whenever possible, we request legal advice without disclosing the patient's personal, identifiable information but in serious cases it may be necessary to disclose patient information.

Care is best delivered in an atmosphere of mutual respect and we expect our staff to treat all our patients with respect and understanding, and request that patients acknowledge this by treating our staff courteously. Our receptionists try very hard to please patients and Doctors, so please do not blame them if something goes wrong, use the suggestions box or complaints procedure to help us to ensure the problem does not happen again.

Medical Records

Patient medical records are held on our computer system and the practice has stringent security policies in place to protect confidentiality and against data loss, which comply with the Data Protection Act.

Any patient may see his or her own medical records and to do this you will need to telephone or write to the Practice Manager to arrange a convenient time. It will be necessary for a member of staff to go through the recent records with you as these are all computerised. There will be no charge for viewing the information but there will be a small charge for any photocopies requested.

If there is anything in your records that is factually incorrect, it may be possible to correct this in accordance with your rights under the Data Protection Act but any request to amend information must be made in writing. Entries expressing medical opinion which were reasonably based on the information available at that time will generally not be changed even if they subsequently prove to be incorrect, but we will add to the entry to explain the position more fully in the light of the later information received, in some cases if the request is submitted in writing.

Confidentiality

Confidentiality is the cornerstone of health care and central to the work of everyone in general practice. All information about patients is confidential, from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the practice. Only where a patient or other person is at grave risk of serious harm will it be considered justifiable to breach confidentiality and then, only after due consultation and generally discussion with the patient. Any decision to disclose information to protect health, safety or well being will be based on the degree of current or potential harm, not the age of the patient.

The duty of confidentiality owed to a person under 16 is as great as the duty owed to any older person. If a "child" is deemed able to fully understand his/her health problems, we cannot automatically give information to parents without his/her consent. We do always try to encourage young people to discuss health issues with their parents.

All staff must sign the Practice Confidentiality Policy and any breach of this could lead to instant dismissal. A copy of the practice policy is displayed at reception. If you want us to give information to another person please let us know and be sure to tell us if this applies to everything or if it is for one specific thing e.g. if we can give your wife all test results or just one, or if we can let your mother know your appointment times or test results.

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

Disabled Access

There is wheelchair access at all entrances to the building and all the consulting rooms are on the ground floor. Lifts are available if you need to go to the first floor. A disabled patient toilet is situated adjacent to the waiting room. Disabled parking bays are adjacent to the side entrances.

We have a hearing loop in the reception area and we have a member of staff proficient in sign language, if required.

Parking at the Health Centre

There is a dropping off point at the front entrance but please do not wait or park in this area, as it obstructs the buses and ambulances that come on site.

There is ample parking to both sides and behind the building. If you park to the right of the building and need to return to the front entrance to pick someone up, you will need to follow the driveway all the way round the back of the building.

There are disabled parking spaces on both sides of the building next to the side entrances. All public entrances into the building have automatic doors.

Patient Involvement Group (P.I.G.)

Our national award winning P.I.G. works hard to improve the exchange of information, ideas and concerns between the patients, the doctors and their team and assists with events such as the Flu clinics and patient surveys. The Group is run entirely by patients for patients and any input would be welcome.

The Group publishes a quarterly newsletter that aims to keep patients informed about what is going on in the practice and provides articles on areas of general interest.

The Annual General Meeting and any other public meetings organised by PIG are advertised in the local free press, in the waiting room and on notice boards around the town and villages and all patients are welcome to attend. The AGM is usually in the autumn at the end of October or early November.

If you would like to volunteer your services or would like any further details about the Group please contact the chairperson, **Mrs Jean Sutherland** on **01235 868398** or leave a note for her, here at the Health Centre.

The Church Street Care Fund

A registered charitable fund has been set up for the benefit of patients registered with the practice, to provide equipment and facilities that may otherwise be unobtainable.

We are very grateful for all donations received (cheques should be made payable to "Church Street Care Fund"). Please enquire at Reception or contact Mrs Lynn Nichols-White, the Fund Treasurer, here at the Practice, for more information.

