



## OTHER INFORMATION

### ***Teaching and Training at Burford Surgery***

The practice is approved for the pre and post-graduate training of experienced hospital doctors in General Practice. The doctor spends up to a year with the practice under the supervision of the trainers. The practice is re-approved every few years which involves the inspection of a small number of patients medical records by health workers outside the practice. They treat the contents as confidential. If you object to your records being looked at in this way please inform us. We have also been involved in teaching future health visitors, district nurses and practice nurses.

### ***Certification of Illness***

You can sign your own self certificate for up to 7 days sick leave. These can be obtained from reception or from your employer. If you are on sick leave for longer than 7 days please speak to reception for advice about how to obtain the necessary certificate.

### ***Special Reports and Examinations***

Medicals and examinations for drivers of HGV and public service vehicles can be arranged at the surgery. Please book a telephone appointment with your doctor to arrange these.

### ***Comments and Complaints***

If you would like to offer feedback or make a complaint please either ask for a copy of our complaints leaflet or write to our Practice Manager, Debra Barnes, marked confidential and she will respond promptly.

### ***Confidentiality***

We aim to provide the highest levels of confidentiality with respect to your medical records and care. If you have any concerns about this please contact our practice manager.

*For more details about any of our services see*

[www.burfordsurgery.co.uk](http://www.burfordsurgery.co.uk)



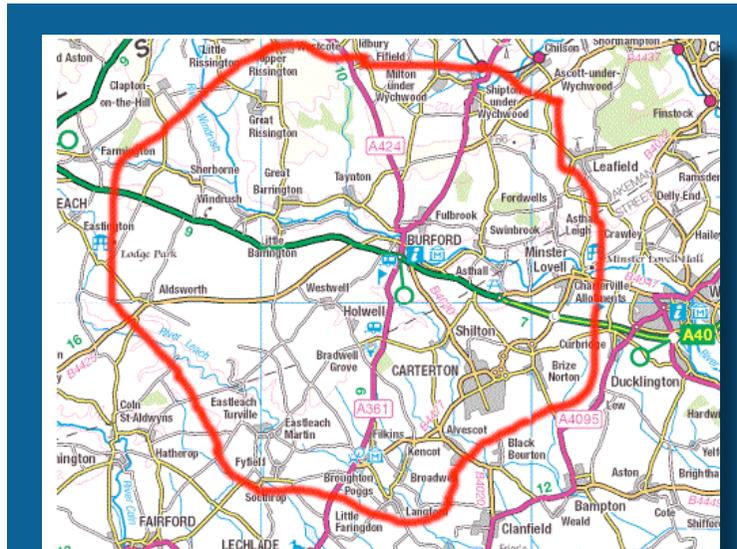
## BURFORD MEDICAL GROUP

### ***Helping Us***

It is helpful if you can let us know if you are unable to attend your appointment - you can cancel this now on-line. Occasionally patients wish to make a donation to the practice. We are always very grateful for these donations which are banked in a separate Burford Patients' Account and used to benefit all patients. Recently we have bought an amulatory blood pressure machine for home monitoring and several new chairs for the waiting room..

### ***Out of Hours***

Emergencies out of hours are managed by the Oxford clinic commissioning group (OCCG). The OCCG is responsible for the wider provision of NHS services and can be contacted at NHS Oxfordshire, Jubilee House, 5510 John Smith Drive, Oxford OX14 2LH. [www.oxfordshireccg.nhs.uk](http://www.oxfordshireccg.nhs.uk)



*We can accept patients within our practice area above. If you are not sure if you are within our practice area please discuss this with one of our receptionists*



## BURFORD MEDICAL GROUP



59 Sheep Street, Burford, Oxon OX18 4LS



## SURGERY OPENING TIMES

### Burford Surgery

Monday to Friday  
08:00 to 18:15

### Carterton Health Centre

Monday to Friday  
08:30 to 13:00

#### Partners

*Dr Simon Albert* MBBS DRCOG MRCGP  
*Dr Lesley Willby* MBBS DRCOG  
*Dr Vivianne Austin*  
*Dr John Doris*

#### Salaried Doctors

*Dr Sarah Purvis & Dr Richard Clark*

#### Practice Manager

*Ms Debra Barnes*



### « Contact Details »

Main Surgery Telephone 01993 822176

Dispensary 01993 822176

Out of Hours Emergencies - 111

For more details about any of our services see

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#### To Book or Cancel an Appointment

Telephone reception on 01993 822176 or use our 24 hour on-line booking via our website.



#### To Order Medication

Telephone dispensary on 01993 822176 or order on-line 24 hours a day via our website.



#### Telephone Appointments

We are happy to offer telephone appointments as well as surgery appointments. Agree a time with the receptionist and we'll call you back.



#### Home Visits

If you think you need a home visit please ask the receptionist to book a telephone call with your doctor who will make the arrangements with you.



#### Urgent Matters

An urgent matter is one that requires medical advice within 30 minutes or one that cannot wait until the surgery re-opens out of hours. Call 111 or 999

Burford Surgery is a well established teaching and training practice working from purpose built premises in Burford. The surgery is the last building on the left at then end of Sheep Street. It offers easy access, good car parking and a spacious waiting room. Access and toilet facilities are appropriate for the disabled.

Our doctors work in a partnership and work with a full Primary Health Care Team including Nurses, Phlebotomists, Receptionists, Dispensers, Practice Manager and various attached staff including Health Visitor, District Nurses and Midwife. Details of all the staff can be found on our website

To register with the surgery please request a form from the receptionist either at Burford or our Branch Surgery in Carterton (see opposite for opening times). We suggest you make an appointment with your doctor if you are taking regular medication or if you have any worries. Your records can take up to 3 months to arrive after you register and this often a good time to come for a medical review and to plan your future care.

## WHO TO ASK FOR?

Doctors - diagnose and treat or refer you to a specialist. In addition they provide comprehensive contraception, maternity and child health services. We aim to promote continuity of care and a personal doctor service. Although you register with the surgery, we encourage you to see the doctor of your choice.

Practice Nurses carry out smear, blood tests, travel vaccinations (we are a yellow fever vaccination centre), dressings, immunisations, ear syringing and help in chronic disease management - eg asthma, diabetes and hypertension,

District Nurses give advice or help with nursing care at home. The district nurses can be contacted on 01993 823718.

Health Visitors work primarily involves child development assessments and support as well as health lifestyle advice. The health visitor can be contacted on 01993 842337