

**Church Street Practice,
The Health Centre, Mably Way,
Wantage, Oxfordshire, OX12 9BN**

churchstreetpractice@nhs.net,
www.wantagechurchstreet.co.uk

OPENING TIMES

Mon: 08.00 - 20.00

Tue: 08.00 - 18.30

Wed: 08.00 - 18.30 (until 20.00 some weeks)

Thu: 08.00 - 18.30

Fri: 08.00 - 18.30

Sat: 08.00 - 11.00 (2nd Sat. of the month only)

Sun: Closed

TELEPHONE NUMBERS

Emergencies, Appointments & Visits
01235 770245

Prescriptions advice
01235 774510

To request a routine repeat prescription please

- Email: churchstreet.prescriptions@nhs.net
- Use Appointments on Line
- Use the local Pharmacies' request and collection services
- Fax request to 01235 770727
- Bring or send your repeat slip to the surgery.

General Enquiries and Results

01235 770245
Please telephone after 10.00 a.m.

Fax

01235 770727

PRACTICE STAFF

Management Team:

Sheila Dearman, Practice Manager
Gill Koch, Information Manager
Jane King, Reception Manager
Mary Elliott, Nurse Manager

Nurse Practitioners:

Mary and Jenni

Nurses:

Denise, Kate, Zoe and Jill

Health Care Assistants:

Sharon, Lynn, Caroline and Jackie

Receptionists:

Sharron, Carole, Julie, Angie, Jodie, Sonia and Sally

Prescriptions:

Pamela, Anne, Sally and Julie

Secretaries:

Claire and Lynn

Administration:

Tania, Lynn and Sally

Church Street Practice

PRACTICE CHARTER

Information for Patients

DOCTORS

Dr Paul Bryan

Dr Joy Arthur

Dr Cheryl Fairley

Dr Liz Mackenzie

Dr Matthew Gaw

Dr Vineet Joshi

Dr Emma Alcock

Please take a copy

August 2014

Patient's Rights to General Medical Services

- ❖ To be offered a health check on joining a doctor's list for the first time.
- ❖ To have appropriate drugs and medicine prescribed.
- ❖ To be referred to a Consultant acceptable to them when they and their GP thinks it is necessary, and to be referred for a second opinion if they and their GP think it is advisable.
- ❖ To have access to their health records, subject to any limitations of the law, and to know that those working for the NHS are under a legal duty to keep those records confidential.
- ❖ To choose whether to take part in research or medical student training.
- ❖ To receive a copy of their doctors practice leaflet, setting out the services that he or she provides.
- ❖ To receive a full and prompt reply to any complaints they make about the care they receive at the Church Street Practice.

Church Street Practice Philosophy:

Our aims are to offer the highest standard of health care and advice to our patients, with the resources available to us.

We have a team approach to patient care and endeavour to monitor the service provided to patients, to ensure that it meets current standards of excellence.

We are dedicated to ensuring that Practice staff and Doctors are trained to the highest level and to provide a stimulating and rewarding environment in which to work.

Our Practice Charter

- ❖ You will be treated with courtesy and respect by all Practice personnel.
- ❖ An urgent appointment with a Doctor or Nurse Practitioner will be available on the same day.
- ❖ A non-urgent appointment with a doctor will be offered within 24 hours or can be pre-booked up to 6 weeks ahead.
- ❖ Our standard is to see 80% of patients within 20 minutes of their appointment time. If you have waited longer than this, the Receptionist will provide an explanation.
- ❖ We aim to answer the telephone quickly, politely and efficiently.
- ❖ An appointment with a Practice Nurse will be available within three working days.
- ❖ Requests for repeat prescriptions will be dealt with within 48 hours of receipt (72 hours if the request slip is left at a local pharmacy for delivery to the practice).
- ❖ All comments and suggestions about the service are welcome. You may speak to the receptionist, ask to speak to the Practice Manager, email the practice or leave a note in the comments box in the waiting.
- ❖ If you have a complaint please speak to any member of staff. Your complaint will be dealt with in a professional and efficient manner.
- ❖ We wish to make the Church Street Practice as accessible as possible. If you have hearing, visual or physical difficulties please let the receptionist know so that we can enable you to fully use our services.

Patient's Responsibilities

- ❖ Always book an appointment as we do not offer a drop-in service unless it is a serious medical emergency.
- ❖ Let us know if you are unable to attend an appointment so that we can offer it to someone else.
- ❖ Try to let us know in advance if you are going to be late for an appointment, so that we can make alternative arrangements to help you.
- ❖ Only request a home visit for those who are unable to come to the surgery because of serious illness or infirmity. Please ring the surgery before 10.00 a.m. if at all possible.
- ❖ Urgent appointments are for urgent medical problems. Please speak to the Receptionist if you require a sick note or repeat prescription.
- ❖ Tell the receptionist if you have several problems and arrange a double appointment otherwise the doctor may have to ask you to come back to finish off your list.
- ❖ Be patient if the Doctor is running late as it is usually due to unforeseeable emergencies but please ask for an explanation from the Receptionist.
- ❖ Make a separate appointment for each patient that needs to be seen. This allows the Doctor enough time to treat each patient with the time that they deserve.
- ❖ Please treat all surgery staff and fellow patients politely and with respect. Violence or verbal harassment will not be tolerated or accepted, you may be asked to register at another surgery if this behaviour occurs.