

It's your practice



A patient's guide to services at Didcot Health Centre

January 2024

General enquiries

Our phone lines are open from 8.30am to 5.30pm, Monday to Friday

Phone 01235 512288
Address Didcot Health Centre
Britwell Road
Didcot OX11 7JH

Surgery times

Appointments

Monday – Friday 08:00 am to 6:30 pm
Our doors are closed between 1-2pm

Extended hours appointments

Monday 18.30 pm to 19.40 pm
Wednesday 18.30 pm to 19.40 pm
Saturdays See website for our upcoming Saturday clinic dates

When we are closed

For urgent health problems that cannot wait until the surgery is open, please **call 111** or visit [Get help for your symptoms - NHS 111](#). All 111 services can help you access appropriate clinical help by phone or in person.

In an emergency you should still call 999, when medical help is needed to help save a life.

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.

Test results

Our Results Team is available Monday to Friday, 10am to 12pm on 01235 515544.

Please note that if you are calling for results on behalf of someone else we can only share them with you if we have the patient's prior permission. If you are the parent of a

Getting in touch

child (aged 12 or over) please discuss consent for this with the clinician during their appointment and a note will be made on your child's record.

The NHS App also allows you to view your test results after a doctor has reviewed them. If you cannot see your test results please ask us for help with this.

For more information about Test Results please see page 26.

Meet the team

Meet the team

Our Doctors

Dr David Stainthorp, BM, MRCGP, MRCPsych (m)

Senior Partner - assGMC no. 2823553

Dr Stainthorp qualified at Southampton University in 1983. He specialises in diabetic care, and is our Senior Partner.

Dr Rubab Abbas, MB ChB BSc MRCP DFSRH PG Cert (m)

Salaried GP - GMC no. 7458621

Dr Abbas qualified at the Universities of Exeter and Plymouth in 2014, and joined Didcot Health Centre in 2023.

Dr Susy Connell, MB BS (f)

Salaried GP - GMC no. 4038474

Dr Connell graduated from the University of London in 1993. Her particular area of interest is women's sexual health. Dr Connell works remotely.

Dr Hana Harvey, BM BS (f)

GP Partner - GMC no. 3584754

Dr Harvey graduated from the University of Nottingham in 1992. Her particular interests are dermatology and respiratory medicine. Dr Harvey joined the practice as a partner in February 2017.

Dr Angela Lamb, MB BS (f)

Salaried GP - GMC no. 4191795

Dr Lamb graduated from the University of London in 1995. She moved to Didcot Health Centre from West Berkshire in 2017.

Dr Katy Liddell, MB BS (f)

GP Partner - GMC no. 7084569

Dr Liddell graduated from Kings College, London in 2010. After completing part of her GP training with us, Dr Liddell joined the practice as a partner in 2019.\

Dr. Mark Olavesen, BA DPhil MBChB MRCGP (m)

GP Partner - 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 us as a partner in 2014.

Dr Alexandra Slade, MRCGP DRCOG DFSRH PGCCE (f)

Meet the team

Salaried GP - GMC no. 6128357

Dr Slade qualified at Leeds University in 2005, joining the practice in 2014. Dr Slade is a GP trainer, and is interested in a wide range of general medical problems with a particular interest in sexual health and family planning.

Dr Iveta Southwood, MUDr (f)

GP Partner - GMC no. 5150697

Dr Southwood qualified as a doctor at Charles University in Prague in 1987, where she worked as an Ophthalmologist before moving to the UK. 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 (f)

GP Partner - GMC no. 6144416

Dr Telford qualified at the University of Oxford in 2006, completing her training with us before joining as a partner in 2011. She enjoys all aspects of general practice with a particular interest in women's health.

GP Trainees

We are proud to have been an approved Training Practice for future GPs for many years. We believe this is an essential part of our commitment to developing high quality, future general practice.

GP Registrars who train with us are already qualified doctors with extensive hospital experience, now specialising to make general practice their specialist career. They join the practice for up to a year to gain more in-depth experience in their chosen field.

On occasion our 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 trainee may take longer than with a GP.

For teaching purposes, some consultations including telephone 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 permission both before and at the end of the consultation. Please do say if you would prefer not to be recorded - this will not reflect in any way upon the care we give you.

Locum GPs

You may be offered an appointment with one of our Locum GPs. These are doctors we know well and who know our staff and systems. Locum GPs work with us from time to time to cover staff leave and other absences. By working regularly with the same regular locum doctors, we help to ensure smoother continuity of care for our patients.

