



St Bartholomew's Medical Centre

Manzil Way, Cowley Road, Oxford, OX4 1XB

Tel: 01865 242334 Email: sbmc.admin@nhs.net
Emergency Out of Hours Tel: 111 www.sbmc.org.uk



Opening Hours

Monday – Friday 8.10am – 6pm (phone lines are open Mon-Fri, 8.30am-6pm)
Saturday Morning 8.30am – 1pm (pre booked appointments only)

Our branch surgery

We also have a branch surgery for students who attend Oxford Brookes University; the surgery is open during semester time only
Monday – Friday 8.30am – 6pm

Oxford Brookes Medical Centre, 3rd Floor Colonnade Building, Gipsy Lane Campus, Headington, Oxford OX3 0BT Tel: 01865 483193, Email: medical.centre@brookes.ac.uk. www.brookes.ac.uk

About St Bartholomew's Medical Centre

We are a practice of five partners, contracted GP's, and GP Registrars in training. In addition, we also have a Paramedic Practitioner, Advanced Nurse Practitioner, Clinical Pharmacist and a team of Nurses, and Health Care Assistants. We have a visiting Midwife, Drugs and Alcohol therapist and a Care Navigator.

A wide range of social and ethnic groups are represented. Translators can be booked for most languages. Approximately half our patients are students at Brookes University and consult with us at the Medical Centre on the Headington campus.

Our practice area covers the eastern part of the city and surrounding area and includes Cowley, Headington, Littlemore, Rose Hill and Blackbird Leys.

Our Doctors and Advanced Practitioners are:

Dr Alison Fairley (female) – GP Partner

MA MB BCH (1989) MRCP

Dr Hanif Rahim (male) – GP Partner

BSc Hons MB BCH (1990) MRCP DCH

Dr Mark Gould (male) - GP Partner

BchB (2006) Bsc. hons MRCP DFRH

Dr Huma Hasan (female) – GP Partner

MBBS (1990) MRCP DGM

Dr Sarah Yassine (female) – Salaried GP

MBBS MRCP

Dr Gemma Ching-A-Sue (female) – Salaried GP

BM BSc DRCOG, DFRH MRCP

Dr Debbie Gould (female) – Salaried GP

MBChB Hons MRCP (2012) DRCOG PGDip Derm

Chris Dark – Paramedic Practitioner

Lesley Haxworth – Advanced Nurse Practitioner

Mohammed Ali – Clinical Pharmacist

Ms Sukhveer Saini – Managing Partner

Monday to Friday Surgery Appointments Tel: 01865 242334 or ask at reception to register for online services and you will be able to book your own appointment at a time that suits you

St Bartholomew's Medical Centre

We offer a variety of appointments ranging from same-day to bookable up to 1 month in advance. These appointments are for 10 minutes and are available between 08.10 and 12.30pm, and between 14.30 and 17.50pm.

Oxford Brookes University Medical Centre during term

There is at least one doctor available in rotation for booked appointments in the Oxford Brookes Medical Centre every morning and afternoon during term time.

We also offer shorter telephone consultations at the end of each surgery – please ask reception if you would prefer this.

Please be advised that our trained patient care co-ordinators are here to help you get to the right service, please don't be offended if they ask you what the problem is when you call to make an appointment.

Practice Nurse Appointments Tel: 01865 242334

When booking an appointment with the practice nurse, our patient care co-ordinators will ask you what the appointment is for so they can accurately book you a 10 or 20-minute appointment. Nurses can be booked for: blood tests, immunizations, contraception, dressings, ear syringing, cervical smears, asthma and diabetic monitoring and minor illnesses.

Saturday Morning Surgery Appointments (St Bartholomew's only)

There is a doctor and Nurse available for face to face surgery appointments each Saturday morning in rotation between 0830 and 1300. These appointments are designed to be used by people who are usually working during the week, making it difficult for them to get to see a GP Monday – Friday.

Brookes University ONLY: Tel: 01865 483193

Minor Illness Drop-In Clinic

In addition to the 10-minute bookable doctor and nurse appointments at our Brookes University Medical Centre, we offer students the option of a Minor Illness drop-in service between 8.30am and 12.30pm. There is no drop-in service at St. Bartholomew's.

Telephone Appointments Tel: 01865 242334)

A five minute telephone appointment is available for results, medication queries, some repeat prescriptions or advice. We will give you an approximate time when the doctor will phone you back.

Home Visit Service Tel: 01865 242334

If you are unable to get to the surgery for medical reasons, and think you may need a home visit, please telephone the surgery before 10am (if possible). The Patient Care Co-ordinator will ask you to give details of your illness to help the doctors prioritize their visits, and a doctor will phone before coming out.

New Patients: How to Register with a Doctor

We register new patients who have moved to live within our practice area. A map on the back page shows our practice boundaries. Any patient staying less than three months can usually register as a Temporary or Private Patient. All new patients are asked to complete a medical questionnaire and registration form. We need these details on your computer record before you see a doctor.

