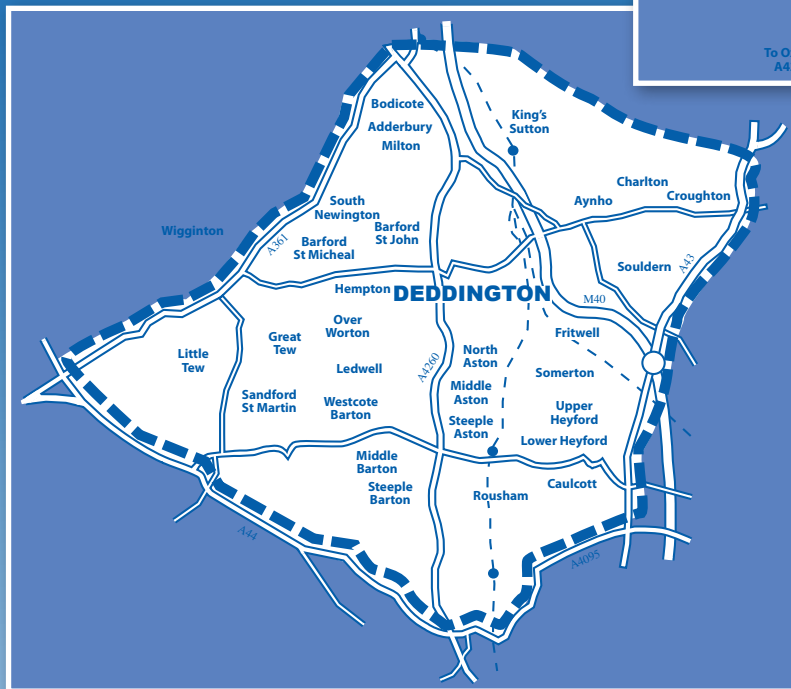
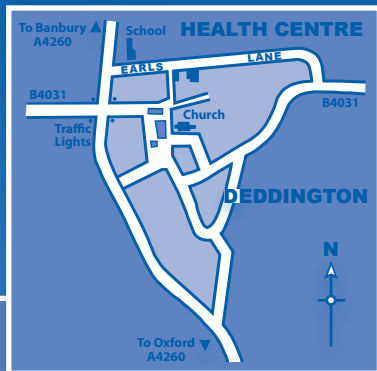




# DEDDINGTON *health centre*



## Useful Contacts

**NHS Direct** 0845 4647 or online [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

For details of primary care services in this area, contact :-

### **Oxfordshire Primary Care Trust**

5510 John Smith Drive  
Oxford Business Park South  
Coley, Oxford OX4 2LH

**Telephone:** 01869 338611

**Fax:** 01869 337009

**Repeat Prescription:** 01869 338847

**Out of Hours:** 0845 345 8995

**[www.deddingtonsurgery.co.uk](http://www.deddingtonsurgery.co.uk)**

Deddington Health Centre, Earls lane, Deddington, Oxon, OX15 0TQ

- Dr S Ruddock – Dr J McLaughlin – Dr M D'Souza – Dr M Chambers –  
– Dr A Dyer – Dr H Ward –



## Medical Centre Opening Times

Monday to Friday 8.00am-6.30pm; Dispensary also open Saturday 9-12am  
Otherwise Surgery closed from 12 midday Saturday; Sunday and Bank Holidays.

## Welcome to the practice

We hope this booklet will give you the information you require about the facilities available from the practice. We are committed to giving you the best possible service with high standards and up to date medical care.

