



BURY KNOWLE

H E A L T H C E N T R E



Bury Knowle Health Centre is situated next to to Bury Knowle Park on the London Road in Headington, Oxford.

Our Aim

We aim to provide you with the best possible care in a professional, safe and friendly manner, and to work with you to improve health.

The Health Centre



Our building is in a pleasant position overlooking Bury Knowle Park, with on site car and bicycle parking. It is a purpose built single storey building, light and spacious, with easy access for wheelchair users and children in pushchairs. Disabled and baby changing toilet facilities are available. We have a wheelchair available for anyone who requires assistance when visiting us. A play area for children is available in the waiting room. We are easily accessible from the London Road on foot or by bus.

Reception and Welcome

If you don't need help from our reception team, then simply check in for your appointment using our automated touch screen in the waiting room (if you are booking in for a double appointment, you will need to go to reception).



Apart from helping you personally, our reception team also receive your telephone calls, make your appointments, arrange repeat prescriptions, organise your notes, and generally try to make your visit go as smoothly as possible. They will also help new patients through our comprehensive registration procedure.

We all try hard to ensure that you are seen on time. If someone needs

a little extra time with a doctor or nurse, then appointments may sometimes run a few minutes late.

Practice Boundary

All practices have a practice area. By road ours is as follows:

From the Ring Road, down the Cowley Road, along Longwall Street, up the Banbury Road to the Ring Road, back along the Ring Road, left out to Elsfield, round to Beckley and Stanton St John, via Forest Hill and join the Ring Road again after including Risinghurst.



Registering with the practice

To receive care from a GP or Nurse when you want it (rather than in an emergency), you must register with a practice. To register please ask reception for our registration forms. There are two forms – family doctor services registration form GMS1, and a patient questionnaire. Simply complete the forms and return them to reception. The information on your forms will help us decide what information you might find useful from us, and will also help us with the type and timing of your first appointment.

Once you have registered with us, Thames Valley Primary Care Agency will send us your medical records from your previous GP. Children under 16 need to be registered by their parents.

Please tell reception if you wish to register as a temporary resident (for instance, if you are only temporarily in the area – usually less than 3 months).

The Bury Knowle Team and Clinical Services

The Doctors

The GP team consists of 10 doctors. They are qualified and registered to provide a full range of general medical services including contraceptive, child health, maternity and minor surgery services.



The doctors at Bury Knowle Health Centre are:

Dr Enas Al-Dabagh, Dr. Justin Amery, Dr Sarah Chantler, Dr Sanjay Dahiya, Dr Tamsin Griffith, Dr Melissa Holden, Dr Kate Johnston, Dr Emma Pierce, Dr Louise Rutter, and Dr Blythe Wilkinson. From time to time our permanent team are assisted by other GPs to cover holidays and study absences for example.

We are also accredited to train GPs, so each year there are one or more doctors with us for short periods. Registrars are fully qualified doctors in their final year of practical training to become registered as GPs. They spend at least one year with us. In addition, we have "Foundation" doctors. They too are fully qualified doctors who spend 3 months with us as part of their training prior to choosing their specialty – we hope their time with us and you convinces them to chose general practice as a future medical career.

We work as a team, rather than as a group of individuals, and we encourage you to see whichever doctor you prefer. We feel that this allows you to make your own choices, and so enables us to give you the best service possible. We would encourage you to select one or two doctors of your choice, and ask for these doctors when you make your appointments. You can help us to improve continuity of care for you by letting us know who your preferred or usual doctor is, so we can note that in your records.

The Nurses



Our nursing team continue to expand their skills and services. Our practice nurses are Susan McCrae, Penny Thompson, Lesley Haxworth and Lizzie Bews, or if you are unable to get in to the surgery, our district nurse team can visit you at home. The Nurses take a lead role in managing conditions such as asthma, diabetes and high blood pressure. Their smoking cessation clinics are increasingly popular. They deal with minor illnesses that need looking at straight away,

and are happy to give telephone advice. If you are referred for an ECG, that can now be done in house as well. Naturally they also do the more traditional work of blood sampling, dressings changes, smear taking, removal of stitches, travel and childhood vaccinations, and so on. They can also give you expert contraceptive advice, and advise you on maintaining a healthy lifestyle.

