

# WOODLANDS SURGERY



4 Burchester Place, Banbury,  
Oxon OX16 3WT

**Tel: 01295 368022**

[www.woodlandssurgery-banbury.co.uk](http://www.woodlandssurgery-banbury.co.uk)  
email: [woodlands.info@nhs.net](mailto:woodlands.info@nhs.net)

# Welcome To Our Practice

## THE PARTNERS

(All practice together in a non-limited partnership.)

Dr Emma Halliday  
BM BCh Registered 2006 (Oxford)

Dr May Chong  
MBChB DRCOG Registered 2000 (Birmingham)

## SALARIED GP'S

Dr Tom Meddows  
BM BCh Registered 2006 (Oxford)

Dr Jordan Ford  
MBChB Registered 2014 (Bristol)

Dr Imogen Boyd  
MBBS Registered 2015 (London)

## ANCILLARY TEAM

Deb Chronicle – Practice Manager  
CIPFA

Pradeep Goel – Advanced Clinical Practitioner  
B.Pharm, IPresc, M.Sc. Advanced Clinical Practice, MAPCPharms, Certificate in Diabetes Care

Rachel Virgo - Pharmacist  
MPharm

Janet Herald – Practice Nurse  
RGN, ENB901

Zoe Horne – Nurse Associate

Rachel Jones - Healthcare Assistant

Craig Acock – Mind Worker

## RECEPTION STAFF

We have a team of experienced receptionists and a secretarial Team, who deal with appointments, telephone enquiries and other aspects of administration within the surgery. They are here to help you so please remember they have a busy and sometimes difficult job. When telephoning for medical attention the receptionist may ask for a few details. They have been trained to make these enquiries so that you can be helped in the most appropriate way. We attach great importance to confidentiality and this is respected by all staff. You can also make non-urgent enquiries via email on [woodlands.info@nhs.net](mailto:woodlands.info@nhs.net)

## HOW TO REGISTER

You are welcome to register with the practice if you are ordinarily resident within the area shown on the practice map (this can be seen inside the back cover of this booklet) and not already registered with another surgery with Banbury. You will be asked to fill in new patient registration forms for each member of the family and this can take some time. Alternatively, these can be taken away for completion and returned. You may consult any of the doctors, although it makes sense to let the same doctor deal with any ongoing problem. You have a right to express a preferred doctor if you wish and the practice will make best endeavours to comply with any reasonable preference expressed. However, please note that all of our doctors are part-time and therefore will not be available at all times.

## TEMPORARY PATIENTS

If you have a friend staying, or a child at home from boarding school or university for less than three months, you can register as a temporary resident and will be given the appropriate form to complete. Please remember to tell the receptionist when making the appointment that you/they are not permanent residents.

## OVERSEAS VISITORS

Patients visiting from countries with which the UK has a reciprocal medical health agreement will only be entitled to receive free treatment that is deemed by the GP to be immediate and necessary. If the patient requires treatment that is not immediate and necessary they will be offered treatment on a private and paying basis. Free NHS treatment is normally only available to UK residents - anyone living in the country for less than six months is unlikely to be eligible. Any person claiming to be resident in the country for six months or more will be asked to provide some form of proof eg passport, wage slip, work permit, housing contractor tenancy agreement.

## CHANGE OF PERSONAL DETAILS

Please give the receptionist full details of any change of name, address or telephone number for you or any member of your family. Alternatively, this can be done via the internet (see section on patient access overleaf) or by e-mailing us.

## ROUTINE APPOINTMENTS

The surgery does not offer a walk-in service. All consultations are by appointment only, which can be made at the reception desk or by telephone. We also offer on the day telephone appointments.

Although you are officially registered with the practice you may request to see the doctor of your choice. However, we would ask you to try and see your “usual” doctor whenever possible and follow through an illness with the same doctor. This may not always be possible as all our doctors are part-time.

## CANCELLING APPOINTMENTS/LATE ARRIVAL

If you cannot attend any booked appointments please let us know as soon as possible as they can then be reallocated to another patient. This can be done via patient access if you have registered for this service or via the NHS App. Our practice has a strict policy regarding non-attendance of surgery appointments. The doctors and nurses are very busy. If you fail to attend an appointment this is a waste of valuable time as this appointment could have been used for a patient who was in genuine need. Late arrival for an appointment may mean not being seen and you will be asked to rebook another appointment.