Online Services - Patient Access

Online Doctors' Appointments, Repeat Prescription Requests and View a Summary of Your Medical Record.

You are now able to book and cancel your appointment with the doctor online, request prescriptions online, and also view a summary of your medical records, Immunisations, Allergies and Medication using the surgery Patient Access online system. Please note before you use this service you must have access to your personal registration information and you must be over 16 years to use this service. Please see reception if you would like to sign up to this service. You will need to provide Photo ID.

The Out of Hours Service Tel: 111

If you phone between 6.00pm and 8am on weekdays, weekends and bank holidays, you will be connected directly to the 111 team who may offer telephone advice, invite you to their out-of-hours clinic, or if you are medically unable to travel, they will visit at home. They **cannot** issue sick notes, order tests or change your regular treatments; they are not an alternative to seeing your own doctor.

The District Nurse Service Tel: 01865 904814)

District Nurses provide skilled assessment and nursing care to housebound adults, their families and carers. The service includes palliative and end-of-life care, management of long term conditions, wound care and continence advice and management. The daytime service is available 7 days a week between 8am and 4.30pm. Out of hours, the service can be contacted on 111.

The Health Visitor Service Tel: 01865 904483

Health Visitors offer antenatal education and postnatal care to expectant mothers as well as care for children under 5. They visit babies 10 to 14 days after birth and thereafter see mother and baby at the surgery. They offer parenting advice for children up to 18 years and support or referral for post-natal depression. Clinics are held at East Oxford health centre.

The Community Midwife Service Tel: 01865 779284

A midwife from the John Radcliffe Hospital shares antenatal care with the doctors. She sees you in the surgery for a one-hour appointment when you are about 10 weeks pregnant and will plan the rest of your antenatal care at that time.

Repeat Prescriptions Email: reception.sbmc@nhs.net

If you are on long-term medication you can request a repeat prescription either online, post or by bringing in your printed list of drugs. Please allow 2 WORKING DAYS before collecting. If you need a review it can sometimes be done by a telephone appointment. Prescriptions can be sent electronically direct to a pharmacy of your choice.

Test Result Service Tel: 01865 242334

If you have had a test done in the practice, your doctor or nurse, will advise you when to phone in for the result. If you need a surgery appointment, we will write and advise you.

7 Day Access Service (7DAS)

Evening and weekend NHS appointments are now available in the new OxFed Evening and Weekend GP Clinics, located in Blackbird Leys, Summertown, Headington, Hollow Way and East Oxford, where you can consult with a NHS GP, practice nurse, or other health professional. Appointments are booked by calling our Practice reception who can advise if the service is suitable for your needs. For more information about opening times and clinic locations please see the OxFed website: www.oxfed.uk

Choose and Book

If the doctor refers you to a hospital, you are entitled to a choice. Your doctor will explain.

Teaching and Training

We are a training practice and welcome qualified doctors and nurses training for a career in general practice. Medical students come to us on a six-week rotation and you may be asked if one can sit in on your consultation. Please say if you object.

Private Charges

Patients ask GPs to do a wide range of tasks that are not directly related to ill health and there is a Time-related charge. A list of charges is available from reception. There are concessions for students with an NUS card.

Medical Certificates for Exams

The practice will not issue retrospective certificates for exams or missed deadlines, for patients who did not consult when they were unwell. Students must see their Tutor.

Change of Address

Please notify us immediately of any change of address or telephone number. This prevents problems when sending you letters, making hospital appointments or home visiting.

Disabled Patients

There is disabled parking at St Bartholomew's Medical Centre and easy access to the surgery. There is also a separate large and suitably adapted WC and washroom.

Interpreting Service Tel: 01865 242334

We are very aware that for many patients, English is not their first language. If you require an interpreter, please ask and we will do our best to provide one.

Confidentiality

All information coming through the practice is treated as confidential and all members of the team are bound by strict confidentiality rules. Likewise your doctor will not discuss you with your relatives without your permission.

Complaints Procedure Tel: 01865 242334

We operate a practice complaints procedure as part of the NHS system for dealing with complaints; it meets national criteria. Our aim is to give you the highest possible standard of service and to deal swiftly with any problems that may arise. Our practice complaints leaflet giving details of our procedure and other NHS complaints resources is available from reception.

