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Getting in touch

General enquiries
Our phone lines are open from 8.30am to 5.30pm, Monday to Friday
Phone 01235 512288
Fax 01235 811473
Address Didcot Health Centre
Britwell Road
Didcot OX11 7JH

Surgery times

General appointments
Monday – Friday 08:00 am to 6:30 pm

Extended hours appointments
Monday 18.30 pm to 19.40 pm
Thursday 18.30 pm to 19.40 pm
Alternate Saturdays 09.00 am to midday

Out of hours

For urgent health problems that cannot wait until the surgery is open please call 111.

In an emergency you should still call 999. An emergency is when someone needs medical help to save a life.

Oxfordshire’s Out of Hours Service provides urgent medical care from 6.30pm to 8.00am on weekdays and around the clock at weekends and bank holidays. It can help you if, for example, you have a fever or sickness that cannot wait until your GP surgery next opens, or if your illness does not require immediate treatment from a hospital Emergency Department.

To access the service you must call 111, a free phone number. Your call will be answered by a call handler who will ask you a number of questions before directing you either to the out-of-hours service or the most appropriate service available at that time.

Patients do not need to register for urgent care services, but please remember to call 111 before accessing the service.

Test results

Our Results Team is available Monday to Friday, 10am to 2pm on 01235 515544 or 515509. Please note that results can only be issued to the patient.
About the Practice

Didcot Health Centre Practice has been providing patient-centred, high quality, modern family medicine since 1956. New purpose-designed premises were built at Britwell Road in 2008, housing a fully integrated team of Doctors, Nurse Practitioners, Practice Nurses, District Nurses, Health Visitors, Health Care Assistants and numerous other para-medical teams in facilities that offer suitable access for all disabled patients.

The doctors at Didcot Health Centre practise together in a non-limited partnership. From time to time as required, we also employ salaried GPs. We work under a General Medical Services (GMS) contract through Oxfordshire Clinical Commissioning Group (OCCG). Details of Oxfordshire primary care services may be obtained from them by request:

OCCG, Jubilee House, John Smith Drive, Oxford Business Park South, Oxford OX4 2LH
Tel: 01865 336 800 email: oxon.gpc@nhs.net website: www.oxfordshireccg.nhs.uk.

The priorities of the Practice are to deliver a responsive, professional, up to date medical service to our community and to maintain high standards of clinical practice, teaching and research. You can read more about this in Our aims on page 34.

We have been involved in teaching and training students and young doctors, as well as research, for many years. This means that patients will encounter various aspects of a learning environment in their contact with clinicians. Sometimes you may be asked to give your consent to a video recording or to joint consultations with a trainer; participation is entirely your choice.

We are fortunate to have a long standing commitment and involvement with our Patient Participation and Patient Representation Groups who help us manage two-way communications with our patients, and we would encourage you to join. New members are always welcome.

We participate in local commissioning initiatives and belong to a regional federation of practices looking at better ways to develop and improve services in primary care.

Didcot itself has a Community Hospital with 16 beds which takes patients from all over Oxfordshire. There is a range of local outpatient clinics held in Didcot including gynaecology, ENT, rheumatology and psychiatry.

The delivery of good medical practice at Didcot Health Centre is supported by a fantastic team of Receptionists and Administrators, who are working in a very challenging environment of increasing demand and dwindling resources.

Being able to contact a clinician in a timely fashion is always our biggest challenge! Our appointments system must allow for pre-bookable appointments across extended hours, enabling access for working people and families whilst continuing to meet the needs of patients who feel they need same-day contact with a clinician. Consequently we must prioritise calls according to their level of urgency, and we are grateful for your co-operation in informing our Receptionists, where possible, of the reason for your call. In this way we are less likely to miss serious illness and emergencies.

We hope that this leaflet will prove useful in helping you understand how best to access and use our services.
Meet the team

Doctors

Dr David Ebbs, BSc MBBS DCH DRCOG FRCGP
GMC no. 2598091
Dr Ebbs has been a partner at the Health Centre since 1988. All aspects of general medicine are of interest but he offers additional expertise in cardiovascular medicine and palliative care, after many years as a Cardiology GP Specialist with heart ultrasound, and as a hospice trustee.
Dr Ebbs is a GP trainer and Research Lead for the practice. He is currently senior and business partner.

Dr David Stainthorp, BM, MRCGP, MRCPsych
GMC no. 2823553
Dr Stainthorp qualified at Southampton University in 1983. He specialises in diabetic care, and is a partner of the practice.

Dr Caroline Yorston, MBChB, MRCGP, DCH, DRCOG, DFFP
GMC no. 3194450
Dr Yorston qualified from the University of Bristol in 1988. She entered general practice in 1993 when she started at Didcot Health Centre as a Registrar. In 1995 she joined the practice as a full time partner.
Dr Yorston now works three days per week. She enjoys all aspects of general practice but her particular interests are dementia and women’s health.
Dr Yorston is married to a schoolmaster and has two teenage children.

Dr Rachel Starer, MBChB, DFFP
GMC no. 3120172
Dr Starer studied Medicine at the University of Manchester, qualifying in 1986, and she is a GP partner.
Meet the team

Doctors

**Dr Angela Anderson, BChir MB PGCE**

GMC no. 2782427

Dr Anderson qualified at Cambridge University in 1982. After working for some years in a partnership in Hertfordshire, she came to Didcot Health Centre in 2005. Her special interests are dermatology (skin diseases) and teaching. She is one of the trainers at the practice, teaching those junior doctors who want to specialise in hospital medicine and those who want to become GPs. Dr Anderson is a partner in the practice.