## AUTOMATED PATIENT CHECK-IN SYSTEM

The surgery has a touch-screen check-in system for patients to use. This helps to free up the reception staff time for answering the telephone and dealing with queries, etc so it would be very helpful if you could use this system, if at all possible. One of the reception staff would be very happy to assist you with this the first time you use the system, though it is very quick and easy to use, and is available in a number of different languages.

## PATIENT ACCESS

It is possible to make, cancel or view appointments via the internet on a system called patient access. You can also send us short messages, request repeat prescriptions and notify us of changes of address, etc. You would need to have access to a computer with internet access to be able to use this. Please ask at the reception desk for further details on this if you are interested.

## EMAIL

Please feel free to email us with any non-urgent enquiries on: [woodlands.info@nhs.net](mailto:woodlands.info@nhs.net)

## VIOLENCE AND ABUSE

We will not tolerate violent behaviour or abuse towards any member of our team. Any such behaviour from patients may result in removal from our list.

## TELEPHONE ADVICE

If you need advice or feel that you need to discuss your symptoms with a doctor or Pharmacist please ask the receptionist. We have a number of telephone appointments available each day.

## OUT-OF-HOURS VISITS

Out of hours there is always a doctor on call for emergencies. On telephoning the surgery you will hear a recorded message for patients giving details of the emergency out-of-hours service if this is required. For information, this number is 111. Please only request an out-of-hours visit for an urgent problem. Advice can be given over the telephone. If you require **immediate** medical attention, please dial 999 for the ambulance. You can also get general health advice 24 hours a day by calling 111.

## TRANSPORT TO HOSPITAL

Please use your own or a friend or relative's transport whenever possible. If you are entitled to use non-emergency ambulance transport, please contact the Transport Coordination Team on 0300 1000015.

## REPEAT PRESCRIPTIONS

To avoid errors, we do not take telephone requests. You can either bring your request and put it in the appropriate box on the reception counter, post or email it to us on: [woodlands.scripts@nhs.net](mailto:woodlands.scripts@nhs.net) Alternatively, this can be done via patient access. Tick the required medication on your prescription counterfoil. Indicate your preferred chemist if you would like the prescription collected and made ready. Please allow at least 72 hours to prepare your prescription.

## DO YOU PAY FOR YOUR PRESCRIPTIONS?

Prescriptions are free for: over 60's, pregnant women, mothers of babies under 12 months, children under 16 (or 19 in full-time education), people who have low income, people who receive income support, people with family credit and people with certain chronic conditions. If you are not entitled to free prescriptions a 'season ticket' may save you money. This is a prepayment certificate. If you need more than five items during four months or more than 14 prescribed items during the year, you will save money by buying one.

## SICK NOTES

Certificates for sickness for periods of 7 days or less should be signed by the patient themselves, using form SC2 available from the surgery or your place of work. A medical certificate from the doctor is not normally required. If your employer insists on the production of a medical certificate for less than a week, a fee will be charged. Sick notes can be backdated to the first day of an illness and do not require a 'same day' appointment.

## NON-NHS SERVICES

There are several services such as taxi and HGV medicals, private insurance forms etc, which are not covered under the NHS and we are not obliged to provide these services. We do however offer this service as a 'non-priority' service and you will be asked to pay the relevant fee in advance of your appointment. Please note that if you do not attend, or arrive late for this appointment, you will still be expected to pay for it as this is not NHS-funded work.

## TEST RESULTS

You may ring the surgery for the results of tests but please remember the following points:

1. Results will only be given to the specific patient to whom they apply. In the interest of confidentiality please be prepared to identify yourself.
2. Please telephone after 10.30am when the receptionist will have more time to deal with your enquiry.
3. Please do not expect the reception staff to have any medical knowledge. They are instructed only to tell you if your test is normal. If any test is abnormal or you require further discussion or interpretation then please refer to your doctor or nurse.

## PRACTICE NURSES

Our practice nurses can be seen by appointment for blood tests, cervical smears, injections, wound dressings, suture removal and any other treatments required by the doctors. They are also available for health checks, travel advice and immunisations, flu injections, advice on healthy eating and other minor health problems.