Meet the team

Advanced Paramedic Practitioners

Hailey Carver

Hailey worked for South Central Ambulance Service from 2007 to 2015 as an Emergency Care Assistant, then as a Paramedic, and also worked for Hospital @Home. After moving to Abingdon Minor Injuries Unit she trained as an Emergency Practitioner in minor illness and injury. Alongside her role with us, Hailey continues to work as an Advanced Paramedic Practitioner.

Rebecca Acton

Rebecca worked for South Central Ambulance Service before joining Didcot Health Centre as an Advanced Paramedic Practitioner in 2021.

Practice Nurses

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 for a call at the end of a clinic.

Jill Millin	BSc Adult Nursing – Lead Practice Nurse Special interests – Asthma, Diabetes, Childhood Immunisations
Abigail Hewitt	BSc Adult Nursing Special interests – Diabetes, Childhood Immunisations
Laura Murphy	BSc Adult Nursing Special interests – Asthma, Family planning, Dementia assessment, Childhood immunisations
Olivia Wright	BSc Adult Nursing

Diabetes Specialist Nurse

Perdy van den Berg [BSc Adult Nursing]

Health Care Assistants

Sofia Azzouz, Bobbie Day (Lead), Sapna Puri, Jaime Stevens

Our 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 clinical services, refer to [‘Who do I see for what?’](#) on page 14.

Administrative Staff

Meet the team

Practice Manager Jonathan Gayther

Assistant Practice Manager Gill Suter

Our clinical team is supported by a further 20 members of staff in our Admin and Reception teams.

Healthcare Team (Didcot Primary Care Network)

The practice is supported by a number of clinical staff who work across the three practices in our town, as part of the Didcot Primary Care Network (PCN).

Clinical Pharmacists

This team is responsible for managing patients with complex medication regimes, changes in medication following discharge from hospital, and a number of long term conditions where optimisation of medication is essential. The team also holds clinics to support patients with medication queries, including to assist with sourcing suitable alternative medicines where there are suitability or availability problems. They also run clinics to support some patients with heart failure or raised blood pressure.

Clinical Pharmacists:

- Ziad Lakloul
- Hibah Al-Ramadhani
- Shreeya Gadhia.

Pharmacy Technicians:

- Lianna Smith
- Ei Khine

Physician Associate

Physician associates are trained and qualified to diagnose and treat a wide range of health conditions. They work alongside GPs to provide care to people, particularly those with long-term conditions who often benefit from being able to see the same healthcare professional. They can help with a wide range of problems including diagnosing and treating minor health conditions, arranging tests, performing physical examinations.

- Rea Steinberger

Physiotherapists

First Contact Physiotherapists (FCPs) are highly trained physiotherapists with specialist knowledge in the assessment and management of musculoskeletal conditions such as

Meet the team

back or neck pain. The FCP will assess and diagnose you, give you expert advice on how best to manage your condition, and if necessary refer you on to a specialist service.

FCPs see patients without the need for a GP appointment first. Just contact Reception and request an appointment to see the FCP. The Reception team will check that you're suitable and book an appointment for you. Note: your appointment may be at any of the three Didcot GP practices.

- Vicky Russell
- Jide Agbede

MIND Counsellors

Our MIND counsellors give you space to talk about your thoughts and feelings and help you find ways to make sense of things and/or change the way you think or respond. They can also signpost you to other counselling services which may suit and suit your individual needs better. We also have a young person's MIND counsellor who will support parents and young people with services and talking space when they need it.

- Veronique Bosserelle (adult)
- Georgie Boyling (adult)
- Michaela Ridley (young persons)

Social Prescribers

Our social prescribers work for partnership organisations including Age UK, Sofea and MIND. They are there to support patients with a range of social issues which may be impacting on their health including loneliness, support with benefits and funding needs, access to sufficient and healthy food, challenges and difficulties at home.

- Kate Hart
- Selina Dearlove
- Kerry Lock
- Liz Bowler
- Rachel Dawson

Mental Health Nurse

This nurse is trained to provide an urgent first response for patient suffering with anxiety, depression, stress and low mood.

- Karen Cook

Other providers

Oxford Health and Oxford University Hospitals Trust employ clinical staff for a range of other services. You can find out more from their websites – see links below.