Our health care assistant, Hannah Jenkins, has a phlebotomy (blood sampling) clinic 3 times a week, and also sees patients for smoking cessation, blood pressures, and ECGs.

Midwives

If you are expecting a baby please see your usual GP who will refer you on to our team of midwives. You need to see the midwives when you are about 9 weeks pregnant, and regularly thereafter. In addition to supporting and caring for you, they will be able to give you advice about antenatal testing, healthy eating, exercise, sexual matters, baby feeding ... in fact anything that you might want to talk about.



Health Visitors

Our health visitor Liz Marshall will help you look after the health of your young children. She arranges regular child health clinics, where you can have your child checked and vaccinated. She will perform developmental reviews for children under the age of five, as well as testing their hearing. She is an invaluable source of help and advice about everything to do with childcare. Finally, she can be especially helpful after childbirth, when depression and the "baby blues" can sometimes occur.



Psychologist/Counsellor

Your mental health is as important to us as your physical health. All of the doctors, nurses and health visitors are happy to listen to you talk about your feelings, and we also have a psychologist to give more in depth help if necessary. Your GP will refer you to them if required.

Physiotherapist

If you have any problems with joint pains, arthritis, immobility or sports injuries our physiotherapist will help you. Please contact your GP to arrange a referral.

Dentist

Dr Sharma is in charge of the NHS Dental Practice at Bury Knowle. She and her associates are able to take new NHS patients.

Other Services

Finally, you will also be able to use the services of other professional teams that work from Bury Knowle Health Centre. These include podiatrists, pharmacists and substance misuse experts.



Oxford City PCT

Please contact Oxfordshire Primary Care Trust, Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford OX4 2LH, Tel: 01865 336 800 for any further details of primary medical services provided in the area.

Administration

A lot of essential organisational work goes on behind the scenes to support our clinical service. 9 Administrative staff keep your electronic records up to date, deal with hospitals and other health care professionals on your behalf, and manage all the systems, procedures and other resources necessary for the smooth running of the practice. 10 Reception staff deal with your calls, visits, prescriptions, and any other requests you may have – as well as providing a link between you and the clinical staff. Communication of up to date information is vital, and you can help us by keeping us informed of changes to your personal circumstances and contact details for example.

Education and Development



We think of ourselves as a learning organisation. To maintain an excellent service to you, we all need to keep up to date. Every staff member has regular appraisal and training, and the doctors and nurses are involved in external assessment and learning. We are accredited as a training and teaching practice, and we value the opportunity of helping to develop the family doctors of the future. We

also teach Oxford University medical students and they may occasionally sit in during consultations – we always ask your permission before allowing students to see you, so if you would rather see your doctor alone, please feel free to decline. Doctors also occasionally video their consultations. If you object to your consultation being recorded please let us know when you check in.

Your Suggestions/Complaints

We would also like to learn from you. We need to hear about what we are doing well, as well as about what we are doing not so well. If you are unhappy about any part of our service, we would like to know so that we can learn from your comments and suggestions, and improve on what we provide. We have a practice complaints procedure and welcome your comments. Leaflets detailing the procedure are available in our waiting room. Deputy Practice Manager, Claire Crook, is responsible for the quality of service given to you. Please speak or write to her with any suggestions, praise or criticism. Naturally you should feel free to speak to any of our team – we will listen to whatever you have to say.

The Future

Things are changing rapidly in the world of general practice and the health service. Our Patient Services, Administration, Nursing and Doctor teams have all expanded, as have our telephone and computer systems. We continue to work closely with the Oxfordshire Primary Care Trust to ensure that appropriate high quality services are available to our patients.

Useful Information

Telephone Numbers (all 01865):

Bury Knowle Main (24 hours)	761651
Bury Knowle Fax	768559
Barton Surgery (Branch Surgery)	744221
District Nurse	741764
Health Visitor	762326
Midwives (Waterperry Group).	220402
Podiatrist.	742731
Podiatrist (Head Quarters)	311312
Physiotherapist	742815
Dentist	308400
OOH (OxEMS) Number	0845 456 5295
NHS Direct.	0845 4647

NHS Direct is a 24-hour nurse-led helpline providing confidential healthcare advice and information from nurses and professional advisers. NHS Direct Online <http://www.nhsdirect.nhs.uk> provides a gateway to authoritative health information on the Internet. It is unique in being the only UK website supported by a 24-hour nurse-led helpline. If you use NHS Direct Online and are in any doubt about information you read or about what action you should take, you can call NHS Direct on 0845 4647.

Contacting the Practice

When you dial our main number (01865 761651) you will be given 3 options:

If your call is for a medical emergency or you require an urgent appointment or advice – Press 1.

If you require a routine appointment – Press 2.

You then have 2 further options:

- To speak to a receptionist – Press 1.
- To leave a message – Press 2. Please leave your name, telephone number and the appointment you require and a receptionist will call you back.

If you wish to leave a message requesting results or are cancelling an appointment – Press 3. You will then be asked to leave your name, telephone number and details of the test results you require or the appointment you wish to cancel.

For all other enquiries or if you are unsure which number to press – you will be asked to hold on the line and you will be answered by a receptionist. By providing you with different options and giving you the facility to leave messages, we expect that calls will be dealt with more efficiently.

Surgery Times

Bury Knowle Health Centre is open from 8.30am to 6.00pm, (closed between 12.30pm and 1.30pm for training, every Wednesday). We also see patients at Barton Surgery on Monday afternoons (12.30 – 5.30pm), Tuesday, Wednesday and Friday mornings (8.30 – 12 noon). A baby clinic is also held there on a Wednesday 2.00 – 3.00pm, and antenatal appointments on a Wednesday 2.00pm to 4.30pm. Barton Surgery, Neighbourhood Centre, Underhill Circus, Headington, Oxford, OX3 9LS.

Appointments



Consultations are by appointment and are for 10 minutes as a standard but please tell us if you feel you will need more time. All of these appointments are bookable in advance. You can also book a telephone consultation with your usual doctor, if you wish to speak to them about an issue that does not require a full face to face consultation.

If you cannot attend (or have simply got better) please telephone us so that your appointment may be used for another patient. Wasted appointments are a significant cost to us and the NHS. Please also tell us know if you think you will be late. Patients more than 10 minutes late will need to make an alternative appointment to come back at a later time.

To give you quick and convenient access to a medical professional for urgent medical problems, we operate a system of same day 5-minute appointments either at the surgery or over the telephone. Wherever possible we will try to ensure that your usual doctor deals with these urgent issues – if they are not on duty on the day, or are very busy, then another doctor in their team will deal with your query. At certain times of the day, specially trained nurses will deal with minor illness concerns either for yourself or your children. If you have an urgent problem please give the receptionist brief details of the issue to help us prioritise your call. We aim to provide very good access for urgent medical problems, and ask that you use these appropriately.

Appointments Online

We have recently launched a new service where you may book your appointments online. It is simple and easy to use; it is especially useful during those times when the telephone lines are busy or the practice is closed. For more information please contact reception or access our website:
http://www.buryknowle.org/appointments_online/.

Home Visits

If you are too ill to come to the surgery, please phone as early in the day as you can – a doctor will call you back and will come out to see you at home if necessary.

Out of Hours

Oxfordshire Primary Care Trust has responsibility to provide out of hours GP services to all patients. If you need to see a doctor during the evening, night or weekend, simply phone the surgery number (01865 761651) and Oxford Emergency Medical Services (OXEMS) will be pleased to help you. Please note this service is for emergencies only and we would ask you to try and use the service responsibly.

Repeat Prescriptions

These need to be arranged with a doctor first. If you require regular medication these may be put onto a repeat prescription. This will enable you to get your medication without having to see the Nurse/Doctor each time, although you may be advised at intervals to see a Nurse/Doctor for a review of your treatment.

Patients can order a repeat prescription in 3 ways:

1. By coming into the surgery and putting a request in the repeat prescription collection box, situated on the front desk.
2. By sending us an email to repeats@gp-k84009.nhs.uk
3. By posting us the repeat prescription (please include a stamped addressed envelope).

For all repeat prescription requests, please ensure that you have clearly given the full medication name, the dosage, and that your name, address and DOB are clearly marked on the request form.

Please allow 48 hours before collecting your repeat prescription.

You can also arrange to collect your medicines directly from your local chemist (please ask reception for details).



Responsibility

Our aim is to provide patient-centred healthcare, through a skilled team, working in an innovative, caring and educational environment. To help us to do this, we expect all patients to be respectful towards our staff, premises and any other person in the building at all times. This means that any form of verbal or physical abuse will not be tolerated, and will result in removal from our practice list.

How the practice uses personal health information

We ask you for information about yourself so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that the health professionals involved in your care have up-to-date and accurate information that may be needed when we see you again. We may use some of this information to give you health care and

treatment, to help us protect the health of the general public, to manage and plan the NHS, to train staff and to review standards of care. There are times when we have to pass on information about you to other people such as hospitals, Social Services or the Health Authority. We only use or pass information about you if there is a genuine need for it in your and everyone's interests. This is always done confidentially or by removing your identifying details when they are not essential.

The NHS Central Register for England and Wales contains basic personal details of all patients registered with a general practitioner. The Register does not contain clinical information.

You have a right of access to your medical records. The Data protection Act 1998 allows you to find out what information about you is held on computer and in manual records. If you want to see your records, you can discuss this with the health care professionals caring for you or you can write in to the practice. Please note there may be a charge for copying records. In some circumstances, your right to see some details of your records may be limited in your own or another's interest.

Confidentiality

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. Any medical information relating to you will not be given to a third party, including family members. Anyone who receives information from us is also under a legal duty to keep it confidential. If at any time you would like to know more about how we use your information you can speak to our Patient Services Manager.

GP's

Dr Enas Al-Dabagh	<i>MB ChB</i>
Dr Justin Amery	<i>MB BS, MRCP, DFFP, DRCOG, DCH</i>
Dr Sarah Chantler	<i>MB BS, DCH, DRCOG, MRCP</i>
Dr Sanjay Dahiya	<i>MB ChB, DFFP, MRCP, Dip ENT</i>
Dr Tamsin Griffith	<i>MB BS, DRCOG, DFFP, MRCP, Cert in Essential Palliative Care</i>
Dr Melissa Holden	<i>BA, BM, BCh, DRCOG, DFFP, MRCP</i>
Dr Kate Johnston	<i>BM BS, B Med Sci, MRCP, DRCOG, DFFP</i>
Dr Emma Pierce	<i>BM, DCH, DRCOG, MRCP, RCGP, Cert in Drug Misuse Management, DFFP</i>
Dr Louise Rutter	<i>BM, BCh, MRCP, DCH, DRCOG</i>
Dr Blythe Wilkinson	<i>MB BS, MRCP, DFFP, DRCOG, DCH</i>

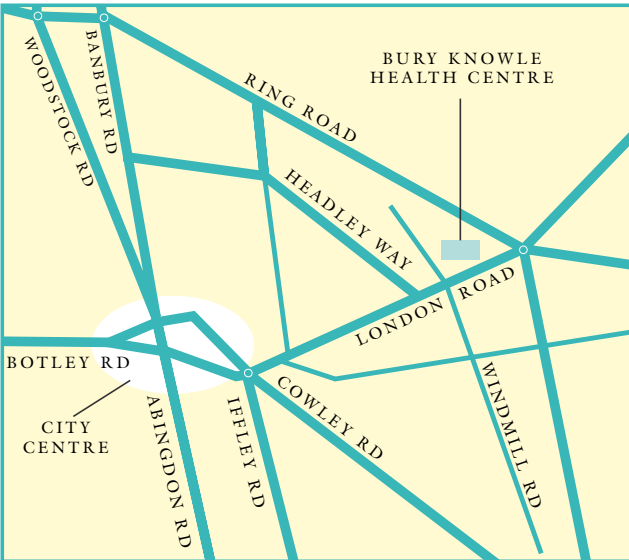
Practice Nurses

Susan McCrae, Penny Thompson, Lesley Haxworth and Lizzie Bews, HCA Hannah Jenkins



How to get to the surgery

Bury Knowle Health Centre is at 207 London Road, Headington, adjacent to Bury Knowle Park. We have a large car park. Buses: 8, 8a (Barton/Risinghurst) and 7 (Kidlington and Barton) stop just outside our driveway, as does the Park & Ride bus.



EMERGENCY NUMBER

01865 761651

Bury Knowle Health Centre

207 London Road, Headington, Oxford, OX3 9JA

Tel: 01865 761651 Fax: 01865 768559

Email: health.buryknowle@gp-K84009.nhs.uk

www.buryknowle.org