## COMMUNITY NURSES

A team of district nurses, attached to the practice (but not employed by the practice), look after patients confined to their homes, or after discharge from hospital. They can be contacted on 01865 903 061 by leaving a message on their answerphone, or at surgery reception.

## HEALTH VISITORS

A team of health visitors is attached to the practice but are not employed by the practice. They are qualified nurses with special training and experience in child health, health promotion and health education. As well as specialising in child health, they are available to discuss any health-related matters with all age groups, including postnatal depression, bereavement, contraception, family support, smoking, alcohol and drug misuse. They can be contacted by telephoning 01295 278843.

## MIDWIVES

You can see your midwife ANY day at the hospital by telephoning 01295 229453.

## SURGERY TIMETABLE FOR ROUTINE APPOINTMENTS

	SURGERY OPENING TIMES
<b>MONDAY</b>	<b>08:00 – 20:00</b>
<b>TUESDAY</b>	<b>08:00 – 18:30</b>
<b>WEDNESDAY</b>	<b>08:00 – 18:30</b>
<b>THURSDAY</b>	<b>08:00 – 18:30</b>
<b>FRIDAY</b>	<b>08:00 – 18:30</b>

(Between 12.30 and 13:30 daily, and during staff training, the telephones are switched to a recorded message with details of the emergency number.)

## MACMILLAN NURSE

A Macmillan nurse works within the practice providing advice and support to patients and to the families of patients with life-threatening illnesses and cancer. She can be contacted by leaving a message at the surgery, or direct on 01295 811866.

## MENTAL HEALTH WORKER

We have a fully qualified Mental Health Worker working within the practice. Counselling can help with a wide range of emotional and psychological problems such as depression, anxiety, bereavement, stress, phobias and relationships. Patients can request an appointment through their doctor.

## DOMESTIC VIOLENCE

Domestic abuse is the emotional, physical, financial, or sexual abuse of a person by a family member, or their partner, with whom there is or has been an intimate relationship.

**ZERO TOLERANCE CALLS FOR ACTIVE PREVENTION OF DOMESTIC VIOLENCE, ADEQUATE PROVISION AND APPROPRIATE PROTECTION. IT IS NOT YOUR FAULT.**

If you are experiencing domestic violence contact:

999 in an emergency

Oxfordshire Women's Aid 0800 731 0055

ChildLine 0800 1111

Victim Support 0808 168 9111

Connection Support

Oxon 01865 711267

Bucks 01296 484322

Milton Keynes 01908 363492/3

Tell someone: talk to your health visitor, general practitioner, or a friend.

## OTHER SERVICES

### Flu Vaccination

We particularly recommend this for patients with heart, chest or kidney disease, diabetes and other chronic diseases. It is also recommended for elderly people and residents of nursing and care homes. The Practice will send out invitations during the autumn / winter months .

### Asthma Clinic

Asthma patients are seen by our asthma nurse for review in any routine surgery sessions. The check-up includes an initial asthma assessment, education, monitoring as required, checking inhaler technique and self-management planning. It is beneficial to review children's asthma as recommended by the GP. Adults should be reviewed annually as a matter of course. The surgery will send out annual invitations / reminders.

### Diabetic Clinic

The diabetic clinic is held weekly. Patients are invited to attend every 6 -12 months for review. Other routine appointments are arranged as necessary, and the care of some patients is shared between the GP and the diabetes specialist nurse at the Horton General Hospital. It is hoped that with regular support our diabetic patients' understanding of the condition can be increased and control improved.

### Children's Immunisations

Clinic is held on a weekly basis.

### ECGs

During normal surgery hours.

### Emergency Contraception

We can offer emergency contraception for up to 72 hours after the event, and sometimes even longer if using the coil (IUCD). Please seek advice from the practice nurse or doctor as soon as possible. Alternatively you could contact Orchard Health Centre.

### Family Planning/Contraceptives

All the doctors are trained in family planning and can advise on and supply the full range of contraception methods.

### Screening

Screening for cervical cytology (smears), as well as blood pressure, cholesterol and diabetes is offered.

## DISABLED

There are two reserved parking spaces adjacent to the front door of the surgery. If you require assistance, please press the door bell and a receptionist will come as soon as they are free. All patient services are provided at ground level. A disabled patients' WC is situated opposite the consulting rooms. If access proves difficult to any of our disabled patients, please inform the reception staff and we will do our best to help. We do have access to a wheel chair within the surgery if required.