Practice Charter Standards

OUR RESPONSIBILITY TO YOU

- * We will treat you with courtesy, respect and sensitivity
- * We will endeavour to maintain the highest standards of medical practice at all times
- * We will keep the consultation and your computer written records confidential
- * We will provide you with same-day emergency care by an appropriate clinician

YOUR RESPONSIBILITY TO US

- * We ask that you treat doctors and staff with courtesy, respect and sensitivity
- * We ask that you arrive on time for your appointment and telephone us if you are unable to come so that it can be offered to another patient
- * We ask that you do not smoke or use mobile phones in the building
- * We ask that you do not bring drugs, alcohol or dogs into the building

PLEASE NOTE

- * If you are more than 10 minutes late for your appointment and the doctor or nurse's clinic is full, you will be asked to book another appointment; you will only be seen at the end of the surgery in exceptional circumstances
- * We reserve the right to remove from our list anyone who repeatedly fails to attend their appointments and does not phone us in advance so we can offer them to another patient
- * We operate a **Zero Tolerance Policy** to help us deal with the rare instances of verbal or physical abuse, and reserve the right to call the police and remove those patients from our list

Patient Services (formerly PALS) (Tel: 0800 052 6088)

patient.services@oxfordshireccg.nhs.uk

Patient Services provide confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care we provide and guiding you through the different services available from the NHS.

Equal Opportunities

All patients and staff will be treated fairly on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability, medical need or sexual orientation.

Access to Patient Information by Other Organisations

We will only ever pass on or use information about you if others involved in your care have a genuine need for it. We will not disclose information to those outside the NHS without your permission unless there are exceptional circumstances, such as when the health and safety of others is at risk or the law requires information to be passed on (e.g. new births and infectious diseases excluding HIV/AIDS).

Access to Your Own Medical Record

The Data Protection Act of 1998 gives you the right to access your medical record. For more details, please ask our Patient Care Co-ordinators for an application form.

Freedom of Information Act

The Freedom of Information Act 2000 obliges the practice to produce a publication scheme, which is a guide to the classes of information the practice intends to make routinely available. It is available from reception.

The Oxfordshire Clinical Commissioning Group (CCG)

The Oxford CCG is the government organisation that manages the general practice, dental and optician services in Oxford City. They will also deal with any complaint that doesn't reach resolution in general practice. They can be contacted at: Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford, OX4 2LH
Telephone: 01865 336800 www.oxfordshireccg.nhs.uk

Summary Care Records

Your Summary Care Record includes your name, address, date of birth and your unique NHS Number to help identify you correctly. It also includes important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced.

Allowing authorised healthcare professionals to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in different care settings.

If you choose to opt out of having a Summary Care Record and do not want a SCR, you need to let your GP practice know by filling in and returning an opt-out form. Opt-out forms can be downloaded from the HSCIC website

<http://www.hscic.gov.uk/patientconfor>.

Your NHS Data Matters

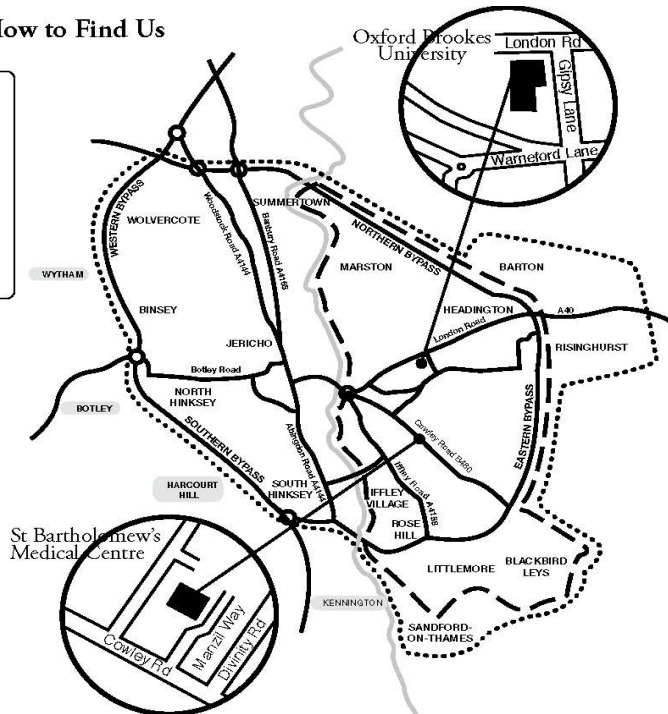
The national data opt-out is a new service that allows patients to opt out of their confidential patient information being used for research and planning

For more information, or if you wish to opt out, please visit:

<https://www.nhs.uk/your-nhs-data-matters/>

or alternatively you can call 0300 303 5678

Practice Area and How to Find Us



Opening Hours: Monday - Friday 8.10 am - 6 pm Saturday 8.30-1pm

St Bartholomew's Medical Centre: 01865 242334

Doctor Appointments: 01865 242334

Home Visit Service: 01865 242334

Test Result Service: 01865 242334

Complaints Procedure: 01865 242334

Practice Nurse Appointments: 01865 242334

To cancel an appointment

Please let us know if you are unable to attend your appointment either by calling on 01865 242334 or replying to the text reminder message

Oxford Brookes Medical Centre: 01865 483193

The District Nurse Service: Mon-Fri 01865 904814

The Out of Hours Service: 111

The Health Visitor Service: 01865 904483

The Community Midwife Service: 01865 221696