District Nurses

The District Nurses, employed by Oxford Health, give care and treatment to housebound patients. They assess patients' needs and give advice and support to relatives. They are registered nurses with additional specialist training. 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
- Health promotion, advice, and support.

Contact the District Nursing Service through the Single Point of Access team (SPA) on **01865 903750**.

Find out more from Oxfordshire Health's Community Nursing website at

[District Nursing Service - information for patients, relatives, and carers](#)

Health Visitors

Bluebell Centre, Hillary Drive, Didcot OX11 8PS (opposite Didcot Wave)

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

Call the Didcot Health Visiting Team directly on 01235 01235 816325 between 09:00-17:00 (answerphone outside of these hours).

You can find out more about Oxfordshire's Health Visiting team on their website at www.oxfordhealth.nhs.uk/health-visitors.

Midwives

Meet the team

Part of Oxford University Hospitals, Oxfordshire's Community Midwives are grouped into teams based in community hospitals or appropriate local settings.

Since July 2022, routine pregnancy care in Oxfordshire is carried out by midwives, supported by hospital doctors if needed. Your GP remains available for non-pregnancy related issues. If you think you are pregnant, please **contact the local midwives on 01491 826037**, or find out more at

Useful links if you are pregnant:

Early Pregnancy Advisory Unit:

www.ouh.nhs.uk/services/departments/gynaecology/epau/

NHS information: www.nhs.uk/pregnancy/finding-out/your-first-midwife-appointment

Useful app: www.babybuddyapp.co.uk

Oxfordshire Maternity Services:

www.ouh.nhs.uk/women/maternity/units/community.

School Health Nurses

Bluebell Centre, Hillary Drive, Didcot OX11 8PS (opposite Didcot Wave)

Employed by Oxfordshire Health, Didcot's School Health Nursing team is based at The Bluebell Centre (see above). To find out more you can get in touch through your child's school, visit oxfordhealth.nhs.uk/school-health-nurses/, or call them directly on 01235 515503.

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 **Practice Nurses**:

- asthma review
- contraceptive check continuing same pill or injection
- contraceptive change of pill, injection, or coil
- diabetic review in diabetic clinic only
- hypertension review
- injections that are not travel vaccinations
- leg ulcers
- cervical screening test (smear)
- suture removal
- some travel vaccinations
- weight management assessment

First Contact Physiotherapists can see patients for problems involving bone, joint, or muscle pain and stiffness. You can book straight in via Reception without the need to speak to a GP first

Booking an appointment

Appointments

On the day GP appointments

To help you get the advice and help you need as quickly as possible, most of our appointments are held back to be offered on the same day. Calls are triaged by doctors, with our Receptionists trained to signpost specific problems to the most appropriate person, helping patients get to the right help more quickly. You can read how this works in the Telephone Consultation section below.

Phone lines are often busy with patients requiring appointments on the same day. To help reduce waiting times, we ask patients calling about matters other than appointments to ring after 10.30 am. Calls are answered in strict rotation so please be patient, especially at our busiest times such as Monday mornings or following a bank holiday.

If you need a GP appointment, where possible we try to make this 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 below, or on our website. However, when calling for a same day appointment for something clinically urgent you will be referred to the Duty Doctor for a phone consultation before a face-to-face appointment is made.

Nurse and Health Care Assistant appointments

For your convenience, pre-bookable appointments are available up to four weeks in advance for a range of appointments with Practice Nurses, Health Care Assistants, First Contact Physios, and our Diabetes Specialist Nurse. At the moment, these appointments can only be booked by calling us, or booked by the clinician themselves. If you are unsure who to see please ask Reception or see [Who do I see for what?](#)

Telephone consultation service - how it works

When you phone us

A receptionist will take your name and check your date of birth, then check for the best number to reach you on and ask you for a brief indication of the problem. This really helps the doctor to decide who needs to be contacted most urgently, saves GP time, and helps the Receptionist make sure you are directed to the most appropriate person. We will always respect your privacy and anything you do tell us will be kept confidential.

Booking an appointment

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 a face to face or follow-up appointment during the call, 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
- Telephone appointments take less time, so we can fit in more appointments
- It reduces footfall in the practice, helping to protect the most clinically vulnerable
- It could save you a trip to the surgery when you may just need advice
- By reducing the number of missed appointments, leaving more available for those who need them most.