## SUGGESTIONS OR COMPLAINTS

We are very happy to receive constructive comments and suggestions for improving our service to patients, and we have a suggestion box in reception for your ideas. Similarly, if you have a complaint, we will deal with it in a constructive way. Please speak to one of our receptionists in the first instance. They will do their best to deal with your complaint there and then. You can also email us on [woodlands.feedback@nhs.net](mailto:woodlands.feedback@nhs.net). For complaints which you feel have not been satisfactorily resolved by speaking to one of the receptionists, please ask to speak to the Practice Manager Deb Chronicle.

## CONFIDENTIALITY

We ask you for personal information so that you can receive appropriate care and treatment. This information is recorded on computer, and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is always maintained by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary medical information about you is shared between members of the team.

## NHS 111 - CALL 24 HOURS A DAY ON 111

Worrying health problems and questions can crop up at any time. Minor cuts or burns, a bad bruise, sports injuries, allergic reactions to bites or stings, nights when your baby won't stop crying and you can't work out why, the headache that won't go away... Incidents where you feel you probably don't need to call out the doctor or go to the accident and emergency department and it's not really a 999 emergency. But you do need someone qualified and experienced to turn to. That's why the NHS has set up a 24-hour confidential helpline. Staffed by nurses and trained operators, NHS 111 will give you immediate information and friendly advice on what to do and what not to do - any time of the night or day. And of course, if they think you might have something more serious they'll advise you what to do or connect you to 999 if you need an ambulance. They'll also have details of other relevant health information services and late-night pharmacies in your area.

Calls are charged at local rate. As in the case of 999 calls, all calls are recorded.

## FREEDOM OF INFORMATION - PUBLICATION SCHEME

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.

## HOW WOODLANDS SURGERY IMPLEMENTS THE NHS CONSTITUTION

### Principles

#### The Practice:

- Provides a comprehensive service, available to all irrespective of age, disability, gender reassignment, race, religion or belief, sex or sexual orientation and has a duty to respect their human rights.
- Promotes equality through the service, providing and to paying particular attention to groups or sections of society where improvements in health and life expectancy are not keeping pace with the rest of the population.
- Provides access to services based on clinical need, not on an individual's ability to pay.
- Aspires to the highest standards of excellence and professionalism, providing safe and effective high-quality care focused on patient experience.
- Ensures that it is effectively lead and managed and its staff receives relevant education, training and development.
- Its services reflect the needs and preferences of patients, their families and carers who will be involved in and consulted on all decisions about their care and treatment.
- Ensures that it works across organisational boundaries and in partnership with other organisations in the interest of patients, local communities and the wider population.
- Is accountable to the public, communities and patients that it serves.
- Supports staff when they raise concerns about the service by ensuring their concerns are fully investigated and that there is someone independent, outside of their team, to speak to.



## PATIENT RIGHTS

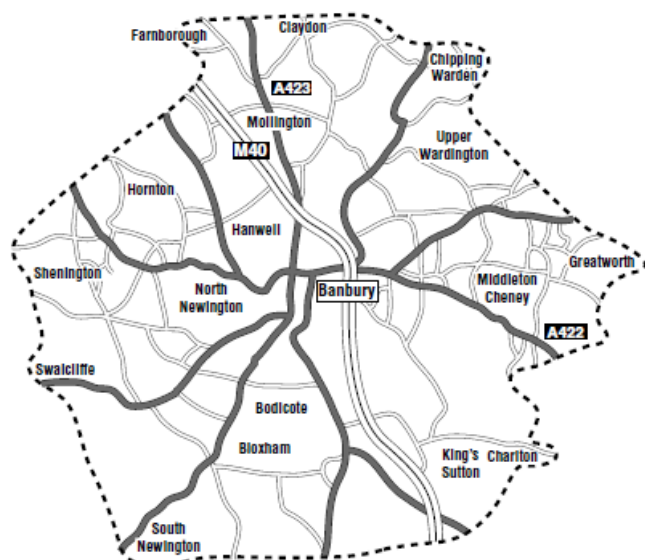
### Patients have the right:

