

**Services we provide**

Along with routine appointments the practice offers the following services:

**Family planning**

All our GPs and the practice nurse offer a full range of family planning services.

**Immunisations**

The nursing team administers vaccines for both adult and child immunisations.

**Cervical smear testing**

For women aged 25 – 65. These tests are undertaken by the nursing team.

**Chronic disease management**

We hold a range of clinics to help our patients to manage their long-term medical problems including asthma, diabetes, hypertension, kidney disease and heart disease.

**Other services**

NHS Health checks for patients aged 40 to 74 years. We also offer the following clinics and checks: antenatal, baby, post-natal, mental health and counselling for drug and alcohol addiction.

From time to time, other services may be available such as raising awareness of a particular disease or condition. We will advertise this information on our website and within the practice.

**Home visits**

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues within our practice area. Should you require a home visit, please use the practice website to request one or contact reception requesting a call-back after logging a call before 10.00 am. A clinician will then telephone you to discuss your request.

Home visits are usually carried out between 12:30 pm and 1:30 pm, Monday to Friday.

**Opening hours –**

**Summertown Health Centre**

Mon–Friday	08:30	18:30
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**Branch surgery –**

**Cotteslowe Surgery**

Mon–Friday	08:30	18:30
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**Wolvercote Surgery**

Mon–Friday	08:30	13:00
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**Improved access/Extended hours**

We offer extended hours on a **Saturday between 8:30-12:30** across our PNC.

# Summertown Group Practice Patient Information Leaflet

160 Banbury Road  
Oxford  
Oxfordshire  
OX2 7BS

Telephone No. 01865 515552

Email address: [summertownhc@nhs.net](mailto:summertownhc@nhs.net)

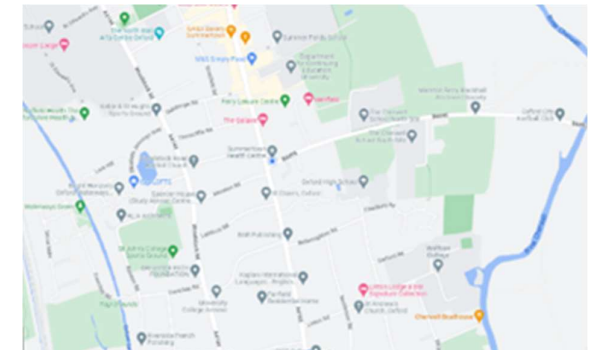
Website: [www.summertownhealthcentre.co.uk](http://www.summertownhealthcentre.co.uk)

**GP services are provided to the following areas:**

## Are you using the right service?

<p><b>SELF-CARE</b></p>  <p>What's in your medicine cabinet?</p> <p>Visit NHS choices at <a href="http://www.nhs.uk">www.nhs.uk</a></p> <p>Minor cuts and grazes, bruises or sprains, coughs and colds, diarrhoea and vomiting</p>	<p><b>PHARMACY</b></p>  <p>Feeling unwell and unsure what medication is right</p> <p>Need advice or help on medicines</p> <p>To help you self-care</p>	<p><b>NHS 111 (24/7)</b></p>  <p>Still unsure and want more advice then dial 111</p> <p>It's urgent but not an emergency</p> <p>NHS 111 is available 24 hours a day</p>
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<p><b>GP ADVICE</b></p>  <p>Self-care not working or persistent symptoms</p> <p>Chronic pain</p> <p>Long term conditions such as asthma or diabetes</p>	<p><b>WALK IN CENTRE</b></p>  <p>Minor injury or illness</p> <p>Symptoms not getting better and you cannot see your GP</p>	<p><b>A&amp;E or 999</b></p>  <p>Emergencies only</p> <p>Severe bleeding Choking Breathing difficulties Chest pain Stroke</p>
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Further information can be sought from [www.nhs.uk](http://www.nhs.uk)

### The practice team

This practice operates under a partnership agreement and provide services on behalf of the NHS.