**Dr Iveta Southwood, MUDr**

GMC no. 5150697

Dr Southwood qualified as medical doctor at Charles University in Prague in 1987. She worked as an Ophthalmologist there before moving to the UK.

When she arrived in the UK Dr Southwood changed her career path to General Practice, but still keeps an interest in Ophthalmology.

**Dr Victoria Telford, BA BM BCh DRCOG MRCGP**

GMC no. 6144416

Dr Telford qualified from the University of Oxford in 2006. She moved into general practice in 2010 when she started at Didcot Health Centre as a Registrar. In 2011 she joined the practice as a part time partner in 2011.

Dr Telford works three full days per week. She enjoys all aspects of general practice but has a particular interest in women’s health.

**Dr Eleanor Vogel, MBBS**

GMC no. 6031388

Dr Vogel graduated from the University of Mainz in 2001 and joined the surgery as a partner in 2014.

Her interests are Respiratory Medicine (COPD and asthma) and Public Health.
Meet the team

Doctors

Dr Alexandra Slade, MRCGP DRCOG DFSRH
GMC no. 6128357
Dr Slade qualified at Leeds University in 2005 and worked as a salaried GP before joining the practice as a partner in 2014. She is interested in a wide range of general medical problems and has a particular interest in sexual health and family planning.

Dr. Mark Olavesen, BA DPhil MBChB MRCGP
GMC no. 7013997
Dr Olavesen studied Biochemistry & Molecular Genetics in Oxford & London before qualifying from Warwick Medical School in 2008. He completed GP training and worked in Buckinghamshire before joining Didcot Health Centre as a partner in 2014.

Dr Louise Reed, MBBS
GMC no. 6104537
Dr Reed trained at Kings College London, graduating in 2004. She completed an obstetrics and gynaecology placement at Lille University in France, and speaks French and Russian. Dr Reed enjoys spending time with her family and discovering new and exciting places. She joined the practice as a partner in 2015.

Dr Mary Purcell, BSc, MBBS, DGM, DRCOG, DFRSH, MRCGP
GMC no. 6104537
Dr Purcell trained at the University of London, graduating in 2004. She joined the practice as a salaried GP in spring 2016.
Meet the team

Practice Nurses

Sarah Hyner, Practice Nurse Team Leader  DipHE in Nursing Studies, Senior Practice Nurse  
Ruth Atkinson  RGN, RM  
Ann Cross  RGN, RM  
Tracy Isaac  BSc Adult Nursing  
Nicky Leeder  RGN  
Laura Murphy  BA Adult Nursing  
Julie Sheldon  RGN

Our nursing team is available by appointment for chronic disease clinics such as diabetes and asthma, consultation on a wide range of health matters, and some minor procedures. If you wish to request advice by phone, please ask Reception and a call will be arranged for the end of clinic sessions.

Health Care Assistants

Helen Hodges  
Sue Terry

Our team of HCAs can take blood, check blood pressures, perform ECGs, give routine injections, carry out NHS Health Checks, and other tasks.

For a comprehensive list of services carried out by clinicians, refer to ‘Who do I see for what?’ on page 15.
Meet the team

GP trainees

We are proud to be an approved Training Practice involved in the training of future GPs. These qualified doctors – GP Registrars – have extensive hospital experience and intend to make general practice their specialist career. They join the practice for six months or a year to gain more experience in general practice. Foundation Year 2 doctors, who are fully qualified and have spent a year working in a hospital setting, join the practice for a period of four months while deciding their future career path.

What difference will this make to you?

On occasions our GPs and clinicians hold joint surgeries or carry out home visits with a GP Registrar or Student.

Sometimes you will see the GP Registrar instead of (or as well as) your own GP. If so, we will advise you of this when you book an appointment.

Initially, appointments with a GP Registrar or Foundation Year 2 doctor may take longer than with a GP.

For teaching purposes, some consultations may be video recorded. These recordings will only be viewed by doctors and are destroyed within one year. You will always be asked to give written permission both before and at the end of the consultation. Please do say if you would prefer not to be filmed - this will not reflect in any way upon the care we give you.

We have been training young doctors and medical students for many years and believe this is an essential part of our commitment to developing high quality, future general practice.
Meet the team

District Nurses

Employed by Oxfordshire Health NHS Foundation Trust, District Nurses give care and treatment to housebound patients. They assess patients’ needs and give advice and support to relatives caring for the sick and disabled. They are registered nurses with additional specialist training with a wide range of skills and knowledge. They provide care to patients in Oxfordshire who have specific needs that can be met by the specialist skills of the District Nursing team.

District Nurses may...

- Provide your nursing care within your home or another community setting, for example a day centre
- Arrange for your care to be shared with your GP, Practice Nurse or other health professional. This may mean that you will need to attend your GP practice or health centre to receive your care
- Transfer you to an alternative service that is more appropriate for you.

District Nurse support includes...

- Help for housebound patients with long term conditions and illnesses
- Palliative and end of life care
- Wound management, for example post-operative wounds or leg ulcers
- Rehabilitation following surgery, disability, accident or illness
- Promotion of self-care through education, including for carers
- Promotion of continence and assessment of continence problems for referral to the Community Bladder and Bowel Service
- Health promotion, advice and support.

Call the District Nursing team through Reception or directly on 01235 515520.

