

OTHER INFORMATION:

SELF SICKNESS CERTIFICATES

You can sign your own certificate for up to 7 days' sick leave. You do not need to see a doctor unless you are absent for more than 7 days. See website for details.

DOCTOR CERTIFICATES

If you are on sick leave for more than seven days, please phone the receptionist for advice about a doctor's certificate on 01993 822176.

SPECIAL REPORTS AND EXAMINATIONS

Pre-employment medicals and examinations for drivers of goods and public service vehicles are offered by the Practice. Please ring 01993 822176 and ask for a telephone appointment to speak to your Doctor.

COMMENTS & COMPLAINTS

If you would like to offer feedback or make an official complaint, please either ask for a copy of our Complaints Leaflet, or write to our Practice Manager, Kim Yarnold, marked confidential and she will respond promptly.

HELPING US

It is helpful if you can let us know if you are unable to attend your appointment for obvious reasons. In some parts of the NHS violence against staff is a real problem. In this practice we are fortunate that this is not a common situation. However, like the rest of the NHS, we do not tolerate violence against our staff. We will take very seriously any incident where a member of our team is threatened or assaulted.

For more information and to access on-line services please see our website:

www.burfordurgery.co.uk

TEACHING - Please note:

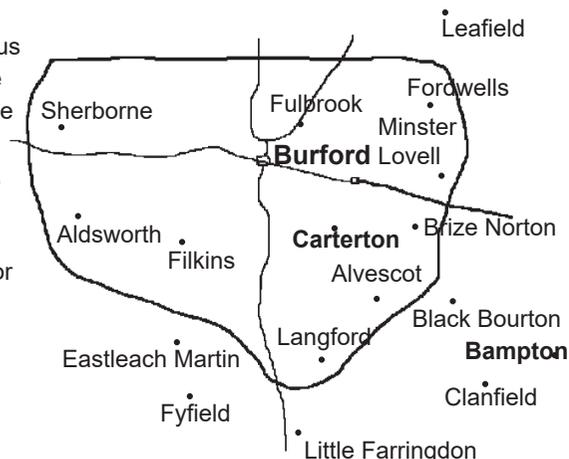
The Practice is approved for the post-graduate training of experienced hospital doctors in General Practice. The GP Specialist Trainee joins the Practice for one year. The approval process involves the inspection of a small number of patients' medical records by health workers outside the Practice. They treat the contents as strictly confidential. If you object to your records being looked at in this way, please inform us. We occasionally have medical students on short placements from Oxford University fully supervised by the doctors.

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.

PRACTICE AREA MAP

We can accept patients within our practice area. A more detailed map is on display in the reception area at Burford Surgery. If you are not sure, please discuss this with one of our receptionists.



Burford Surgery

Practice Information Leaflet

BURFORD SURGERY

**Main Surgery: 59 Sheep Street, Burford, Oxon OX18 4LS,
Carterton Health Centre, 17 Alvescot Road, Carterton, Oxon OX18 3LJ
Tel 01993 822176**

Dr Simon Albert, MBBS DRCOG FPC MRCGP
Dr Vivienne Austin, BSc (hons), DPhil, BM BCh, DFRSH, MRCGP
Dr John Doris, BSc (hons), MBBS, MRCGP
Dr Sarah Purvis BA, BM BCh, MRCGP, DFRSH
Dr Sophie Strang MB ChB, MRCGP

Ms Kim Yarnold, Practice Manager

Burford Surgery is the last building on the left at the end of Sheep Street. The premises were purpose-built in 1986 and offer easy access, good car parking facilities and a spacious waiting room. We operate a branch surgery at Carterton Health Centre. Access and toilet facilities are appropriate for the disabled.

Our Doctors work within a partnership. When you register with us you will be allocated a named GP ("usual doctor"). For continuity of care we encourage you to see your usual doctor each time you come to the surgery. There will be times, however, when s/he isn't available to see you and when this happens we will offer you an appointment with another clinician. If you do not know who your 'usual doctor' is please ask the receptionist.

After hours emergencies managed and run by BOB Integrated Care Board. They operate a service from 6.30pm to 8am Monday to Friday and all weekends.

www.burfordurgery.co.uk

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 a number of blood pressure machines for home monitoring and a syringe-driver for home pain control.