Booking online

A limited number of pre-bookable appointments are available to book online, released throughout the day. Go to [Online Tools — Didcot Health Centre](#) or use your NHS App. This service is currently only available for GP appointments. If you have not yet registered for online services please follow the link above.

eConsult

eConsult allows you to access a GP for advice on your medical condition. It can also be used for administrative requests such as to request a sick note or GP letter. You can use this on your pc or mobile device. Please note that eConsults take up to three working days for a call from a GP, and up to five working days for administrative requests.

To access eConsult please use your NHS app, or visit <http://didcothealth.webgp.com/>.

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, or by texting 07434 613843. Follow the '[Online tools](#)' link from our website, or [download the NHS App](#).

Booking an appointment

Home visits

Your doctor will decide if a home visit is necessary, after speaking to you (or your carer). Home visits may be made by a doctor, paramedic, or the Early Visiting Service at the doctor's request. They are only considered in the case of housebound patients. If you feel sure a home visit is essential, try to call before 10.30 so that doctors can plan their visits. Always come to the surgery if possible as the doctor can see you more quickly this way.

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 access to support for the following:

- asthma
- blood pressure
- blood tests
- cardiovascular disease
- cervical screening (smears)
- childhood immunisations
- COPD
- counselling services
- dermatology
- diabetes management
- family planning and contraception
- influenza, pneumococcal, and shingles vaccinations
- memory assessment
- mental health issues
- minor injuries
- weight management

To find out more about any of the above please call Reception or refer to our website.

Repeat prescriptions

Repeat prescriptions

Ordering online

The fastest way to get your repeat prescription is through one of the patients' online services such as the [NHS App](#) or 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

We ask patients to avoid submitting paper requests for prescriptions where possible. If you are unable to submit requests online or through your pharmacy (see below) please post your paper request through our letterbox, but please note that paper requests for repeat medication need an extra day to be processed, i.e. 4 working days.

At a local pharmacy

All local pharmacies operate a repeat prescription request and collection service. If you have requested that 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 3 working days before collecting (4 days if you submitted a paper request) and note that prescriptions are not processed over the weekend. After a given number of repeats you will be asked to see or speak to your doctor for a medication review.

Please note that we do not accept requests for repeat prescriptions by telephone or email.



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 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:

General blood tests e.g. blood count, cholesterol, glucose, thyroid, hormone levels	4 - 7 days
Urine tests	4 days
Swabs	5 - 10 days
Biopsies	3 - 4 weeks
Radiology reports e.g. X-rays, ultrasound scans, MRI, CT scans, bone density scans	7 - 10 days from the date of your appointment
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 unless it is agreed in advance with the patient during the consultation.

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

Other services

Fitness to work certificates ('sick notes')

You do not need a doctor's NHS certificate for the seven days of illness. You may be asked to complete a self -certificate (SC2) available from your employer or from [gov.uk/statutory-sick-pay-employees-statement-of-sickness](https://www.gov.uk/statutory-sick-pay-employees-statement-of-sickness).

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.

Please refer to the Charges section below for current fees.

Mental Health Services

[Oxfordshire Mind](#), [Talking Space Plus](#), and [Riverside Counselling](#) offer sessions at Didcot Health Centre. For some of these, patients can refer themselves and where this is the case you will find information on their websites. Please discuss this with your GP if you are interested.

Sexual Health

Sexual Health Services are based at The Churchill Hospital in Oxford. However, regular clinics are held at Didcot Health Centre, run by the Oxfordshire Sexual Health Service. For enquiries and appointments, please contact them directly on 01865 231231 between 09:00 – 16:00 Monday to Friday (closed bank holidays).

To find out more about their services, or for the latest information regarding emergency contraception please visit www.sexualhealthoxfordshire.nhs.uk.

Travel

We are not running travel clinics for the foreseeable future. If you are planning foreign travel where vaccinations may be required, you will need to book a consultation with a private travel clinic for advice tailored specifically to your medical needs, and your travel plans. Private providers can give the vaccinations that are not available on the NHS, and

Other services

once you have your consultation report you can book in with us for those vaccinations that are available on the NHS.

Visit www.nhs.uk/conditions/travel-vaccinations/ for country-specific guidance and general information, as well as a list of the NHS-funded vaccinations which we can provide. Please have your consultation report when you book these with us and allow plenty of time, as some immunisations require multiple vaccinations over several weeks.