Find out more from Oxfordshire Health’s Community Nursing website at www.oxfordhealth.nhs.uk/?service_description=community-nursing-service-oxfordshire.
Meet the team

Health Visitors

Every child deserves the best start in life.

Health visitors are qualified nurses with additional specialist training who offer expert, invaluable advice and support to families with children in the first five years of life.

We support parents to make choices that affect your family’s future health and wellbeing.

Call the Health Visiting team through Reception or directly on 01235 515521 between 09:00-17:00 (answerphone outside of these hours).

The health visiting service can be accessed through well baby clinics held in the local children centres.

You can find out more about Oxfordshire’s Health Visiting team on their website at www.oxfordhealth.nhs.uk/children-and-young-people/oxon/health-visiting/

Community Midwives

Part of Oxford University Hospitals, Oxfordshire's midwives are grouped into teams based in community hospitals or appropriate local settings. All midwives are linked to a GP practice.

If you think you are pregnant, see your doctor first to arrange an appointment booking with the midwife at 10 weeks. Further care will be arranged from the midwife's clinic.

Find out more about Community midwives and how they can help you by calling 01491 826037 or 01235 814627. If no-one is available please leave a message on their answerphone.


Administrative Staff

General Manager           Jackie Mercer
Practice Secretary        Pauline Taylor
Practice Administrator    Gill Suter

The partners are supported by around 30 further members of staff.
Making an appointment

**GP appointments**

**On the same day**

To help you get the advice and help you need as quickly as possible the majority of our appointments are offered through our telephone triage service. You can read more about how this works in the [Telephone Consultation](#) section on page 13. One of our Duty Doctors will call to discuss your problem so together you can agree the best plan of action, including to book an appointment for you if you need to be seen face to face. After a receptionist has taken a few details, she will give you an indication of when you can expect a return call from the Duty Doctor.

Phone lines are often busy with patients requiring appointments on the same day. To help reduce waiting times, for routine enquiries please call after 10.30 am. Calls are answered in rotation so please be patient, especially at our busiest times such as Monday mornings or following a bank holiday.

**Pre-bookable appointments**

For your convenience, pre-bookable appointments are available up to four weeks in advance for follow-up consultations with doctors, practice nurses, and health care assistants.

Where possible we will try to make your appointment with your usual doctor, especially if you are following a treatment plan, so please be sure to let the Receptionist know. If you wish to see a particular GP it may help you to see the doctor’s working pattern; these are available on our website. However if you call for an appointment on the same day you may be referred to the Duty Doctor for a telephone consultation before an appointment is made.

**Routine check-ups**

Patients over the age of 16 years and under the age of 75 years who have not consulted a doctor or attended a nurse led clinic within the past three years are entitled to request a consultation for a routine check-up.

Patients over the age of 75 years who have not consulted a doctor or attended a nurse led clinic within one year are similarly entitled to request a consultation.

**Booking appointments online**

A limited number of pre-bookable appointments are available to book online. Click the link on the ‘Online services’ section on our [homepage](#). Currently this service is only available for GP appointments. If you have not yet registered for online services please follow the link.

**Booking an appointment with a member of our Nursing Team**

At the moment, appointments with Practice Nurses and Health Care Assistants can only be booked by phone or by a GP or Nurse themselves. If you are unsure whether to see a GP or Nurse, please ask Reception or see ‘Who do I see for what?’ on page 15.
Making an appointment

Cancelling an appointment
If you cannot attend please call us to cancel as soon as possible so we can offer the appointment to someone else. Some appointments can be cancelled online.

Follow the link from our homepage to register, or go to https://patient.emisaccess.co.uk.

Telephone consultation service - how it works

When you phone us
A receptionist will take your name and ask for the best number to reach you on. This doesn’t have to be at home, but can be a mobile or work number if you prefer.

The doctors have asked our receptionists to get an indication of the problem. You don’t have to answer these questions, but it helps the doctor to decide who needs to be contacted most urgently, and the information is very helpful when calling you back. We will always respect your privacy and anything you do tell us will be kept confidential.

When a doctor phones you back
The doctor will call to discuss your problem and together you can discuss the best way forward. You may just need advice, over-the-counter medication, or a face-to-face consultation with a GP, nurse, or health care assistant. The doctor will book an appointment if you need one.

How does a telephone consultation service help patients?
- By enabling the doctor to prioritise which patients need to be seen most urgently
- By giving you access to the doctor on the same day when you need it most
- It cuts down on waiting times at the surgery
- It could save you a trip to the surgery when you may just need advice
- By reducing the number of missed appointments, leaving more free for those who need them most.

Home visits
Your doctor will decide after speaking to you if a home visit is necessary. If you feel sure a home visit is essential, try to telephone before 10.30 so that the doctors can plan their visits. Always come to the surgery if at all possible as the doctor can see you more quickly this way.

If you have a temperature or rash, coming to the surgery will do no harm but please inform the receptionist on arrival.
Specialist clinics

Specialist appointments and clinics

Certain appointments and clinics are reserved for the management of specific problems and long term conditions. To help ensure you get the right treatment by the right person, please make it clear which service you require when making an appointment.

We can provide you with support for the following:

- asthma
- blood pressure
- blood tests
- cardiovascular diseases
- cervical screening
- childhood immunisations
- COPD
- counselling services
- dermatology
- diabetes
- ear syringing
- family planning
- influenza, pneumococcal, and shingles vaccinations
- maternity services
- memory assessment
- mental health
- minor injuries
- minor surgery
- smoking cessation
- travel health
- weight management

To find out more about any of the above please call Reception or refer to our website.
Who do I see for what?

Our Nurses and Health Care Assistants carry out a wide range of procedures. To help us make the correct appointment for you please let the Receptionist know for which procedure you are booking.

The following procedures are carried out by our health care assistants:

- B12 injection
- bloods
- bloods: diabetic
- flu vaccination
- health care checks

The following procedures are carried out by our nurses:

- asthma review
- contraceptive check continuing same pill or injection
- contraceptive change of pill, injection, or coil
- COPD review
- dementia assessment
- diabetic review in diabetic clinic only
- hypertension review
- injections that are not travel vaccinations
- leg ulcers
- smear
- smoking cessation, initial consultation
- smoking cessation – follow up
- suture removal
- travel vaccinations
- weight management assessment
Test results

Blood tests and other investigations

Before they can be given to you, all test results are reviewed and actioned by your doctor, who will decide whether or not you need a further appointment to discuss them.

For routine tests please allow a week before contacting us, unless your doctor has advised otherwise. For other results:

<table>
<thead>
<tr>
<th>Test Type</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>General blood tests</td>
<td>4 - 7 days</td>
</tr>
<tr>
<td>e.g. blood count, cholesterol, glucose, thyroid, hormone levels</td>
<td></td>
</tr>
<tr>
<td>Urine tests</td>
<td>4 days</td>
</tr>
<tr>
<td>Ante-natal blood tests</td>
<td>10 - 14 days</td>
</tr>
<tr>
<td>or speak to the midwife at your next appointment</td>
<td></td>
</tr>
<tr>
<td>Swabs</td>
<td>5 - 10 days</td>
</tr>
<tr>
<td>Biopsies</td>
<td>3 - 4 weeks</td>
</tr>
<tr>
<td>Radiology reports</td>
<td>7 - 10 days</td>
</tr>
<tr>
<td>e.g. X-rays, ultrasound scans, MRI, CT scans, bone density scans</td>
<td>7 - 10 days from the date of your appointment</td>
</tr>
</tbody>
</table>

Shared care fertility results
If you require a copy for a hospital appointment, please contact the Results Team and allow at least seven days for either collection or posting.

It may take several weeks for the results of non-routine blood tests to become available.

Our Results Team, who are not clinicians, are available to advise you of your results between 10.00 and 14.00 Monday to Friday.

Please note that results can only be issued to the patient.

Call for your results Monday to Friday 10.00-14.00 on 01235 515544 or 515509.
Repeat prescriptions

Ordering online

The fastest way to get your repeat prescription is through the patients' online services website at https://patient.emisaccess.co.uk.

Please note that your identity must be verified in person before you will have full access to online services, including repeat medications. We would therefore advise you not to leave your first online repeat prescription request until the last minute.

On paper

Our computerised prescription service will give you a tear-off slip with each prescription. Tick the items you require to be repeated and return it to the surgery (with an SAE if you wish it to be posted). Please place the slip in the post box provided at Reception.

At a local pharmacy

All local pharmacies operate a repeat prescription request and collection service. If you have requested your prescription be collected by a pharmacy, please contact the pharmacy in the first instance to see if it is available for collection.

For all repeat prescriptions

Please allow 36 hours before collecting and note that prescriptions are not processed over the weekend. After a given number of repeats you will be asked to see your doctor for review.

Please note that we cannot accept requests for repeat prescriptions by telephone.
Registering with the practice

Registering as a permanent patient

Didcot Health Centre is currently welcoming applications for registration as a permanent patient from those who live within the practice boundary, and who plan to be resident for six months or more.

Our practice boundary covers Didcot and some of the surrounding villages.

**Inner boundary (blue)**
- Didcot
- Harwell
- East Hagbourne
- West Hagbourne
- North Moreton
- South Moreton
- Upton
- Chilton
- Appleford

**Outer boundary (red)**
- Blewbury
- Brightwell-cum-Sotwell
- Milton
- Milton Heights

Patients can register as new patients within the ‘inner boundary’ and existing patients who move within the ‘outer boundary’ may remain registered at the surgery, as specified on the above map. In exceptional circumstances it is at the discretion of the practice whether to accept patients outside these areas.

For other local villages please contact our neighbouring practices Oak Tree Health Centre (01235 810099) and Woodlands Medical Centre (01235 512808).

**Preferred practitioner**

Patients when registered with the practice can express a preferred GP. Whilst we endeavour to accommodate the patient with their chosen G.P. it may not always be possible in an emergency.
Registering with the practice

In order to register you must complete a registration form and bring it to the practice in person, along with two forms of identification. One should be photo ID and the other proof that you are resident in our catchment area. All documents must be original and not photocopied. These could be:

- Photo ID such as a photo driving licence, passport, or other photo ID
- Proof of residency such as a bank statement, utility bill, rental agreement or mortgage statement.

If you are unable to provide such proof of ID, please call the practice and we will advise you further.

Please download the registration form from our website at www.didcohealthcentre.com, or ask for a registration pack at Reception.

The registration pack includes additional forms that we ask you to complete about your medical history and lifestyle, information about how anonymous patient data is shared and how you can opt out of this, and useful information including how to access practice services, order repeat prescriptions, and so on.

Registering your child

Parents can register for their new born baby and for children up to the age of sixteen, with the same criteria as for adults (see ‘Registering as a permanent patient’ above). Please ask at Reception for a child/baby registration pack. For proof of identification we will need to see your child’s birth certificate. We can only accept registrations for under 16s if accompanied by paperwork for a person with parental responsibilities, or if that parent/guardian is already registered here.

Registering as a temporary patient

If you are not normally resident in our area, or if you are unable to provide the proofs of identification and residency that we need to register you as a permanent patient, you may be registered as a temporary patient. Whilst we can take care of your medical needs as a temporary patient, your records will stay with the practice where you are already registered.

If you are registered as a temporary patient for more than six months, then we will seek to transfer your medical record to Didcot Health Centre.
Registering with the practice

Change of address/phone

If you change your address or telephone number, and in particular your mobile phone number, please notify the surgery in writing as soon as possible, or complete the form available from Reception, or by accessing Online Patient Services from the homepage of our website.

However, if your new address is outside our practice boundary (see the practice boundaries map on page 18), with the exception of Blewbury, Brightwell-cum-Sotwell, Milton, and Milton Heights, please note that you will need to register with another GP surgery in your new area as soon as possible.

Change of name

Should you wish to inform us of a change of name we will need to see official, original documented proof of this, such as birth and marriage certificates, deed poll, passport, or photo driving licence.
Charges and fees

Your questions answered

Why do GPs charge fees?

The National Health Service provides most health care to most people free of charge, but there are exceptions. Prescription charges have existed since 1951, and there are a number of other services for which fees are charged. Sometimes the charge is made to cover some of the cost of treatment, for example dental fees. In other cases it is because the service isn’t covered by the NHS, for example, medical reports for insurance companies, claims on private health insurance and other letters and forms which require the doctor to review the your medical records.

It is important to understand that GPs are not employed by the NHS, they are self-employed, and they have to cover their costs - staff, buildings, heating, lighting etc. - in the same way as any small business.

The NHS pays the doctor for specific NHS work, but for non-NHS work the fee must cover the doctor’s costs.

What is covered by the NHS and what is not?

The government’s contract with GPs covers medical services to NHS patients. In recent years, more and more organisations have been involving doctors in a whole range of non-medical work. Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to be sure that information provided is true and accurate.

Examples of non-NHS services for which GPs can charge patients

- Certain travel vaccinations
- Private medical insurance reports
- Holiday cancellation forms
- Referral for private care forms
- Letters requested by or on behalf of the patient
- In certain instances fitness to work forms
Charges and fees

Examples of non-NHS services for which GPs can charge other institutions

- Medical reports for an insurance company
- Some reports for the DSS/Benefits agency
- Examinations of local authority employees

Why does it sometimes take my GP a long time to complete my form?

Time spent completing forms and preparing reports takes the GP away from the medical care of his/her patients. Most GPs have a very heavy workload; the majority of GPs work up to 60 hours a week and paperwork takes up an increasing amount of their time. In addition non-NHS work must be undertaken outside of NHS contracted time.

I only need the doctor’s signature - what is the problem?

When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true. Therefore in order to complete even the simplest of forms, the doctor needs to check the patient’s entire record. Carelessness or an inaccurate report can have serious consequences for the doctor, with the General Medical Council, or even the Police.

See the next page for a list of our charges and fees.
# Charges and fees

<table>
<thead>
<tr>
<th>Prescription Type</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Prescription for drugs for travel or not needed immediately</td>
<td>£15.00</td>
</tr>
</tbody>
</table>

### Medical examinations and reports (charges based on hourly rate of £200/hr)

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extract from record (15 minutes)</td>
<td>£50.00</td>
</tr>
<tr>
<td>Pro forma report – no examination (20 minutes) / “Tick-box” report</td>
<td>£35.00</td>
</tr>
<tr>
<td>Full medical examination and report (45 minutes)</td>
<td>£150.00</td>
</tr>
<tr>
<td>Report and opinion - with examination (30 minutes)</td>
<td>£120.00</td>
</tr>
<tr>
<td>Report and opinion - no examination</td>
<td>£70.00</td>
</tr>
<tr>
<td>PMA charge - General Practitioner Report (BMA-approved charge)</td>
<td>£94.30</td>
</tr>
<tr>
<td>PMA Targeted Report (BMA-approved charge)</td>
<td>£24.10</td>
</tr>
<tr>
<td>DNA/private blood tests</td>
<td>£50.00</td>
</tr>
<tr>
<td>Hackney Carriage medical/driving medical</td>
<td>£60.00</td>
</tr>
<tr>
<td>HGV medical (30 minutes)</td>
<td>£100.00</td>
</tr>
<tr>
<td>Adoption or fostering medical (£73.86 per adult will be paid by Social Services)</td>
<td>-</td>
</tr>
<tr>
<td>European Marathon medical (no examination)</td>
<td>£15.00</td>
</tr>
</tbody>
</table>

### Certificates & Forms

<table>
<thead>
<tr>
<th>Certificate/Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private Sick Note</td>
<td>£15.00</td>
</tr>
<tr>
<td>Insurance claim forms (for illness/accident/BUPA referrals)</td>
<td>£35.00</td>
</tr>
<tr>
<td>Health club – fit to exercise</td>
<td>£20.00</td>
</tr>
<tr>
<td>Driving licence/ID card photo</td>
<td>£25.00</td>
</tr>
<tr>
<td>Freedom from Infection Certificate</td>
<td>£25.00</td>
</tr>
<tr>
<td>Vaccination certificate or computer printout of immunisation records</td>
<td>£10.00</td>
</tr>
<tr>
<td>Holiday cancellation certificate</td>
<td>£35.00</td>
</tr>
<tr>
<td>Fitness to travel</td>
<td>£30.00</td>
</tr>
<tr>
<td>Letter for travelling overseas with medication &amp; medical items/equipment</td>
<td>£30.00</td>
</tr>
<tr>
<td>Theatre Fitness Examination/Certificate</td>
<td>£30.00</td>
</tr>
<tr>
<td>Educational Fee (Oxford &amp; Cherwell Valley College)</td>
<td>£30.00</td>
</tr>
<tr>
<td>Parachute Jump Medical (10 minutes)</td>
<td>£30.00</td>
</tr>
</tbody>
</table>

### Access to Records under the Data Protection Act

<table>
<thead>
<tr>
<th>Record Service</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computerised Records (Full Patient Report) - consent letter to be signed by patient</td>
<td>£10.00</td>
</tr>
<tr>
<td>Computerised Records &amp; Scanned Correspondence - consent letter to be signed by patient</td>
<td>£30.00</td>
</tr>
<tr>
<td>Photocopies of non-computerised records (1-5 pages)</td>
<td>£10.00</td>
</tr>
<tr>
<td>Photocopies of non-computerised records (5-15 pages)</td>
<td>£25.00</td>
</tr>
<tr>
<td>Photocopies of non-computerised records (15+ pages)</td>
<td>£50.00</td>
</tr>
<tr>
<td>Record Search &amp; Report - consent letter to be signed by patient</td>
<td>£15.00</td>
</tr>
<tr>
<td>Copies of Notes for Solicitors (as above – fee will be paid by Solicitors)</td>
<td>-</td>
</tr>
</tbody>
</table>

### Reports

<table>
<thead>
<tr>
<th>Report Type</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employers Report &amp; Opinion (with examination)</td>
<td>£120.00</td>
</tr>
<tr>
<td>Employers Report &amp; Opinion (without examination)</td>
<td>£70.00</td>
</tr>
<tr>
<td>OFSTED Child Minder Report</td>
<td>£40.00</td>
</tr>
</tbody>
</table>

**Notes**

- Other charges for non-NHS work available on request
- Boxing medicals are **not** undertaken at this practice *(DE: 14/3/11)*
- Charges last reviewed August 2012
Privacy and confidentiality

Your privacy

Under the Data Protection Act 1998 we must ensure that your personal confidential data (PCD) is handled in ways that are transparent and that you would reasonably expect. The Health and Social Care Act 2012 has altered the way that personal confidential data are processed. Consequently, you must be aware and understand these changes and that you have the opportunity to object and understand how to exercise that right.

Health care professionals who provide you with care are required by law to maintain records about your health and any treatment or care you have received within any NHS organisation. These records help to provide you with the best possible healthcare.

NHS health records may be processed electronically, on paper or a mixture of both and through established working procedures and best practice coupled with technology we ensure your personal data is kept confidential and secure.

Records held by us may include:

- Your personal data, such as address and next of kin
- Your history with us, such as appointments, vaccinations, clinic visits, emergency appointments, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations and referrals such as blood tests, x-rays, etc., and
- Relevant information from other health professionals, relatives or those who care for you.

IT/Electronic patient records policy

A new legal requirement came into force on 1st April 2014 requiring all GP practices to make available information regarding the delivery of certain online services. These are:

- Referral management and use of patient NHS numbers
- Online appointment booking
- Online requests for repeat prescriptions
Privacy and confidentiality

- Summary Care Record
- Transfer of care records when patients leave the practice
- Patient access to electronic records.

The following pages detail our arrangements for these developments at this practice.

**Referral management information**

Practices must include the NHS Number as the primary identifier in all NHS clinical correspondence issued by the practice.

All letters and information that we send to other organisations such as, hospitals, have an NHS number clearly shown. This number is unique to you.

**Electronic appointment booking**

Practices are required to promote and offer the facility for all patients who wish it to book, view, amend, cancel and print appointments online.

We currently offer booking and cancelling of routine GP appointments online. Please register by following the ‘Online services’ link from our homepage to see what services are available to you. You can find out more about booking appointments on page 12.

**Online requests for repeat prescriptions**

We offer the facility for all patients to order, view and print a list of their repeat prescriptions for necessary drugs, medicines or appliances.

We currently offer the facility for ordering repeat prescriptions online. If you have not yet done so, you will need to register with Emis Patient Access. You can find out more about requesting repeat prescriptions on page 17.

**Interoperable records, or the Summary Care Record**

Practices are required to upload changes to a patient’s summary information, at least daily, to the Summary Care Record.

Having your Summary Care Record available helps other doctors and nurses who treat you away from your regular surgery, without your full medical record. They will have access to information about any medication you may be taking and any drugs to which you have a
Privacy and confidentiality

recorded allergy or sensitivity. More details about the Summary Care Record can be found on the Summary Care Record website at [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk).

This function is live now; however, if you do not want your medical records to be available in this way please let us know. You can do this via the ‘Summary Care Record opt out form’ available from Reception or from [www.didcothealthcentre.com/Summary-Care-Record](http://www.didcothealthcentre.com/Summary-Care-Record).

**GP2GP Transfers of care records**

When a patient registers with us or leaves for another practice, we are required to use the GP2GP facility for the transfer of patient records.

It is very important that you are registered with a doctor at all times. If you leave your GP and register with a new one, your medical records will be removed from your previous doctor and forwarded to your new GP via NHS England. It can take several weeks for paper records to reach the new surgery; with GP2GP, your electronic record is transferred to your new practice much sooner.

GP2GP transfers are already activated at this practice for sending and receiving patient records.

**Access to your electronic GP record**

We are required to promote and offer the facility for patients to view online, export or print any summary of information from their records relating to medications, allergies, adverse reactions and any other additional details which have been agreed with the patient.

This facility is already available to patients. Please register by clicking ‘Online services’ on our homepage to find out what online services are available to you. Once you register for Emis online services (and your ID has been verified) you may view your medication, allergies, adverse reactions and vaccinations.

With effect from 1 April 2016 you are entitled to request access to other sections of your electronic record. We are currently developing a policy for this, but in the meantime please speak to your GP.

**To opt out of the Summary Care Record, please ask Reception for an opt out form, or download one at [www.didcothealthcentre.com/Summary-Care-Record](http://www.didcothealthcentre.com/Summary-Care-Record).**

You can download our Privacy Notice at [www.didcothealthcentre.com/confidentiality](http://www.didcothealthcentre.com/confidentiality), ask for a copy at Reception.
Travel services

Travel

The individual travel health assessment necessary for some foreign travel can require a considerable amount of preparation, so it is important to plan ahead.

Please ask at Reception for our Travel Information Leaflet, or download it from our website at www.didcohealthcentre.com/travel. It includes lots of useful advice, as well as the travel health questionnaire that you must complete before booking an appointment.

Before travelling overseas it is important to be aware of the possible health risks and how to prevent problems or minimise the risk of them occurring. Most importantly you should know:

- whether there are any specific health risks in the country you are travelling to for which you need to take precautions – for example, malaria
- how to avoid becoming ill when you are abroad
- what to do if you do become ill when you are abroad
- how to get emergency medical treatment when you are abroad

Below are links to some useful sites to help you find this information before contacting us:

- www.nhs.uk/Livewell/travelhealth
  - NHS Choices travel health, illnesses & vaccinations
- www.fitfortravel.nhs.uk
  - Fit For Travel, a useful site from NHS Scotland
- www.gov.uk/foreign-travel-advice
  - Government travel advice, by country
- MASTA
  - A travel health provision company

Please get in touch with us at least eight weeks before your departure to find out which immunisations you may need. Remember, some immunisations take several weeks to give adequate protection, and some malaria tablets need to be taken up to three weeks before your trip. If you are unsure of what you need and cannot easily find it through the websites below, please book an appointment with our Practice Nurse. Usually an initial 20 minute appointment is needed to consult with the nurse what you may need, followed by a 10 minute appointment on another day.

If there is an immunisation we can't administer please contact:

Oxford Travel Clinic
The Manor Hospital
Beech Road
Headington
Oxford OX3 7RP
Tel: 01865 767150
www.oxfexecutivehealth.com
Other services

Emergency contraception

Provided you act within 72 hours, it may be possible for you to be prescribed emergency contraceptive pills to prevent an unplanned pregnancy. Please contact the doctor or practice nurse to arrange an urgent appointment.

Young persons' rights to confidentiality will be respected, but you will be encouraged to share and discuss information with a parent if appropriate.

Additionally, Oak Tree Health Centre hosts a clinic run by the Oxford Sexual Health Service. The opening times for the Oak Tree clinics are:

- Tuesday: 15:30-17:30
- Thursday: 14:30-17:30

No appointment is necessary – please call 01865 231 231 for more information.

Fitness to work certificates

You do not need a doctor’s NHS certificate for the seven days of illness. You will need to fill in a self-certificate (SC2) available from your employer, from Reception, or by going to www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2.

Please note: If your employer insists upon a private certificate before day 7 there will be a charge for this (see section on Charges on page 22).

Non-NHS medical examinations

Medical examinations for special purposes such as an HGV or taxi driver licence, pre-employment, certificates of fitness for sub-aqua diving, racing driving, boxing, etc. are carried out by special appointment. There is a charge for these medicals.

You can see a list of our current charges on page 22 of this booklet.
Other services

Physiotherapy services

There are weekly physiotherapy clinics run at Didcot Health Centre by Rachel Marffy. For more information please visit Pilates Plus Physio at www.pilatesplusphysio.com or call 07780 814257.

Foot care – Sole Mates

Sole Mates is a simple footcare service run by Age UK Oxfordshire that helps maintain and improve the independence and mobility of older people in our community. It is not a medical service but a common sense approach to basic footcare.

Sole Mates offers a toenail trim and gentle foot rub for people over 65 who are unable to cut their own nails. They treat people on a regular basis roughly every 6 to 8 weeks.

This service is for older people who are unable to cut their own nails through reasons of frailty and difficulty bending, poor eyesight or problems with dexterity.

There is a fee of £15 per treatment.
Please contact Sole Mates on 01865 717615 or email solemates@ageukoxfordshire.org.uk.
Visit the Age UK Oxfordshire website.

Oxfordshire Mind

Each Wednesday morning Mind offer a Options session where clients can find out more about pathways to self-help in the area. Please discuss this with your GP if you are interested.

From time to time Oxfordshire Mind staff run short courses at Didcot Health Centre to help people in our community struggling with anxiety, stress, strong emotions, to build confidence and improve assertiveness, and other difficulties. If you would like to learn about courses offered in our area please visit www.oxfordshiremind.org.uk or call them directly on 01865 247788.

School Health Nurses

Employed by Oxfordshire Health, Didcot’s School Health Nursing team is based at Didcot Health Centre. To find out more you can get in touch through your child’s school, visit www.oxfordhealth.nhs.uk/children-and-young-people/oxon/school-health-nursing, or call them directly on 01235 515503.
Have your say

**Patient Participation Group**

All patients are automatically members of this group. Meetings are held twice a year (usually in April and September) on a variety of health and service-related matters with newsletters published in the interim. The group gives you an opportunity to express any concerns and to discuss topics of general health interest.

The committee would welcome your support and needs your ideas on how to better represent the interest of all registered with the practice. The Committee can be contacted via Reception or by email to dhc.ppg@gmail.com.

**Comments, compliments, constructive feedback**

Our aim is to give you the highest possible standard of service and we try to deal swiftly with any problems that might occur. We welcome any constructive ideas or suggestions for the improvement of our service. Please let us know – there is a Suggestion Box for this in the foyer.

**Friends and Family Test**

We also welcome your feedback about staff or services where you feel we exceed your expectations as well as useful suggestions about areas in which you think we could improve.

The Friends and Family Test (FFT) is an important tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience. It asks if you would recommend our services and offers a range of responses, and allows you to comment on any aspect of your experience.

You can give feedback through the Friends and Family test in two ways:

- by completing a card and leaving it in the Friends and Family test box in the foyer
- by going online to answer the questions and leave feedback at www.iwantgreatcare.org.

You can leave feedback either for the practice or for individual doctors.
Making a complaint

We always try to give you the best service possible, but there may be times when you feel this has not happened. Most problems can be sorted out quickly and easily, often at the time they arise with the person concerned. Where you are not able to resolve your complaint this way and wish to make a formal complaint you should do so, preferably in writing, as soon as possible after the event and ideally within a few days. This helps us to establish what happened more easily. In any event, this should be:

- within 12 months of the incident
- or within 12 months of you becoming aware of the matter

and give as much detail as you can.

We will acknowledge receipt within three working days, and aim to have looked into the matter within ten working days. You may then receive a formal reply in writing, or you may be invited to meet with the person(s) concerned to attempt to resolve the issue. If the matter is likely to take longer than this we will let you know, and keep you informed as the investigation progresses.

If you are a registered patient you can complain about your own care. You are unable to complain about someone else’s treatment without their written authority, but we can provide you with a separate form to register your complaint which includes a third-party consent form to enable a complaint to be made by someone else. You can provide this in your own format providing it covers all the necessary aspects.

For full details of what to do if you have a complaint please refer to our leaflet Didcot Health Centre Complaints Procedure. It also includes information about how to complain on behalf of someone else. We hope that you will use our leaflet to allow us to look into and, where appropriate, put right any problems or mistakes that have been made.

Copies of our leaflet and of the complaints forms are also available from Reception, or from www.didcohealthcentre.com/feedback.

Send your written complaint to:

Dr Jackie Mercer, Practice Manager
Didcot Health Centre
Britwell Road
Didcot OX11 7JH
Making a complaint

If you are dissatisfied with the outcome

You have the right to approach the Health Service Ombudsman. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

Tel: 0345 0154033
Website: www.ombudsman.org.uk

You may also approach seAp for help or advice

If you feel you have not had the service you expected from the National Health Service and want to complain, the law says you have the right to have the support of an advocate.

seAp is the independent NHS Complaints Advocacy Service that works closely with Healthwatch in this area.

To find out how seAp could help you visit their website:
http://www.seap.org.uk/services/nhs-complaints-advocacy/

by email to info@seap.org.uk

by phone on 0330 440 9000
Patient responsibilities

We expect that you:

- Are courteous at all times to our doctors, nurses and administrative staff
- Keep appointments that have been booked
- Inform us as early as possible if you are going to be late for an appointment
- Inform us as early as possible if you are unable to keep an appointment so that it can be released for another patient
- Inform us of all changes of:
  - address
  - telephone number
  - name
- Pay fees and charges due at the time that the service is provided
- Provide documentary evidence for any entitlement to free prescriptions when this is requested by a member of staff
- Provide documentary evidence if requested before we authorise any access to your record, including to request repeat prescriptions online (see Repeat prescriptions, page 17).

Abusive patients

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse, which leads to fear for a person’s safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient’s medical records the fact of the removal and circumstances leading to it. The CCG is then responsible for providing further medical care for such patients.
Our aims

Our professional staff are dedicated to achieving the best possible outcomes for our patients through hard work and excellent clinical judgement, with dignity and respect. We aim to use all resources available to us to be as fair, inclusive, and supportive as we can to our patients, as well as our staff.

Our aims are:

- To treat our patients as we would wish our own families and friends to be treated through the care we give with respect, integrity, and confidentiality.

- To provide a complete primary care service to our community by promoting a healthy lifestyle, enabling speedy diagnosis, and through considered, evidence-based treatment.

- To monitor the provision of the primary care services we offer and to seek to involve patients in this process.

- To deliver the most appropriate care to each patient based on their clinical need, whether by a nurse, doctor or other local practitioner, or by referral elsewhere.

- To use all available resources wisely and efficiently to achieve the maximum level of care for our practice population.

- To ensure a safe environment for the delivery of our services.

- That our staff never to cease to learn so that we improve the services we offer, and through our role as a training practice to share that learning with others.