

**BARTLEMAS SURGERY**  
East Oxford Health Centre  
1 Manzil Way, Oxford, OX4 1XD  
Tel: 01865 263120 Fax: 01865 200421  
Website: [www.bartlemas.com](http://www.bartlemas.com)

**Patient Information Booklet**

Dr Antony Fleischman (Senior Partner)  
MB BCh DRCOG MRCGP Qualified Johannesburg 1989

Dr Sheena Sharma (Partner)  
MB BS MRCGP DRCOG DFFP Qualified London 2002

Dr Fiona Gelder (Partner)  
MBBS MRCGP DRCOG MSc General Practice  
Qualified London 1986

Dr Kamal R. Mahtani (Academic GP)  
BSc PhD MBBS PGDip MRCGP Academic GP  
Qualified London 2006

Dr Vicky Greenwell (Salaried GP)  
MB ChB MRCGP Qualified Manchester 2005

Dr Clare Wyld (Partner)  
BSc MB ChB MRCGP Qualified Glasgow 2007

Dr Sarah Turner (Partner)  
MBBS BSc MRCGP DRCOG Qualified Imperial College London 2010

Dr Clare Frost (Salaried GP)  
Dr Sophie McCucheon (Salaried GP)  
Dr Fatma Awadalla (Locum GP)

**Practice Nurses**  
Amanda Buckett RN  
Vicks Campion RN  
Lorna Smith RN

**Practice Manager**  
Julie Eley  
**Deputy Practice Manager**  
Ali Howkins

**Opening Hours**  
**Monday to Friday 08.30 – 6.00pm**  
**Saturday Nurse Clinic 8.00 – 1.00 pre-booked appointments only**  
**Closed 1.00 – 2.00pm on Tuesdays for Staff Training**

## **About Bartlemas Surgery**

We are a practice of 5 GP Partners assisted by salaried GP's and GP Registrars. Our Primary Health Care team includes Practice and Community Nurses, a Health Care Assistant, Care Co-ordinator, Practice Manager, Patient Services Manager and a team of Reception and Administrative Staff. We are committed to providing all our patients with the best possible healthcare. This is achieved by working together as a team and with you as a partner in the care you receive.

We aim to provide high quality family medicine in a friendly, relaxed atmosphere.

**Our practice area covers** the eastern part of the city and surrounding area and includes, Cowley, Littlemore, Rose Hill, St Clements and parts of Headington. A wide range of social and ethnic groups is represented and translators can be booked for most languages.

## **How to use Bartlemas Surgery**

### **New Patients: How to Register with a Doctor**

All new patients will be asked to complete a medical questionnaire and registration form. You will also be required to provide evidence of identification and proof of residence. You may indicate on the registration from any preference for a particular doctor, male or female, this is available only between 9am-5pm Monday - Friday.

## **Doctor Appointments**

We offer ten-minute appointments with the doctor. Each doctor has his or her own consulting times which are available in reception. All routine appointments must be booked in advance. Appointments can be made in person, by telephone or online (you will be given a PIN number when you register). **To enable us to offer you the most appropriate appointment the receptionist will ask you to give brief details of your illness.** Please help us to help you by providing this information. In order to enable continuity of your care, we ask you to see one regular doctor whenever possible.

**Monday – Friday Morning Surgery 8.30am- 12 noon**  
**Monday – Friday Afternoon Surgery 3.30pm – 5.30pm**

## Surgery Schedule

<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>
Dr AF(M) Dr VG(F) Dr CF(F) Dr FA (F) Registrars Practice Nurse Healthcare Asst	Dr FG(F) Dr VG(F) Dr ST(F) Dr SM(F) Practice Nurse Healthcare Asst Midwife	Dr AF(M) Dr ST(F) Dr FG(F) Dr CF(F) Practice Nurse Healthcare Asst Midwife	Dr AF(M) Dr SS(F) Dr ST(F) Dr VG(F) Dr SM(F) Registrars Practice Nurse Healthcare Asst	Dr AF(M) Dr SS(F) Dr CW(F) Dr FA (F) Registrars Practice Nurse Healthcare Asst
CAB Service			Counsellor	

### **PLEASE REMEMBER TO TELEPHONE AND CANCEL YOUR APPOINTMENT IF YOU NO LONGER NEED IT**

On arrival at the surgery please either check yourself in on the Patient Self Check in Screen or give your name to the receptionist. Please note that if you are more than 10 minutes late for your appointment you may be asked to re-book. **If you have a mobile phone we will send you a text message reminding you of your appointment date and time**, so please make sure that we always have an up to date mobile number for you.

### **Home Visits**

If you need a home visit because you are too ill to travel to the surgery, please telephone before 10.30 am giving clear details of your name, address and telephone number. The receptionist will ask you to give details of your illness to help the doctor plan their visit.