Private travel clinics in our area

[Oxford Travel Clinic \(oxfordtravelclinic.co.uk\)](http://oxfordtravelclinic.co.uk)

The Manor Hospital, Beech Road, Headington, Oxford. OX3 7RP

Tel: 01865 767150

[CityDoc \(citydoc.org.uk\)](http://citydoc.org.uk)

2 Nightingale Place

Bicester OX26 6XX

Tel. 0333 0069976

36 Coronation Square

Reading RG30 3QN

Tel. 0333 0069976

[MASTA Travel Health \(masta-travel-health.com\)](http://masta-travel-health.com)

Clinics in Reading, Swindon, Crowthorne, and more. See website for contact details.

[Walk in Travel Health Clinic | Oxford & Banbury \(walkintravelclinic.co.uk\)](http://walkintravelclinic.co.uk)

Clinics in Oxford and Banbury. See website for contact details.

Registering with the practice

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.

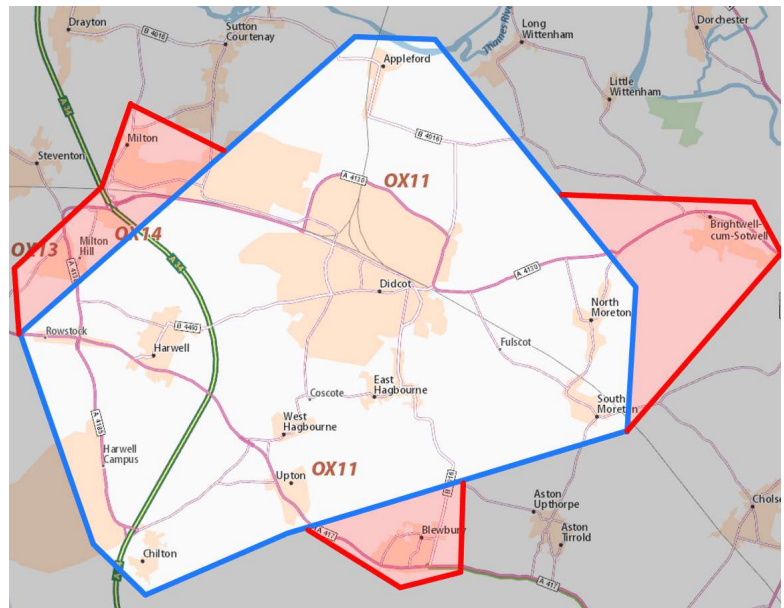
Our practice boundary covers Didcot and some of the surrounding villages.

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

When registered with the practice, patients can express a preferred GP. Whilst we endeavour to accommodate you with your chosen GP, this may not always be possible.

In order to register you must complete a [GMS1 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:

Registering with the practice

- 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.didcothealthcentre.com, or ask for a registration pack at Reception, where a large print version is also available.

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 their newborn baby and on behalf of 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 it may be possible to register you as a temporary patient. Whilst we can take care of your immediate 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 three months your temporary registration will automatically end, unless you transfer to Didcot Health Centre as a permanent patient.

Change of address/phone

If you change your address, phone number (particularly your mobile), or your email address, please notify the surgery as soon as possible. You can do this through your online patient services app (NHS App or Patient Access), or in writing. If you prefer, a form is available from Reception.

However, if your new address is outside our practice boundary (see the [practice boundaries map above](#)), 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

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 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 ESA or other benefits
- 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

Charges and fees

Reviewed: August 2019

Prescriptions	Charge
Private Prescription for Drugs for Travel or not needed immediately	£15.00
Medical Examinations & Reports	
Single extract from Record	£50.00
Proforma Report – no examination (20 minutes) / “Tick-box” Report £35.00	£70.00
Full Medical Examination and Report (45 minutes)	£150.00
Report and Opinion - with examination (30 minutes)	£120.00
Report and Opinion - no examination	£70.00
PMA Charge - General Practitioner Report (BMA-approved charge)	£94.30
PMA Targeted Report (BMA-approved charge)	£24.10
DNA/Private Blood Tests	£50.00
Hackney Carriage Medical/Driving Medical	£100.00
HGV Medical (30 minutes)	£100.00
Adoption or Fostering Medical (£73.86 per adult will be paid by Social Services)	-
European Marathon Medical (no examination)	£15.00
Certificates & Forms	
Private Sick Note	£15.00
Insurance Claim Forms (for illness/accident/BUPA referrals)	£35.00
Health Club – Fit to Exercise	£20.00
Driving Licence/ID Card Photo	£25.00
Firearms Certificate	£40.00
Freedom from Infection Certificate	£25.00
Vaccination Certificate or Computer Printout of Immunisation Records	£10.00
Holiday Cancellation Certificate	£40.00
Fitness to Travel	£30.00
Letter for Travelling Overseas with medication & Medical Items/Equipment	£30.00
Theatre Fitness Examination/Certificate	£30.00
Educational Fee (Oxford & Cherwell Valley College)	£30.00
Parachute Jump Medical (10 minutes)	£30.00

