

OTHER INFORMATION

DOCTOR SICKNESS CERTIFICATES

You can self-certify sickness from work via the government website for the first 7 days of an illness. If you need longer please phone Reception for advice.

SPECIAL REPORTS AND EXAMINATIONS

Pre-employment medicals and examinations for HGVs and public service vehicles are offered by the practice. Please discuss your needs with Reception, who will be able to help arrange this for you.

COMMENTS AND 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 Sharples, marked confidential and she will reply promptly.

HELPING US

It is helpful if you can let us know if you are unable to attend your appointment, so we may offer the space to someone else.

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 staff is threatened or assaulted.

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.

OUT OF HOURS

After hours emergencies are managed and run by BOB Integrated Care Board. They operate a service from 6.30pm-8am Monday-Friday, and all day on weekends and bank holidays.

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

TEACHING

The practice is approved for the post-graduate training of experienced hospital doctors in General Practice. The GP specialist Trainee joins the practice for 1 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 term placements from Oxford University, fully supervised by the doctors.

DONATIONS

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 the benefit of all patients.

PRACTICE AREA MAP

We can accept patients within our practice area. A more detailed map is available at Reception in Burford Surgery, and on our website. If you are not sure you are in our catchment area please discuss this with one of the Reception Team.

Please be aware we are unable to accept out of area patients.



Practice Information Leaflet

BURFORD SURGERY

Main Surgery: 59 Sheep Street, Burford, Oxon, OX18 4LS

Carterton Health Centre: 8 Alvescot Road, Carterton, Oxon OX18 3LJ

Telephone: 01993 822176

Email: burfordsurgery.reception@nhs.net

Website: www.burfordsurgery.co.uk

Dr John Doris BSc (hons), MBBS, MRCGP

Dr Vivienne Austin BSc (hons), DPhil, BM BCh, DFRSH, MRCGP

Dr Sarah Purvis BA, BM Bch, MRCGP, DFRSH

Dr Jonathon McKeown

Dr Vanessa Dane MBChB, MRCGP

Dr Leanne Abram BA, MA, MBChB, MRCGP

Ms Kim Sharples, 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 you will be allocated a named GP ("usual doctor"). For continuity of care we encourage you to see your named GP each time you come to the surgery. There will be times, however, when they are not available to see you and when this happens we will offer you an appointment with another clinician. If you do not know who your named GP is please ask one of the Receptionists.

To Register with the surgery please request a registration pack from one of the Reception team. We suggest you make an appointment with your doctor or one of our Clinical Pharmacists if you are on regular medication, or if you have any worries. Your electronic records should arrive with us within a few days of registering, although paper notes can take up to a couple of months.

Further information can be found on our website.

HOW TO USE THE SURGERY

OPENING HOURS:

Burford: Monday—Friday 08.00—18.30

Carterton: Monday—Friday 08.30—12.30

APPOINTMENTS—01993 822176 (option 1). Phone lines shut 1-2pm.

We offer routine appointments from 8.30am—6pm, both on the phone and in person, across both branches. Please call from 8am if you require an urgent on the day appointment. For routine queries and appointments please call after 10am.

For acute medical issues that require an on the day appointment you will be offered either a telephone call or a face to face appointment,. This could be with one of the GPs or with our Advanced Nurse Practitioner, Becca.

Our Receptionists are here to help signpost you to the most appropriate source of help.

Our Reception team are: Sophie Day, Ella Misikin-Garside, Helen Winstanley, Karen Smith, Lisa Griffiths, Hannah Young & Poppy Risdale.

URGENT MATTERS

An urgent problem is one that requires medical advice within 30 minutes. Please make this clear to the Receptionist when you speak to them. If they feel it is appropriate you may be directed to 999. Out of surgery hours please call 111 for advice, or 999 if you need immediate help.

HOME VISITS

If you think you need a home visit please ask the Receptionist to book a telephone appointment with your doctor. The GP will then make the arrangements with you. Please call in the morning if possible. Visits may be performed by EVS (The Early Visiting Service), which is a paramedic based service.

REPEAT PRESCRIPTIONS

Repeat prescriptions can be ordered online via your NHS app (please speak to Reception if you would like help setting this up), or by emailing our dispensary on: bobieb-ox.burfordurgery.dispensary@nhs.net. Please allow 48 hours.

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, Becki Moscrop, Sara Todd & Lorna Cummins.

WHO TO ASK FOR

DOCTORS

The Doctors will diagnose and then either treat your illness or refer you 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 J Doris, Dr V. Austin, Dr S. Purvis, Dr J. McKeown, Dr V. Dane and Dr L. Abram.

ADVANCED NURSE PRACTITIONER

Our ANP offers on the day appointments for acute medical issues, as well as monitoring for some chronic diseases (asthma, diabetes etc).

Our ANP is: Becca Pugh.

PRACTICE NURSES

Our Practice Nurses carry out a number of services including blood tests, smears, immunisations, injections, dressings, asthma, diabetes and blood pressure checks, as well as NHS health checks. The Receptionist can help with booking the correct appointment.

Our Nurses are: Alayne Crock and Rachel Green.

Our Health Care Assistants are: Gemma King (Registered Nurse Associate) and Carrie Wilson.

MIDWIFE

Midwifery services are provided by the Witney Community Midwives. Antenatal clinics are run on Tuesday mornings in Carterton, and Tuesday afternoons in Burford.

Our Midwife is: Becky Fisher.

HEALTH VISITOR—01865 903295

The Health Visitor team is based in Witney. The run a weigh in clinic in Carterton on a Tuesday morning at the town hall. Their work includes child development assessments, antenatal classes and healthy lifestyle advice.

DISTRICT NURSE—01865 903750

The District Nurse team provides nursing care at home to our housebound patients.

ALLIED HEALTHCARE ROLES

The surgery is also able to offer appointments with:

First Access Physiotherapist : Francis Fidelis

Wellbeing Practitioner (MIND): Julie Green

Mental Health Worker: Sacha King

Clinical Pharmacists

The Reception team will be able to direct you.

OTHER PATIENT SERVICES

NATIONAL SCREENING PROGRAMMES

You will be sent invitations automatically from the NHS for immunisations and cervical screening. Please speak to Reception to book these appointments when 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