To register with the surgery, please request a form from the receptionist. We suggest that you make an appointment with your doctor if you are on regular medication or if you have any worries. Your records will arrive about 3 months after you register and this is often a good time to come for a medical review with your doctor.

Further information about the surgery is available on-line www.burfordurgery.co.uk

We work in conjunction with our local Integrated Care Board who are responsible for the wider provision of NHS services:

Buckinghamshire, Oxfordshire, Berkshire
West ICB
Sandford Gate, Sandy Lane West
Oxford, OX4 6LB

HOW TO USE THE SURGERY

BURFORD

- Mon – Fri

Opening hours:

08:00 - 18:30

CARTERTON

- Mon - Fri

Opening hours:

08:30 – 12:30

APPOINTMENTS – 01993 822176

 (Phone lines shut 1-2pm for routine appointments)

We offer routine appointments from 8 a.m. to 5.40 p.m. Please ring between 8.30 a.m. and 6 p.m. for an appointment at the Burford or Carterton Surgeries and tell us if you need a surgery or telephone appointment. The surgery also offers eConsultations and video consultations. If you have not seen your doctor for a few years, we are happy to review your medical care and make recommendations. Our receptionists are here to help signpost you to the most appropriate source of help.

Our Receptionists are: Stef O'Donnell, Sophie Day, Ella Miskin-Garside, Helen Winstanley and Karen Knight.

URGENT MATTERS

An urgent problem is one that requires medical advice within 30 minutes. After hours it is a medical problem that cannot wait until the surgery opens. (Please call 111 out of surgery hours) If you need immediate medical help please ring 999.

HOME VISITS – 01993 822176

If you think you need a home visit please ask the receptionist to book a telephone call with your doctor. Your doctor will then make the arrangements with you. Please phone in the morning if possible. Visits may be performed by the Early Visiting Service which is a paramedic service.

REPEAT PRESCRIPTIONS - 01993 822176

Repeat prescriptions can be ordered on-line. Please allow 48 hrs. See our website for further details - www.burfordurgery.co.uk. For assistance please speak to one of our receptionists.

DISPENSARY

If you live more than a mile from the chemist then we can provide your medicines for you directly and you can collect your treatment from the surgery.

Our Dispensers are Caroline Urquhart, Cindy Machell, Becky Turkentine and Sarah Townsend.

WHO TO ASK FOR

DOCTORS – 01993 822176

The Doctors will diagnose and then either treat your illness or refer you on to a Specialist. We offer both male and female doctors. We aim to promote continuity of care and a personal doctor service. Although you register with the practice, we encourage you to see the doctor of your choice.

Our Doctors are: Dr S Albert, Dr V Austin, Dr J Doris, Dr S Purvis, Dr S Strang and Dr C Smith

PRACTICE NURSES - 01993 822176

Our Practice Nurses carry out smears, blood tests, travel vaccinations, dressings, immunisations, asthma, diabetes and blood pressure checks, as well as NHS healthchecks. The receptionist can help with booking appointments if you are unsure.

Our nurses are: Alayne Crock and Rachel Green Our Health Care Asisstants are Gemma King and Carrie Wilson

MIDWIFE – 01993 822176

The ante-natal clinic is on Tuesday afternoons at Burford Surgery, and Tuesday mornings at Carterton Health Centre. Our midwife is Becky Fisher.

DISTRICT NURSE – 01865 902800

The District Nurses give advice or help with nursing care at home.

HEALTH VISITOR – 01993 842337

The Health Visitor's baby clinics are held at Carterton Health Centre. Their work includes child development assessments, antenatal classes and healthy lifestyle advice.

ALLIED HEALTHCARE ROLES

The surgery is also able to offer appointments with a FIRST ACCESS PHYSIOTHERAPIST, WELLBEING PRACTITIONER (MIND), MENTAL HEALTH WORKER and CLINICAL PHARMACIST. Once again the receptionist will be able to direct you.

OTHER PATIENT SERVICES

NATIONAL SCREENING PROGRAMMES

Cervical Screening and Immunisation Programmes

You will be sent invitations automatically from the national screening service. Please speak to reception to book these appointments after you receive your invitation.

PUBLIC HEALTH SERVICES

SMOKING CESSATION - www.stopforlifeoxon.org

WEIGHT MANAGEMENT - www.achieveoxfordshire.org

ALCOHOL/DRUG MANAGEMENT - www.turning-point.co.uk