Charges and fees

Medical record information	
Full or part medical record (Subject Access Request – first time) – see SAR Policy	£0.00
Record search and report (requires patient consent form)	£15.00
Reports	
Employer's report and opinion (with examination)	£120.00
Employers report and opinion (without examination)	£70.00
OFSTED Child Minder Report	£40.00
Mental Capacity forms	
Power of Attorney	£50-£100
Court of Protection DHC consultation	£100.00
Court of Protection Home Visit consultation	£200.00

Notes

- Other charges for non-NHS work available on request
- Boxing medicals are **not** undertaken at this practice

Your privacy

Under the General Data Protection Regulation 2018 and the Data Protection Act 2018 we must ensure that your personal confidential data 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

All GP practices are required to make information regarding the delivery of certain services available online. These are:

- Referral management and use of patient NHS numbers
- Online appointment booking
- Online requests for repeat prescriptions
- Summary Care Record – learn about this at [Summary Care Records \(SCR\) - information for patients - NHS Digital](#)
- 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.

Privacy and confidentiality

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 22](#).

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 recorded allergy or sensitivity. More details about how the NHS manages your record can be found at

www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Pages/overview.aspx.

The Summary Care Record is live by default; 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 didcothealthcentre.com/summary-care-record.

Privacy and confidentiality

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 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 Patient Access (and your ID has been verified) you may view your medication, allergies, adverse reactions and vaccinations.

You can make a request for access to your health records via a Subject Access Request (SAR) under the UK General Data Protection Regulation (UKGDPR) and the Data Protection Act 2018. This is a Subject Access Request (SAR). You may also authorise a third party such as a solicitor to do this on your behalf. Competent young people may also seek access to their own records. It is not necessary for you to give reasons as to why you wish to access your records.

To request access to your record please contact the practice. You may find it easiest to email dhc.info@nhs.net.

For more information about the data we hold, how we use and protect it, and how to request access to it please read our Privacy Notice at [tinyurl.com/54t6s48c](https://www.didcothealthcentre.com/54t6s48c).

Have your say

Patient 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 you should contact us with as much detail as you can:

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

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 [How to make a complaint](#). 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.didcothealthcentre.com/feedback-and-complaints.

Send your written complaint to:

Jonathan Gayther, Practice Manager

Didcot Health Centre

Britwell Road

Didcot OX11 7JH

or you can email dhc.info@nhs.net.

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

What we expect of you

- Are courteous at times to everyone who works at the practice
- 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
 - phone 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 18](#)).

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.

Patient Participation Group (PPG)

Every registered Didcot Health Centre patient is entitled to belong to the Patient Participation Group (PPG).

What is the PPG and what do they do? They...

- are a group of volunteers, working in partnership with the practice
- represent patients' views and collaborate with the surgery to provide services that reflect what patients want and need, whilst encouraging patients to take responsibility for their own health
- promote improved communication between the practice and patients
- discuss a range of topics, including staff updates, patient services and health issues
- publish their own Newsletter which patients can sign up for.

Our PPG has strong and valuable relationships with the other Didcot PPGs and the Didcot Primary Care Network (PCN), working in partnership on issues affecting all Didcot patients, including developments in local and national NHS services.

They listen to what patients say (although the PPG isn't a forum for individual complaints – (see Complaints, below) and work with Didcot Health Centre representatives on Patient Surveys and feedback exercises, helping the practice stay in touch with what patients need, and to evaluate the effectiveness of improvements made.

A committee of elected PPG members meets every 2-3 months in the evening at Didcot Health Centre. The PPG committee currently comprises seven members, including:

Shelagh Garvey (Chair), Andrew Jones (Treasurer).

Representatives for the practice at PPG meetings are Jonathan Gayther (Practice Manager), Gill Suter (Assistant Practice Manager).

We are always looking for new Committee members. If you would like to learn more, please contact Shelagh Garvey, PPG Chair by email at dhc.ppg@gmail.com.

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.