Useful Websites

Alcohol and Drug Abuse

www.alcoholics-anonymous.org.uk

Allergies

www.allergyuk.org

Alzheimers

www.alzheimers.org.uk

Cancer

www.cancerbacup.org

www.crc.org.uk

Cerebral Palsy

www.scope.org.uk

Diabetics

www.diabetic.org.uk

Embarrassing Problems

www.embarrassingproblems.co.uk

Family Health

www.cafamily.org.uk

Health Fraud

www.quackwatch.com

Heart and Stroke

www.bhf.org.uk

www.stroke.org.uk

High Blood Pressure

www.hbpf.org.uk

Mental Health

www.mentalhealth.com

NHS Choices

www.nhs.uk

Patient Leaflets

www.patient.co.uk

Quit Smoking

www.ash.org.uk

Stress

www.stressrelease.com

Women's Health

www.womens-health.co.uk

The Surgery
 Appointments/Enquiries
 Monday – Friday, 8.30am – 6.30pm 01235 770245
 Medication Queries and Advice
 Monday – Friday, 9.00am – 5.00pm 01235 770245 Option 2

Emergency Advice & Out of Hours Services
 NHS 111 111

Minor Injuries Unit
 Abingdon 01865 425161
 Witney 01993 209458

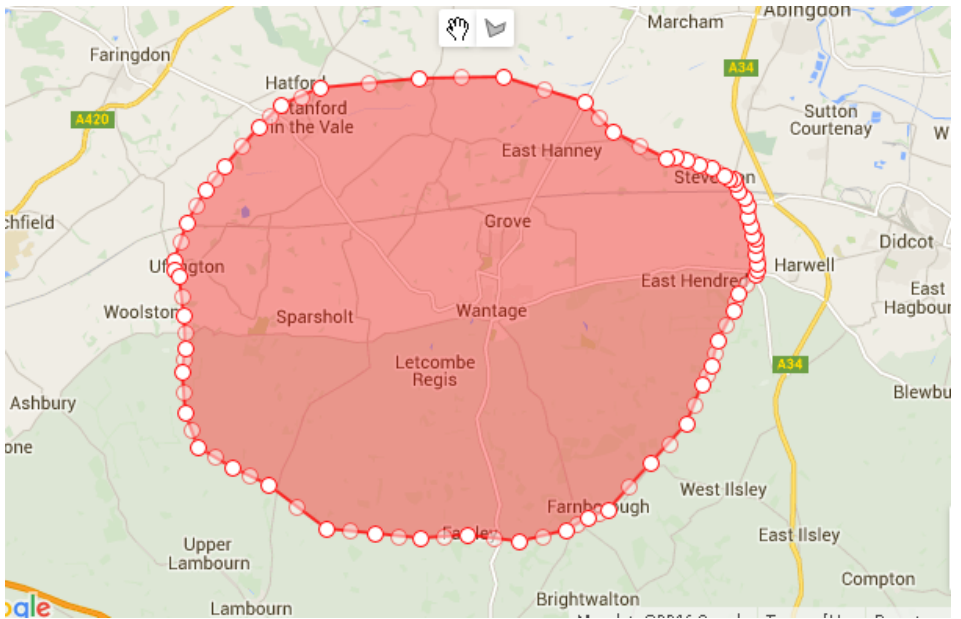
Community Services
 District Nurses 01865 904980
 Health Visitors 01235 774567
 Wantage Health Centre
 Family Planning, Podiatry & Dentist 01235 774567
 Community Information Centre 01235 765348
 Social Services Department 01235 554425
 Oxfordshire Primary Care Trust 01865 336800
 Patient Advice and Liaison Service 01865 221473
 Dental Access Centre, Didcot 01235 205888

Chemists:
 Bretts – Grove 01235 763941
 Boots – Wantage 01235 765227
 Cleggs – Wantage 01235 763046
 Lloyds – Wantage 01235 763028

Counselling & Guidance:
 Relate 01865 242960
 Wantage Counselling Service 01235 769744
 Samaritans 0345 909090
 Bereavement 01973 619933

Hospitals:
 Churchill Hospital 01865 741841
 Horton General, Banbury 01295 275500
 John Radcliffe 01865 741166
 Nuffield Orthopaedic 01865 741155
 Warneford/Park Hospital 01865 741717

Church Street Practice Area and Boundary Map



Map sources from Google.com

NOTES: