

April 2019



Cogges Surgery

Patient Information Leaflet

Please ask if you would like help to read or understand this information



12 Cogges Hill Road, Witney OX28 3FS



01993 700505

Medical Emergencies: press 0



Appointments and Reception: press 1 or hold to be connected

Press 3 for the Secretary Press 4 for the Practice Manager

Website address: www.coggesgpsurgery.org.uk

Call NHS 111 for medically urgent problems
when the practice is closed



***Every patient has a named GP who is responsible for the coordination of their healthcare
- please ask if you are unsure of the name of your 'Usual GP'.***

Dr Brian Green MBChB, MRCPsych, MRCP
Dr Sandra Hallett BMBCh DRCOG, DCH
Dr Fiona Peach BM, MRCP, DFRSH
Dr Jo Peskett MRCP, DRCOG, BM BCh, BSc Hons
Dr William Richards MRCP DBBS BSc Hons
Dr Kirsty Shepherd MBBS, DRCOG, MRCP

The following information is to help you make the best use of the services we offer.

WELCOME TO COGGES SURGERY

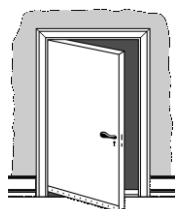
Cogges Surgery aims to engage with patients, helping them to optimise their health by offering a friendly, personalised service.

We strive to be a friendly, personal surgery offering easy access to NHS healthcare. As a team, we promote continuity of care and have a good relationship with the onsite pharmacy. The purpose-built building provides good access for patients with disabilities, pushchairs and mobility vehicles as the majority of patient areas are on the ground floor. Free car-parking and a bicycle rack are available on site.

NHS SERVICE PROVIDER

We are a self-employed partnership contracted to provide services through NHS England and Oxfordshire Clinical Commissioning Group (both Statutory Bodies Governed by the Department of Health). Both these organisations can be contacted at Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Oxford, OX4 2LH. Tel: 01865 336800.

RECEPTION OPENING TIMES



Monday	8:30am – 7:30pm (late opening)
Tuesday	8:30am – 6:30pm
Wednesday	8:30am – 6:30pm
Thursday	8:30am – 6:30pm
Friday	8:30am – 6:30pm

Whilst our reception doors are open as above, our telephone lines accept calls relating to **medical emergencies only** at the following times during the week:

8am - 8:30am
1pm - 2pm
6pm - 6:30pm

DOCTORS AVAILABILITY

Monday	Dr Green	Dr Hallett	Dr Peach	Dr Peskett	Dr Richards	Dr Shepherd
Tuesday				Dr Peskett	Dr Richards	Dr Shepherd
Wednesday	Dr Green		Dr Peach		Dr Richards	
Thursday		Dr Hallett			Dr Richards	
Friday	Dr Green	Dr Hallett	Dr Peach	Dr Peskett		Dr Shepherd

OUT OF HOURS EMERGENCIES: NHS England are responsible for Out-of-Hours care.

(1) When the surgery is closed, you should call the **NHS 111 service** if you need medical help fast, but it's not a 999 emergency.

You will be assessed, given advice and directed straight away to the local service that can help you best. Calls to NHS 111 are free from landlines and mobile phones.

(2) There is also a **Minor Injuries Unit** in Witney, based at Witney Community Hospital which is open from 10.00am – 10.30pm daily. This is a "drop-in" facility for minor injuries and emergency contraception only.

(3) Web-based information is available at www.nhsdirect.nhs.uk

(4) There are **Accident and Emergency services** in the John Radcliffe Hospital, Oxford OX3 9DU and Horton Hospital, Banbury OX16 9AL

TO REGISTER AT OUR PRACTICE AND ACCESS ONLINE SERVICES

You must live in our practice area to be a registered patient at our practice. As well as covering the whole of the Witney area our practice area extends to Curbridge, Hardwick, South Leigh and North Leigh. Please ask at reception if you would like to see the detailed map of our catchment area.

If you would like to register with us, please visit the surgery to collect the registration paperwork and provide identity documentation as requested.

We now offer a facility for booking routine GP appointments, ordering your repeat prescriptions and viewing parts of your medical record via an online web-service. Please ask the receptionist for your Patient Access Registration information and instructions so you can set up your own secure account (and remember that each patient needs to have a separate log-on, so you may want to make a request for any children too).

ACCESSIBLE INFORMATION STANDARD

We want to make sure you can read and understand the information we send you.



**If you find it hard to read our letters
or if you need someone to support you at appointments,
please let us know.**

Please tell us if you need information in a different format or communication support.

COMMUNICATIONS

Please contact the surgery should you need to rearrange your appointment at any time, or if you have any questions about the services that we can offer.