- To receive NHS services free of charge, apart from certain limited exceptions sanctioned by Parliament.
- To access NHS services and not be refused access on unreasonable grounds.
- To expect the Practice to assess the health requirements of the local community and to commission and put in place the services to meet those needs as considered necessary.
- In certain circumstances to go to other European Economic Area countries or Switzerland for treatment which would be available through the NHS.
- Not to be unlawfully discriminated against in the provision of NHS services including on grounds of gender, race, religion or belief, sexual orientation, disability (including learning disability or mental illness) or age.
- To access services within maximum waiting times, or to be offered a range of alternative providers if this is not possible.
- To be treated with a professional standard of care, by appropriately qualified and experienced staff, in a properly approved or registered organisation that meets required levels of safety and quality.
- To be treated with dignity and respect, in accordance with their human rights.
- To accept or refuse treatment that is offered, and not to be given any physical examination or treatment unless valid consent has been given.
- To be given information about their proposed treatment in advance, including any significant risks and any alternative treatments which may be available, and the risks involved in doing nothing.
- To privacy and confidentiality and to expect the Practice to keep their confidential information safe and secure.
- To access to their own health records.
- To choose their GP practice, and to be accepted by that Practice unless there are reasonable grounds to refuse, in which case they will be informed of those reasons.
- To express a preference for using a particular doctor within their GP Practice.
- To make choices about their NHS care and to information to support these choices.
- To be involved in discussions and decisions about their healthcare, and to be given information to enable them to do this.
- To be involved, directly or through representatives, in the planning of healthcare services, the development and consideration of proposals for changes in the way those services are provided, and in decisions to be made affecting the operation of those services.
- To have any complaint you make about NHS services dealt with efficiently, to have it properly investigated, know the outcome and escalate the complaint to the independent Health Service Ombudsman.
- To make a claim for judicial review if they think they have been directly affected by an unlawful act or decision of an NHS body.
- To compensation where they have been harmed by negligent treatment.

### Patient Responsibilities

- To make a significant contribution to their own, and their family's, good health and well-being, and take some personal responsibility for it.
- To treat NHS staff and other patients with respect and recognise that causing a nuisance or disturbance on NHS premises could result in prosecution.
- To provide accurate information about their health, condition and status.
- To keep appointments or cancel within reasonable time.
- To follow the course of treatment which they have agreed, and talk to their clinician if they find this difficult.
- To participate in important public health programmes such as vaccination.
- To ensure that those closest to them are aware of their wishes about organ donation.
- To give feedback – both positive and negative – about the treatment and care they have received, including any adverse reactions they may have had.

## PRACTICE AREA





## USEFUL TELEPHONE NUMBERS

### Hospital and Clinics

Horton General Hospital	01295 275 500
John Radcliffe Hospital	0300 304 7777
Churchill Hospital	0300 304 7777
Slade Hospital	01865 747 455
Nuffield Orthopaedic Hospital	0300 304 7777
Warwick Hospital	01926 495 321
The Foscote	01295 252 281
Harrison Unit (Genito – Urinary Clinic)	01295 819 181
Warneford Hospital	01865 901 000
Witney Community Hospital	01865 904 222
Orchard Health Centre	01865 904 600

### Health Authorities / CCG's

Oxfordshire CCG	01865 336 800
NHS South Central Strategic Health Authority	01865 337 000
Northamptonshire CCG	01604 651 100
NHS South Warwickshire CCG	01926 353 700
Thames Valley Primary Care Agency	01189 183 333

### Other Useful Numbers

Citizens Advice Bureau	0808 223 1133
Cherwell District Council	01295 227 001
Social Services	01865 328 440
Rape Crisis Centre	01865 725 311
Relate (Marriage Guidance)	01905 28051
Registrar of Births & Deaths	0800 677 1171
Emergency Dental	01295 819 171
Dental Helpline	01865 337 267
Samaritans	01295 270 000
DWP (Job Centre Plus)	01295 455 000
Red Cross (Wheelchair / Equipment hire)	0300 456 1914
Private Ambulance (Wheelchairs, Commodes, Crutches etc for hire)	01295 259 189
Drug or Alcohol Problems (The Libra Project)	01295 273 511
Oxfordshire Community Mental Health Team	0845 712 5546
Bicester Dementia Support Groups	01295 264 545
Oxfordshire PALS (Patient Advice & Liaison Service)	0800 052 6088