### The Doctors

Deddington Health Centre is a partnership consisting of the following qualified doctors;

<b>Dr Sue Ruddock</b>	BSc MB ChB(Hons) MRCP (UK) DRCOG (Registered Birmingham 1984)
<b>Dr James McLaughlin</b>	MB BCH MRCP (Registered Belfast 1992)
<b>Dr Mike D'Souza</b>	MBBS DCH MRCP (Registered London 1990)
<b>Dr Martyn Chambers</b>	BSc MBBS MRCP (UK) MRCP DPD (Registered London 1997)
<b>Dr Abi Dyer</b>	MBBS( London 2001), DFFP MRCP
<b>Dr Hannah Ward</b>	MRCP MRCP (Registered Southampton 1998)

There are six doctors (three male & three female) who have a wide range of interests and aim to offer comprehensive health care. We have a pleasant purpose-built health centre with disabled access and a small patient car park.

### Registering at the surgery

You may register as a patient if you live within the practice boundary and are eligible for NHS treatment, by filling out a new patient registration form available from reception. You will also be asked to fill out a health questionnaire, and to make an appointment with our Health Care Assistant for a health check which enables us to get baseline details about you on our records.

### Booking Your Appointment

Please telephone 01869 338611 to book an appointment for a consultation with a GP or a nurse. The receptionist will always try to give you an appointment on the day of your choice with the doctor of your choice. Any patient who needs to see a doctor urgently can do so on the same day but not necessarily with the doctor of your choice. Please do not request an urgent appointment for a minor or long standing problem.

The doctors are available to speak to on the phone and by email. To speak to your GP, please phone before 11am in order to leave a message on their voicemail. The doctor will then phone you back at the end of the morning surgery. You can email a GP via our website on the page "Contact your Doctor". Each day one GP is on call & that doctor deals with all urgent phone calls and all phone call requests after 11am. If you wish to speak to a nurse, please inform the receptionist & the nurse will phone you back as soon as she is free.

### Home Visits

If you need to see a doctor and are too ill to travel to the surgery or are housebound, please telephone before 10.30am, (requests for visits made after 10.30am should be for emergencies only). Only ask for a visit if you really need one. Home visits are time-consuming and there are better facilities for examining and treating you in surgery. In general, unwell children can be safely brought to the surgery. Be prepared to give our staff full details of your symptoms. This information helps the doctor assess the urgency of the home visit. We will also need a contact number.



## Nights and Weekends

Medical attention is available for emergencies outside surgery hours and the number to call is **0845 345 8995**. If you call the surgery out of hours you will be given this Out-of-hours number to ring. Phoning that number connects you to a call handler who will take your details. A GP will ring you back to discuss your problem within 15 minutes. A home visit may be arranged for you if you are not fit enough to travel. Phone calls may be recorded electronically. Any emergency medication can also be requested.

## Test Results

Please ring reception who will arrange for you to speak to our health care assistant by leaving a message on her voicemail so she can ring you back later.

## Change of Address

Please inform the surgery as soon as possible if you change your name, address or telephone number.

## Dispensary & Repeat Prescriptions

We have our own dispensary at this surgery who will deal with all your medication requirements. Patients who visit their doctor and are prescribed medication can collect their medicines at the same time. The Dispensary is open from 8:30am – 6:30pm each weekday & Saturdays 9:00am – 12:00 midday, closed Monday lunchtime 1-2pm.

Patients on regular medication do not always need to see the doctor for a prescription of their medicines. You will be issued with a computer slip attached to your prescription. Tick the boxes next to those medicines you require and then return this slip to the surgery to request further medication.

The Repeat phone line is open Monday 10:00am-1.00pm & 2pm-3.30pm and Tues – Friday 10.00am-3.30pm. The telephone repeat line number is **01869 338847**. Or you can use the computer link in the Repeat Prescriptions part of our website to email your request to us on **[www.deddingtonsurgery.co.uk](http://www.deddingtonsurgery.co.uk)**.

Your filled prescription will be ready for collection within 2 working days, unless the medicine has to be specially ordered. Please inform the dispensary staff if you require your medicine more urgently.

## Practice Management and Staff

### Practice Manager

Mrs Sue Johnson is the practice manager and she is responsible for the day to day running of the practice. She would be happy to hear your views and suggestions about the service offered by the practice.

### Reception Staff

The staff behind the reception desk are managed by Mrs Janette Keeling and they will be able to offer you help and assistance with general matters including registering with the practice, booking in with a doctor or nurse and answer any questions you may have. You can be sure that our reception staff respect patient confidentiality and that the practice adheres to the latest legislation giving you peace of mind when discussing issues that are personal to you.

### Dispensary staff

Our dispensary manager is Mrs Lesley Thomson and she is supported by dispensary staff.

### Practice Nurses and Healthcare Assistants

We have two practice nurses Mrs Mary Casey RN & Mrs Adela Taylor RN and Mrs Jo Redford RN is our Nurse Manager. Our healthcare assistant is Ms Hayley Johnson.

Our practice nursing team will help you with travel immunisations, dressings and removal of stitches, ear syringing, discussing family planning, health promotion e.g. diet, exercise, smoking and alcohol, cervical smears. They will also assist



the doctors in minor surgery procedures, chronic disease management, diabetes, coronary heart disease, asthma and COPD.

Our healthcare assistant will help you with new patient registration medicals, blood pressure checks, weight checks, dietary advice and blood tests.

## Secretaries

The surgery has two secretaries, Mrs Lin Harvey and Mrs Kerry Betts, who support the Doctors. Queries about referrals can be made to them on 01869 337984.

## Staff Attached to the Practice

## District Nurses

There is a district nursing team attached to the practice. They are primarily available to give nursing care to patients who are housebound. They can be contacted directly on 01869 338855 and leave a message if they are not in.

## Health Visitors

Our health visitor in the practice is Mrs Karen Glass. She is a nurse who has undertaken further training in child development and health promotion. She is closely involved in the health care of patients, particularly children and their families. The Health Visitor can be contacted by phone on 01869 338895.

## Midwife

Antenatal care is given by our doctors and the midwife. Appointments can be made with the doctor during normal surgery hours. Antenatal clinics run by the community midwife are held at the surgery on Monday afternoons. Please telephone 01869 338611 for an appointment. The midwife can be contacted on 01295 229190.

## Podiatry

An NHS podiatrist visits the surgery weekly. Referrals are made via your doctor.

## Macmillan Nurse

The Macmillan Nurses are Nurse Specialists who work with patients who have cancer or other life threatening illnesses and their families.

## Physiotherapist & Acupuncturist

A private physiotherapist & a private acupuncturist hold clinics at the health centre each week & patients can self refer. NHS physiotherapists are at the Horton Hospital. NHS referrals are made via your doctor.

## Counsellor

An NHS counsellor, Didier Felot, visits the practice twice a week. Patients will need to see a doctor for referral. Our counsellor also does consultations on a private basis to which you can self-refer.

## Speech and Language

Clinics for children are held on Mondays. The early years speech and language therapist can be contacted by ringing 01295 819179. Adults with communication difficulties can ring 01235 205775 for a referral.

## GP Registrars & Medical Students

We are a training practice and a GP registrar is generally working at the surgery. GP registrars are fully qualified doctors who have chosen general practice as a career, and who will be gaining valuable experience by being based at our practice. They provide care of the same standard provided by other doctors. At times the registrars' consultations will be recorded on video. We will tell you about this when you make an appointment and you are free to decline.

Medical students also attend the surgery for 6-week periods. From time to time it may be that a student will be present whilst you are having a consultation with the doctor or nurse. You will always be told that a student is going to be present. Please tell the receptionist if you do not wish to discuss your problem with a student present.



## Other Services Provided

### Baby Clinic

Baby Clinic is held on Tuesday afternoon from 1pm-3pm. You can drop in to these clinics without an appointment to get your child weighed and to discuss individual health issues with the health visitor e.g. feeding, sleeping. An appointment for these clinics will be sent to you to see the GP and/or practice nurse for 8 week and 3½ year development checks and all childhood immunisations.

### Minor Surgery

Some of the doctors carry out minor surgery including joint injections.