Please tell us of any changes in your personal details such as your name, address or telephone number. This will enable us to keep our records up-to-date and contact you if needed. This is most important, particularly if you change your mobile telephone or email address – you can do this online via the Patient Online Access system. If you provide us with your telephone numbers or email address, we may send you text and/or voicemail messages that are specific to you e.g. reminder to book your flu vaccination appointment.

DIGNITY AND RESPECT FOR ALL

If you would like a **chaperone** (a person who acts as a witness for patient and clinician during an examination or procedure) present during your consultation, then please advise the receptionist when booking your appointment or when checking-in, so we can find an appropriately trained chaperone.

We ask that you treat our practice team with the courtesy that you would expect to receive yourself. Violence against staff working in the NHS is a crime. This practice has a zero tolerance of violence and any incident where GPs or staff feel abused, threatened or are assaulted may result in the patient being reported to the police and no longer allowed to receive medical services from this practice.



CARERS

A carer is someone of any age, on an unpaid basis, being there for another person who has a disability, health difficulty or another type of need.

Please let us know if you are a Carer, or have someone who helps care for you on a regular basis so we can ensure your records are updated.

It helps us keep our records correct to let us know if you are no longer a Carer.



APPOINTMENTS

When you ask for a doctor's appointment the receptionists may have to ask what your problem is to enable them to direct you to the appropriate person. You do not have to give any information if you do not wish to. If it is a problem that a GP is already dealing with, then it is highly recommended that you continue seeing that GP for the duration of that condition

We offer 10 minute GP appointments, however if you feel that you will need much more time, please ask to make a double (20 minute) appointment. Currently, only routine GP appointments and some specific services e.g. flu vaccination clinics can be booked via the online system. Please contact reception to make all other appointments. You are welcome to make an appointment with the doctor of your choice at any time, however you may have to see the Duty Doctor for medically urgent matters that you feel cannot wait for a routine appointment with your Usual GP. We strongly promote 'continuity of care' and encourage you to see the same doctor for an ongoing problem wherever possible.

Please let us know if you cannot keep your appointment so that it can be offered to another patient. You can cancel routine GP and some nursing team appointments via online Patient Access.

The surgery undertakes the teaching of medical and nursing students. You will be asked your permission before a student is in attendance at an appointment.

MEDICALLY URGENT OR 'SAME DAY' APPOINTMENTS

Please contact us as soon as you realise that you have a medically urgent health problem. The receptionist will ask for brief details of the medical reason for your request and confirm your contact numbers for the day. You may be offered a 'time to arrive at the practice', a telephone discussion with a GP later that day, or directed to other more appropriate services e.g. Neighbourhood Access Hub, Nurse Practitioner/practice nurse, pharmacist, Minor Injuries Unit. Please be aware that if you are offered a 'time to arrive at the practice', this is not a booked appointment time. We operate a triage system, so GPs review all patients requesting to see a doctor urgently that day, and contact patients in order of their clinical need. The **Neighbourhood Access Hub** is located on the ground floor of the Windrush Health Centre building in Welch Way. With your consent, they can access your computerised medical records to ensure that you receive the most appropriate and timely healthcare and will provide us with details of your consultation for our records. We offer a limited **Minor Injury** service to our patients. Please contact us to check if any minor injury you have sustained within the last 2 days could be seen and treated by our practice team.



CHECK- IN USING OUR TOUCH SCREEN

When you arrive for your appointment, you are encouraged to use the self-booking touch screen which you will find located in the main waiting room. There is a handgel dispenser adjacent to it.

The receptionists are always available to help you check –in if the screen is not working properly. **Please be aware that sometimes the Check-In screen does not report accurate waiting times.**

HOME VISITS

Whenever possible, we encourage patients to attend the surgery where full facilities are available for tests and treatment. If you are unable to come to the surgery, please make your request as soon as you can. All home visit requests are assessed by a doctor and it may be decided that an Emergency Care Practitioner from the Early Visiting Service is the most appropriate person to visit. The doctor will contact you to discuss and assess the need for the visit and plan this with you.

REPEAT PRESCRIPTIONS



Repeat prescription items will (if approved) be ready for collection **three** normal working days after being requested. Prescriptions requested by noon on Friday should be ready for collection at the practice or electronically at your nominated pharmacist from Wednesday afternoon.

To order a repeat prescription you may:

1. Use Patient Online Access ordering system –please ask reception for your registration details
2. Fill in a Prescription Request Form by ticking the items needed on the“tear-off” side of your prescription and leaving the form at the surgery.
3. Sending your request by mail, or drop it into our letterbox when we are closed.
4. Currently, you can still email to cogges.reception@nhs.net but this facility will be removed shortly (as patient email addresses are not always secure methods of transmitting your personal information) so we are not encouraging new patients to start using this method.

