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| http://wantagechurchstreet.co.uk/wp-content/themes/churchstreet/images/logo.png**PRACTICE INFORMATION**  |

**To request a routine repeat prescription please either**

* Email:

occg.csprescriptions@nhs.net

* Use Appointments on Line
* Bring or send your repeat slip to the surgery

The Health Centre

Mably Way

Wantage

Oxfordshire

OX12 9BN

**Telephone numbers:**

**08.30-18.30 01235 770245** and choose one of the options available

18.30-08.30 111

**Email address:**

 churchstreetpractice@nhs.net

**Website:**

<www.wantagechurchstreet.co.uk>

**Opening times**

Mon: 08.00 - 20.00

Tues: 08.00 - 18.30

Weds: 08.00 – 18.30

 (until 20.00 alternate weeks)

Thurs: 08.00 – 18.30

Fri: 08.00 – 18.30

Sat: 08.00 – 11.00

 (2nd Sat. of the month for pre-booked appointments only)

Sun: Closed

**DOCTORS**

Dr Liz Mackenzie

Dr Joy Arthur

Dr Matthew Gaw

Dr Vineet Joshi

Dr Elaine Barber

Dr Manish Patel

Dr Elizabeth Morris (on maternity leave)

Dr Nicky Jacobsen

Dr Cathy Scott

Dr Helen Dee (on maternity leave)

**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.**

**HOW**

**TO REGISTER AS A PATIENT**

If you are new to the area and would like to register with us please ask at our Front Desk or download the registration forms from our website. *(please note that there is a practice boundary).* We will also need to see some form of photographic ID e.g. your passport or driving licence.

**APPOINTMENTS**

All surgeries are by appointment which can be made in person, by telephone or on-line (ask a Patient Adviser for details of our on-line booking system). Appointments can be booked at least up to 4 weeks in advance. We offer telephone appointments as well as face to face consultations.

If you are unable to attend your appointment please let us know so that we can offer this to another patient.

**URGENT APPOINTMENTS**

If you have an urgent problem we will always offer an urgent same day appointment with either a doctor, an Emergency Care Practitioner or an Advanced Nurse Practitioner. *(Urgent appointments are not for Repeat Prescriptions, fit notes or for signing forms).*

**ADDITIONAL APPOINTMENT AVAILAIBLITY**

The Practice is part of the ValeMed Federation which includes Practices in Wantage, Faringdon and Didcot. We are working together to offer additional appointments to patients across the three towns which means sometimes you may be offered an appointment at a practice other than Church Street. The appointment will be offered if it is the most appropriate and/or timely for you and it will be with either a GP, Nurse Practitioner or Diagnostic Physio.

Your medical records will be accessed by the clinician you are booked to see and consent to share your medical records will be obtained from you.

**HOME VISITS**

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. Visits should be requested before 10.30 a.m. if at all possible.

**PRESCRIPTIONS**

To request a routine repeat prescription please see details on the front of this leaflet. Routine requests will be dealt with within 72 hours but if you are using a Pharmacy collection service please allow extra time before going to collect your medication.

**CHAPERONES**

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP. Our staff have received appropriate chaperone training.

**SMOKING CESSATION ADVICE**

* [www.smokefreelifeoxfordshire.co.uk](http://www.smokefreelifeoxfordshire.co.uk)
* Telephone: 0800 246 1072 or 01865 238 036
* Email: info@smokefreelifeoxfordshire.co.uk
* Text: QUIT to 66777

**OUT OF HOURS**

If you have an urgent problem when the surgery is closed, please ring 111 your call will be answered by the Oxfordshire NHS 111 Service. This service offers advice on health problems and will put you through to the Out of Hours Doctor or arrange an ambulance if needed.

**DISABLED ACCESS**

There are disabled parking bays at both sides of the building with automatic doors to access the building. There is a drop off point at the front of the building with automatic doors for access. All doors are suitable for wheelchairs.

There are disabled toilets in the main foyer, next to the public telephone, and in the small foyer leading to the waiting room.

All consulting rooms are on the ground floor and there are lifts if access to the first floor is required.

**TEACHING AND RESEARCH**

As a teaching Practice, medical students spend part of their training with us from the University of Oxford Medical School.

The Practice is also involved with medical research in partnership with the National Institute for Health Research.

We would value your co-operation with both of these activities, but we understand if you do not want to be involved.

**DATA PROTECTION**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system.

**OTHER LEAFLETS**

You will find a wide variety of Practice Leaflets which will inform you of all the services that we provide for our patients. These include a Patient Charter Leaflet and Complaints leaflets. A separate leaflet is available in the Waiting Room which lists details of when each of our doctors and nurse practitioners are normally available. For more information, please ask at Front Desk.

**OXFORDSHIRE CLINICAL COMMISSIONING GROUP**

The Practice is a member of the Oxfordshire Clinical Commissioning Group which is the organisation that purchases all the health services for Oxfordshire patients.

For more information go to their website

[www.oxfordshireccg.nhs.uk](http://www.oxfordshireccg.nhs.uk)

**PATIENT’S RESPONSIBILITIES**

* Always book an appointment as we do not operate a walk-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 10.30 am if at all possible.
* Urgent appointments are for urgent medical problems. Please speak to a Patient Adviser if you require a sick note or repeat prescription.
* Tell a Patient Adviser 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 Patient Adviser.
* 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.

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**Management Team: Patient Advisers:**

Julie Bridle, Practice Manager Sharron, Carole, Julie, Angie, Jodie,

Mary Elliott, Nurse ManagerSonia, Deborah, Allison

 **Prescriptions**

**Nurse Practitioners:** Sally, Katie, Emma and James

Mary, Jenni and Amy

 **Secretaries**

**Practice Nurses:** Claire and Sarah

Denise, Donna, Michelle and Laura

 **Administration**

**Emergency Care Practitioners:** Tania, Lynn, Sally , Cory

 **Workflow**

**Health Care Assistants**  Rachael, Danni, Andy

Sharon, Lynn, Caroline, Marcus and Jackie

 **Clinical Data/QOF Lead**

Gill Koch