### **Emergencies (The Out of Hours Service)**

Between 6.30 pm and 08.30 am on weekdays and throughout weekends and bank holidays, you will be connected directly to the Out of Hours emergency service. Please only request an out of hours consultation if you think the patient really cannot wait until we are next open. Alternatively you can ring

**111 for medical advice available 24/7**

## **Practice Nurse Appointments**

When booking an appointment with the practice nurse, it is helpful if you can state your reason for seeing her so that we can book the appropriate amount of time. For example, a blood test, immunisations or contraception appointment is 10 minutes long, but if you need a dressing, both ears syringed, a cervical smear or to discuss your travel vaccinations we need to book you 20 minutes. **For travel immunisations please see the nurse at least 8 weeks before you travel.**

**Monday – Friday Morning Surgery 8.30am – 12noon**

**Monday – Friday afternoon surgery 1pm – 5pm Tues (2pm – 5.30pm)**

**Saturday 8am – 1pm**

## **Repeat Prescriptions**

If you are on long-term medication you can get a repeat prescription by marking the items you require on your printed list of drugs (the right hand side of your prescription) and bring it to the surgery.

You can also post or fax it to us, email us on

[bartlemas.prescriptions@nhs.net](mailto:bartlemas.prescriptions@nhs.net) or go onto our website

[www.bartlemas.com](http://www.bartlemas.com) where you can order via patient access. We will have your new prescription ready for collection in **48 hours (2 working days)**. We can also arrange to send it direct to a local chemist of your choice via repeat dispensing.

A 'Review Date' on your prescription prompts the doctor to check whether you need to make an appointment for a review. A message will then be added to the prescription asking you to make an appointment.

## **Test Results**

If you have had a test done in the practice your doctor or nurse will advise you when to phone in for the result. It usually takes a week for most results to come through. **Please phone between 11.00am and 4.00 pm for results.**

**The Health Authority will write to all women with the results of Cervical Smear tests. If you do not hear from them within 3 months of the test date, please contact the surgery**

## SERVICES WE OFFER

**Asthma/COPD Clinic** - this clinic is run by a practice nurse and is for patients who may require a change in their medication, newly diagnosed patients and those who require regular support.

**Diabetic Clinic** – A weekly clinic run by the practice nurse for patients with diabetes.

**Family Planning** - All our doctors are trained in family planning and can offer a full range of services including emergency contraception.

**Hypertension Reviews** - Both doctors and practice nurse can carry out Hypertension Reviews in a pre-booked appointment.

**Health Promotion** - All the nurses offer a range of advice and support to help you maintain a healthy lifestyle eg stopping smoking, dietary and exercise advice, menopause.

**Immunisations** - Our practice nurses are happy to advise you about any immunisations that you should need to keep up to date. We encourage all patients with chronic medical conditions, pregnant or aged over 65 to have a vaccination against influenza (Flu) every year. We also provide vaccinations against pneumonia and shingles for certain age groups.

**Maternity Services** - Working with the community midwives, the doctors offer antenatal care throughout the week. We have a community midwife in the practice Tuesdays and Wednesdays.

**Travel Services** - The practice nurses can provide advice and vaccinations appropriate for your travels abroad. We are also registered Yellow Fever vaccination centre. Please make an appointment at least 8 weeks before you travel to ensure that you can complete the full courses of any recommended vaccines.

**Child Health Clinic** - This clinic is held on Thursday afternoons from 2.00 – 4.30 pm providing immunisations for children under 5 years of age. This clinic is for well children only – please do not bring your child to the clinic for the treatment of illness or for repeat prescriptions.

### **The Health Visitor Service (Tel: 01865 264967)**

Health Visitors offer antenatal education and post-natal care to mothers as well as care for children under 5. They visit babies 10-14 days after birth and thereafter see mother and baby at the Child Health Clinic. They offer parenting advice for children and support or referral for post-natal depression.

### **The District Nurse Service (Tel: 01865 904814)**

District Nurses are specially trained to assess nursing need and provide care to patients and their families in their own homes. They care for a wide range of people, including post-operative surgical patients, people with long-term medical problems and palliative care needs. The daytime service is available between 08.00 am and 4.30 pm.

### **The Community Midwife Service**

A midwife from the John Radcliffe Hospital shares antenatal care with the doctors. She is at the Surgery on Tuesday and Wednesday.

### **Confidentiality**

All information coming into the practice is treated as confidential and all members of the team including reception and administrative staff are bound by strict confidentiality rules. Likewise your doctor will not discuss you with your relatives without your permission.

### **Disabled Access**

There is a lift to the first floor where our practice is located. The surgery has a separate disabled toilet and washroom.