Please remember to enclose a stamped self-addressed envelope if you want us to post your prescription. If you have nominated a pharmacy for electronic transfer (Electronic Prescription Service) for your medicines, we will send all prescriptions there via EPS unless you instruct us differently. Occasionally you will be asked to see the doctor to review your prescription, or the items you requested will not be authorised for reissue – therefore you may wish to call us to check the status of your prescription before travelling to the practice to collect it if you haven't nominated a pharmacy to receive the prescription electronically. Please only order medications that you need, and help the NHS minimise the costs of wasted and unused drugs.

RESULTS OF TESTS



Please call for test results after 2.00pm when the phone lines are less busy. Results can only be given to the patient (or a child's parent/guardian). The receptionists can only report what has been authorised by the doctor.

You will be asked to confirm who took the test, what tests you had and the date done.

It is your responsibility to contact us to receive the results of any investigations undertaken here, however if urgent medical action is required, the practice will make every effort to contact you.

CONFIDENTIALITY and DATA SHARING

Confidentiality is extremely important both for patients and the practice team. We will do our utmost to maintain the highest possible standards of confidentiality. Staff are instructed to follow requirement under the General Data Protection Regulation 2018, Subject Access Requests and the Access to Health Records Act (1990).

Our Privacy Notice is on our website and available at the practice.

Patients should be aware that they have choices about if and where their personal data is shared outside Cogges Surgery. In line with national NHS **requirements, if you do not tell us otherwise, it is assumed that you agree to your data being made available via Summary Care Records, Oxfordshire Care Summary and for NHS research and planning purposes.** Information on all of these is available on our website and from our receptionists. Patients who wish to opt-out of some or all of these different data sharing arrangements are asked to sign and return the relevant Opt Out/Dissent forms to the practice so that your wishes can be recorded on our computer system. You can change your mind at any time, but we do require confirmation of this in writing for our records. All forms are available from reception or as downloads on our website.

The National Data Opt-out is a service that allows patients to opt out of their confidential patient information being used for research and planning for the NHS. If you wish to find out more or amend visit www.nhs.uk/your-nhs-data-matters/ or call the NHS Digital Contact Centre on 0300 303 5678.

SERVICES AVAILABLE AT THE PRACTICE

Antenatal Appointments

These are 20 minute appointments available during normal surgery hours with most of our GPs. The receptionist will be able to advise you if your Usual Doctor provides this service.

Cervical Smears

We run a recall system in conjunction with the National Office of the NHS Cervical Screening Programme. You will be sent an invitation when you are due for your next smear.

Chronic Disease Management Clinics

These clinics are run by our nursing team and include patients who are diagnosed with asthma, diabetes and COPD.

Contraception and family planning

Women and men are welcome to discuss contraception with the doctors or the nurse practitioner. We provide emergency and long-acting contraceptive services (i.e. coils) in addition to advice on pre-conception and all other contraceptive services.

Health Checks

When you register or when you reach the age of 75 years, you can ask to have a brief health check with our Health Care Assistant. This will give you an opportunity to discuss any health concerns and enables us to learn more about your health needs. Patients aged 40-74 years who are eligible for a free NHS Health Check, or another targeted group health check will be invited to book appointments.

Immunisations

Our Child Clinic which is held on Monday afternoons is a dedicated surgery where young children can be immunised in line with the national vaccination campaign.

Minor Injuries

We are able to treat some minor injuries that have been sustained within the last 2 days. Please contact us to check if any minor injury could be seen and treated by our practice team. If you are bleeding profusely or think you may need an x-ray to confirm a broken bone, please go directly to the Minor Injuries Unit at Witney Community hospital.

Minor Surgery

Doctors are able to undertake a whole range of procedures including therapeutic injections, removal of simple skin lesions and cryotherapy treatment of solar keratoses.

Private Medicals

Medical examinations for special purposes e.g. Insurance, HGV, taxi medicals, employment etc, are done by the doctors. These can be arranged through the reception staff and a fee will be charged at the appropriate rate.

Smoking Cessation

The practice is no longer funded to provide a smoking cessation advice service. Instead, patients wishing to quit smoking should contact Smoke Free Life Oxfordshire which provides advice and support - please telephone them on 0800 246 1072, text QUIT to 66777 or visit www.smokefreelifeoxfordshire.co.uk

Travel Medicine

Our nursing team provides advice and immunisation for patients travelling abroad via a monthly Travel Clinic– please contact us as soon as you know your destination to allow adequate time for appointments and vaccinations to be offered.



PATIENT PARTICIPATION GROUP

The Patient Participation group exists to provide a voice for the patients of the practice. Meeting quarterly with staff, the group has the opportunity to actively contribute to the development of the practice as well as raise issues of concern to patients. It's a really positive collaboration between patients and staff and a great forum for the sharing of ideas. If you are interested in joining the group you would be most welcome - please email **coggespatientgroup@gmail.com** or speak to the Practice Manager. If you have comments and suggestions for the group, please post these as a message in the white postbox in the waiting room.