#### Partners

Senior Partner – **DR SIOBHAN BECKER** - MB BS (1995) DRCOG MRCGP DFFP

**DR MATTHEW CHEETHAM** - BA MB BS (2001) UK

**DR LORNA MONTEITH** - BMedSci BMBS (2006) DRCOG DFSRH PGCCF

**DR DAVE TRIFFITT**-MBBS DRCOG MRCGP MSc Sports Medicine

**DR JOHN MONACH** - MBBS MRCGP (2005)

**DR CHARLIE LUO** - MBBS 2014, MRCGP

#### Salaried GPs

**DR KYLE KNOX** - MB ChB (1989) UK MRCGP RCPATH MSc DTM+H MRCP MBChB BSc (Hon)

**DR LYNSEY BENNETT** - BA MBBS MRCGP DFSRH

**DR HANNAH PETERS**- MBCh MRCGP DRCOG DFSRH

**DR EMILY SAUNDERS** - MBChB BMedSci(Hons) DCH DRCOG MRCGP

**DR NICKY WARREN** - BMBCh MRCGP DRCOG DGM

**DR KATIE CAMM** - BMBCh MA(Cantab) DCH DFSRH MRCP (UK) MRCGP

#### Nurses

**SARAH STRANGE** -Nurse Manager, Specialist Nurse Practitioner, asthma & COPD, research Nurse

**LYDIA MACMASTERS-GREEN** -General Practice Nurse, diabetes, contraception

**CELINE BACCAS** - General Practice Nurse, travel, adult immunisation

**LAILA MOORBATH** -Specialist Nurse Practitioner, minor illness

**SALLY HUNTER** - General Practice Nurse

**TRACY KELLY** - Diabetes specialist nurse, research Nurse

#### Other healthcare staff

**MAAN YOUNIS** – Clinical Pharmacists

**MANDY BECKETT** - Assistant Practitioner & Research nurse

**JANNET PEREZ-GONZALEZ** - Nurse Associate

**KATE HOWKINS** - Healthcare Assistants

### Practice Management

**HEIDI DEVENISH** - Business Practice Manager

**GEMMA HARDEN** - HR & Clinical Services Manager

**KATHERINE BLAZE** - Operations Manager

#### Appointments and accessing practice services.

To make an appointment to see your GP or any member of our healthcare staff or to access any other of our practice services, please log on to the practice website at [www.summertownhealthcentre.co.uk](http://www.summertownhealthcentre.co.uk)

Should you be unable to access the website, please ring 01865 515552 and a member of our administrative staff will be able to assist you.

The practice website contains all the relevant practice information that you are likely to require. It is the quickest way to access the services you may need.

#### Prescriptions/repeat prescriptions

Your GP will initiate any prescription that they determine you require. Repeat prescriptions can be ordered in the following ways:

- In person – By ticking the required medications on your prescription and placing it in the dedicated box, located next to the reception desk.
- Online access – You can apply for online access with the receptionist.
- NHS app – You can download the NHS app on your smartphone.

**Please allow 48 hours for collection (excluding weekends and bank holidays) when ordering repeat prescriptions.**

#### How to register at the practice

The quickest way to register at the practice is to use the practice website. You must live within the practice area which is shown on the website. If you are unable to use the website, please contact the practice for information about how to register.

#### Teaching practice

The practice is a teaching practice and occasionally you might be asked to see one of our trainee GPs.

You will always be asked if you consent to this prior to your consultation. If you do not consent, the trainee GP will not sit in on your consultation.

### Patient Participation Group

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice.

Further information about our PPG is available online.

#### Patient data

All clinical and administrative staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with UK GDPR.

The patient privacy notice is available on the practice website.

#### Comments, suggestions and complaints

If you would like more information about any of the services we provide, please ask a member of staff, telephone or log into the practice website. Details are shown on the front of this leaflet.

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we

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#### Patients' rights and responsibilities

When registering, you have a right to express a preference to be seen by a particular GP. This will be recorded on our clinical system and, where possible, you will be allocated appointments with that clinician. All patients will be assigned an accountable GP.

#### When we are closed

When the practice is closed, if you urgently need medical help or advice and it is life threatening, dial 999. If it is not life-threatening, contact NHS 111 by calling 111 or accessing via [www.nhs.uk](http://www.nhs.uk)