### Smoking Cessation advice and Weight Management Advice

We have trained advisors at the surgery who provide practical help and support in these areas. Please telephone 01869 338611 for an appointment.

### Non-NHS Examinations

The doctors are happy to carry out medicals e.g. insurance, HGV and PSV by appointment. Please ask at reception for the charges for these services and contact your insurers/DVLA to ensure you have the correct forms needed.

### Travel Immunisations

The practice nurse will let you know if you need any injections. She will advise you when these should be done and discuss the other ways of staying healthy. Please allow at least eight weeks before your departure to ensure adequate cover.

### Flu Immunisation

Influenza immunization is recommended for the following groups

- All patients aged 65 or over
- Chronic heart disease
- Diabetes
- Patients living in long-stay residential homes or other long-stay facilities
- Chronic respiratory disease including asthma
- Chronic renal disease
- Immunosuppression
- Carers
- Poultry workers

Please contact the reception staff in September for details of immunisation dates.

### Doctor/Patient Co-operation

The health service in this country is unique. If we are to keep this system working, doctors and patients need to work together.

If you have not understood what a doctor or nurse has told you, ask them to repeat it. When you come to see the doctor or nurse, give them all the facts and tell them what is worrying you.

If you are particularly upset about something, don't take it out on a member of staff; ask to speak directly to a doctor or leave a message for the doctor to phone you. If you are prescribed some treatment, please take it as directed, not as other people might tell you to take it.

You have a responsibility to keep any appointment that you have made with one of our clinicians. If you are unable to keep an appointment, you should cancel it, giving us sufficient time to offer that appointment to someone else. We are unable to tolerate abuse or violence towards our staff. Anyone behaving in either of these manners may be removed from this surgery's patient list.



## Confidentiality

Patient confidentiality is of paramount importance to us and is respected regardless of the patient's age. If you wish to discuss any issue relating to patient confidentiality please contact either the Practice Manager or one of the doctors. Sometimes we are asked to share patient information with other health professionals for reasons of audit and research. Anyone having access to medical records is bound by the same rules of confidentiality as we are ourselves and we have a specific leaflet on confidentiality available from reception.

## Comments and Complaints

We welcome your comments/suggestions and there is a Suggestions box in the Waiting Room area for this purpose.

In the case of complaints, we have an established procedure, which needs to be followed, if we hope to achieve a satisfactory outcome. A complaint can be made in person, in writing, or by telephone to the Practice Manager. It can be made by the patient concerned or by a relative or friend with the written consent of the patient. Any correspondence relevant to a complaint is filed separately from the patients' medical notes. Your complaint will be acknowledged, then discussed and fully investigated by either a Doctor or the Practice Manager depending upon the nature of your complaint and you will be informed of the outcome once the investigation is complete and within an agreed timescale. We would then ask you to contact the Practice Manager to confirm whether you are happy with the outcome. We would hope to reach a solution that was acceptable to you without unnecessary delay.

## 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. A link to this scheme is available on our website.

## Transport to the surgery

This surgery covers a very rural part of Oxfordshire and a private bus service run by Dial-a-ride runs twice a week for patients coming to the health centre. There is a charge of £3 return or National Bus tokens are accepted. If you want to use the transport service please inform the receptionist at the time you make your appointment. The transport will bring you to the health centre and take you back to your village after your appointment. In addition, the transport delivers medication (with a few exceptions) to the villages - if you require any information please speak to dispensary.

The routes are as follows:

### Eastern Circuit – Tuesdays

This route starts at 10am from North Aston and covers the Astons, the Heyfords, Somerton, Fritwell, Souldern, Aynho & Clifton arriving at the surgery by 11am for appointments, then returning you home later that morning.

### Western Circuit - Thursdays

This route starts at 10am from Duns Tew and then picks up from stops in Middle Barton, Sandford St Michael, Barford St Michael and Hempton arriving in time for 11am appointments, then returning you home later that morning.