FRIENDS OF COGGES SURGERY

This is a fund to help provide equipment over and above the basic requirements at the surgery. Donations are always welcome and in the past have been used to purchase a variety of items for the benefit of patients e.g. 24 hour blood pressure monitors, RADAR keys for patients who have medical conditions meaning they would benefit from the use of 'accessible toilets'. We hold a used bookstall in our waiting room, the proceeds of which go towards Friends of Cogges and book donations are most welcome at any time. If you would like to purchase a book, please give the money to a receptionist.

SUGGESTIONS, COMPLAINTS AND COMPLIMENTS including 'Friends and Family Test'

We welcome feedback from our patients to help us improve our services. We encourage our patients to complete the national 'Friends and Family Test' either on our website or via a paper slip in the practice at any time. The results of these are published on our website and reviewed by our Patient Group to help us identify areas for focus.

If you wish to make a **complaint**, please write or arrange to speak confidentially to our Practice Manager, doctor or healthcare professional as appropriate. A copy of our Practice Complaints Leaflet is available from reception or on our website www.coggesgsurgery.org.uk

OUR ENVIRONMENT

Please help us keep the practice (particularly the waiting room) a pleasant place for everyone. Smoking is not permitted in the surgery and we request that you turn off your mobile phone when you go in to see one of our health professionals. As a consideration to our other users, if you wish to talk on your mobile phone, please go into the covered external entrance lobby.



We are pleased to offer free WI-FI in our waiting room for the convenience of our patients. There is no password for NHS-WiFi but you may need to complete the registration process online to be able to access the service.

If you feel that the standard of cleanliness anywhere in the practice is not of an acceptable standard, please bring this to the attention of the receptionist (particularly as they may be unaware of the state of the patient toilets after they are cleaned in the early morning.)



We ask that you do not eat or drink in the practice, and ensure any rubbish is put in the waste bin provided.

However if you would like a drink of water at any time whilst in the practice, please ask a receptionist.



WE ARE HERE TO HELP:

If you have any questions about the practice, please speak to a **member of our health care team:**

Practice/ Business Manager

Chris Wilkinson is responsible for the management of the practice. She works part-time and can be contacted by phone via the surgery, or by email on c.wilkinson@nhs.net. The reception team will be able to advise when she is next in the practice, or you can leave a message for her (extension 4). She is assisted by our Secretary, Nikki Shayler, Administrative Officer, Diane Andrews and Assistant Lisa Butler.

Nursing Team

All our nurses work closely with all members of the health care team, especially the GPs, and their work is guided by appropriate protocols.

Our Nurse Practitioner, Gill Long (BA (Hons) RGN) is an experienced nurse with advanced education and clinical training, including prescribing. She is able to prescribe medications for many conditions, however, if she feels that you would be better dealt with by one of the GPs, she will ask a doctor to see you. She can support and manage patients with chronic conditions, such as Asthma and COPD. As a trained contraception nurse, Gill can offer advice, issue Emergency Contraception and repeat contraceptive prescriptions.

Our Practice Nurse, Debbie Pegram (RGN) provides a wide range of nursing care including dressings and suture removal, cervical smears, immunisations, health checks, blood tests and dietary advice. Debbie has a wide knowledge of dermatology, skin care and wound healing and provides a cryotherapy clinic on a regular basis. She has completed additional training, runs the diabetic clinic services and provides asthma advice and support to patients.

Our Health Care Assistant, Paula Bolley is an experienced phlebotomist (takes blood). She has been trained in taking ECGs, 24 hour and routine blood pressure recordings, NHS and other Health Checks, diabetic foot reviews and administering immunisations. She also assists the GPs in minor operations and coil fittings.

Our Phlebotomist, Alison Bull is a trained phlebotomist, but mainly works in our team as a Medical Receptionist.

Medical Receptionists

We have a committed team of part-time medical receptionists who will always try to help you quickly and efficiently. They have a difficult job but always aim to be helpful, so please treat them with respect. They may require some information from you to decide how to help you best e.g. they may need to ask you the reason for an appointment in order to determine how much time to allocate, or appointments to offer. All information is treated in total confidence. You are always able to decline providing this information, but it may hinder you accessing the most appropriate service in the most timely and convenient fashion.

Attached staff

Health Visitors: Paula Richardson and her team provide health care advice and children's developmental checks and are available to advise families with children under 18 with a range of issues. Telephone 01993 706596.

Community Midwife: Karen Mills, our midwife, provides Antenatal care, Antenatal parentcraft classes and visits mothers in their homes after delivery of their babies.

District Nurses: The DN team undertake the care of housebound patients, including the care of the terminally ill, and may be able to arrange supply of equipment. Telephone 01993 700385.