### **Teaching and Training**

We are an approved training practice and welcome new GP Registrars each year. Registrars are qualified hospital doctors who are training for a career in General Practice. Occasionally, you may be asked if you are happy for another clinician to sit in with your consultation. You are free to refuse to have this person present and it will not affect the treatment you receive.

### **Video-taping of consultations**

Occasionally the doctor or nurse may wish to video-record your consultation. Analysis of consultations in video is very helpful in developing and improving our skills. The receptionist will give you information about this, and invite you to participate. No recording will take place without your consent, no intimate physical examinations will be recorded and the camera will be switched off on request. Recordings are only seen by other doctors or nurses involved in training and accreditation.

### **NON NHS SERVICES**

Some of the services we provide are not covered by the NHS, eg insurance medicals, private sick notes, private healthcare claim forms. Some travel vaccinations. We charge standard fees for each of these items which are in line with the recommended charges of the British

Medical Association. Please ask at reception for details of these charges.

Employers normally accept a self-certificate sickness form for periods of sickness up to one week, which you can sign yourself without having to see the doctor. These SC1 forms are available from your workplace or the Benefits Agency/Dept of Social Security. There is a charge for private sick certificates for the first week of any illness.

We are a registered **Yellow Fever Vaccination Centre** and can offer this service to people who are not our patients. There is a fee for this injection and certificate of vaccination, which the receptionist can advise you of when you make an appointment.

Please note that we accept bank debit cards and cash payment.

### **Change of Address**

Please notify us immediately of any change of address or telephone number. This prevents problems when sending you letters, making hospital appointments and home visiting.

### **Complains Procedures**

We operate a practice complaints procedure as part of the NHS system. Our procedure meets national criteria and our aim is to give you the highest possible standard of service and to deal swiftly with any problems that may arise. We welcome your comments and feedback on our service and our Practice manager will be happy to provide further information. Our Practice Complaints Leaflet gives details of the procedure, and is available from reception.

All complaints about the standards of service will be investigated and no one will be victimised because of a complaint.

### **PALS – Patient Advice and Liaison Services**

The Patient Advice and Liaison Service can:

- Provide information about local health services,
- Help sort out problems on your behalf, put you in touch with other services who can help
- Listen to your concerns, suggestions and queries
- Advise and support patients, their families and carers

This confidential service can be contacted on **0800 052 6088**

### **Equal Opportunities**

All patients will be treated fairly on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability or sexual orientation.

### **Access to Patient Information**

We will only ever pass on or use information about you if others involved in your care have a genuine need for it, or the safety of others is at risk or the law requires information to be passed on, for example:

- Notification of new births
- Where we encounter infectious diseases that may endanger the safety of others, eg meningitis or measles (please note that this **does not** include HIV/AIDS)

### **Access to Your Medical Record**

If you would like to access your medical records, please telephone the surgery and make an appointment to see the Practice Manager.

### **Freedom of Information Act**

The freedom of Information Act 2000 obliges the practice to produce a publication scheme, which is a guide to the classes of information the practice intends to routinely make available.

### **Our Clinical Commissioning Group**

Oxfordshire OCCG

Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Oxford, OX4 2LH, Tel: 01865 226970



## **Practice Charter Standards**

### **Our Responsibility to you:**

- We will treat you with courtesy and respect at all times
- We will endeavour to maintain the highest standards of medical practice at all times
- We will keep the consultation and your computer and written records confidential
- We will provide you with emergency care promptly when you need it
- We will endeavour to offer all patients access to a doctor within two working days for medical problems of any kind, though it will not always be possible to offer an appointment with the doctor of your choice.
- All staff involved in your care will introduce themselves, and ensure that you know how to contact them.

### **Your responsibility to us:**

- We ask that you treat Doctors and Staff with courtesy and respect at all times.
- Please give as much information as possible to the receptionist who is making your appointment to enable her to offer the most appropriate appointment.
- If you cannot keep an appointment please let us know as soon as possible, this may enable someone else to be seen.
- If you are more than 10 minutes late for an appointment you will be asked to rebook; in exceptional circumstances you may be seen at the end of surgery.
- The practice has a NO SMOKING policy within the building.
- Visitors must not bring drugs or alcohol into the premises.
- We ask you to PLEASE SWITCH OFF YOUR MOBILE PHONE in the waiting and consulting rooms.
- Any person who is verbally aggressive or abusive will be asked to leave and will have to book another appointment.
- Anyone who is verbally or physically threatening or actually violent will be asked to leave or will be removed from the premises by the police.

**WE OPERATE A 'ZERO TOLERANCE' POLICY AND WILL INVOKE OUR RIGHT TO REMOVE ABUSIVE PATIENTS FROM OUR LIST**