



Patient Information Leaflet

**Kidlington Health Centre
Exeter Close
Oxford Road
Kidlington
Oxon OX5 1AP**

Phone: 01865 375215/01865 842292

Fax: 01865 848148/01865 378488

**Yarnton Health Centre
Rutten Lane
Yarnton
Oxon OX5 1LT**

Phone: 01865 379345

Fax: 01865 374727

www.keymedicalpractice.co.uk

Welcome to The Key Medical Practice

The Key Medical Practice aims to deliver excellent clinical care and health education for all patients through a caring and compassionate service

Our Primary Health Care Team of doctors, nurses and other clinical staff provides a wide range of medical services.

Both the Kidlington and Yarnton practices are accessible to disabled people. If you are hard of hearing, we have portable loop systems; please ask at reception. If you have difficulty accessing any of our services please let the reception staff know or write to the practice manager, Mrs Kathryn Muddle.

If you would like to register as a patient at the practice you will need to complete a registration form and a health questionnaire. Once registered you will be designated a named accountable GP who is responsible for coordinating your care within the practice, but you can be seen by the doctor of your choice.

We are part of:

Oxfordshire Clinical Commissioning Group
Jubilee House
John Smith Road
Oxford
OX4 2LH

01865 336680

General Practitioners

Partners:

Dr Sarah Morris (Female) Registered London 1988
MBBS, MRCP

Dr David Finnigan (Male) Registered Edinburgh 1986
MRChB, MRCP, DCH, Dip Ther

Dr Dawn Leedham (Female) Registered London 1996
BSc, MBBS, MRCP, MRCP

Dr Elamathi Prabhakaran (Female) Registered India 1990
MBBS MS Ophthalmology (2000) DRCOG DFFP

Dr Judith Graham (Female) Registered Glasgow 1981
MBChB, DCH, MRCP, DRCOG

Dr Simon Tucker (Male) Registered Wales 1997
MBChB, MRCPCH, MRCP

Salaried GPs:

Dr Katharina Winkel (Female) Registered London 2005
Medizinisches Staatsexamen, (German state medical exam) University of Munster, DFFP, MRCP

Dr Clare Pritchard (Female) Registered London 2005
MBChB, DRCOG, DFRH

Opening Times

The normal surgery opening times in each practice are below. During the extended hours period you may be seen by a clinician but the reception desk is not open.

Kidlington Practice

Monday	8am - 6.30pm	Extended hours 7.30-8am Doctor
Tuesday	8am - 6.30pm	Extended hours 7.30-8am Nurse, 6:30-7pm Doctor
Wednesday	8am - 6.30pm	Extended hours 7.30-8am Doctor and Nurse
Thursday	8am - 6.30pm	Extended Hours 7:30-8am Nurse
Friday	8am - 6.30pm	

Yarnton Practice

Monday	8am - 6.00pm	Extended hours 7.30-8am Doctor
Tuesday	8:30am - 6.00pm	
Wednesday	8:30am - 6.00pm	Extended hours 6:30-7pm Doctor
Thursday	8:30am - 6.00pm	
Friday	8:30am - 6.00pm	Extended hours 7.30-8am Doctor and Nurse

You can make an appointment with a doctor by coming in to the surgery, telephoning or if you are registered for access on our website, you can book on-line.

All patients are seen only by appointment and are booked to see the nurse or doctor for 10 minutes. If you need longer please let the receptionist know when making your appointment.

We offer a text reminder service. Please make sure we hold an up to date record of your mobile phone number so we can remind you to attend the practice.

If you need to cancel your appointment, please let us know as soon as possible. Much doctor and nurse time is wasted by missed appointments – we would like to offer these appointments to other patients who need them.

Telephone Advice

If you have a problem that you feel can be managed over the telephone, you may book a telephone consultation with your doctor. Your details will be taken, the receptionist will inform you which day the doctor will call, and you will be asked to remain near your phone that day as the doctor may phone at any time. Please remember this call is in place of an appointment and should be kept brief.

Urgent Appointments and Requests

Between 0800 and 1830 Monday to Friday urgent requests will be given prompt attention by the receptionists. You will be asked for a little information to ensure your problem is dealt with by the most appropriate medical professional. You may also be asked if a phone call from the doctor would be suitable in which case your details will be taken and the doctor will call you back at some time during the day. To allow us to provide a comprehensive urgent care service and use our resources efficiently, most urgent, same day appointments will take place in our Kidlington Practice.

If you require medical advice outside of the surgery opening hours please call 111. If you require **IMMEDIATE emergency medical attention** at any time **please dial 999** for an Ambulance.

Home Visits

When you request a home visit you will be asked for some information about your problem. This is to enable us to arrange the visits in order of priority.

Please telephone requests for visits before 10:30a.m. In the majority of cases, patients will be expected to attend the surgery. This enables medicine of a good standard to be practised promptly and efficiently. It is the doctor's decision when a home visit is necessary.

A home visit is recommended in cases involving: -

- The terminally ill
- The truly bed bound patient

Emergencies Outside Normal Hours - 111

Out of Hours cover is provided during the hours that the surgery is not open. This service is accessed by calling NHS Direct on 111. The doctor on duty is available to deal with genuine emergencies. He or she will be able to give you telephone advice, or offer to see you at a designated centre. Only in exceptional cases will you be visited at home.

NHS Direct offers telephone advice throughout the day and night.

Patient Access – Online Services

Many of our patients now book appointments and order repeat prescriptions over the internet. We have extended these facilities so patients may now view their electronic medical record through Patient Access.

If you would like more information about these online services please ask at reception.

Prescriptions

Some medical conditions require long-term medication. It may be appropriate for you to collect your medications from your pharmacist each month without having to ask for a prescription from your doctor. Please do discuss these batch prescriptions with your doctor if you think you would find them beneficial.

Other prescriptions for medication are issued each month by the doctor. This may be because your condition is unstable and your medication requires careful monitoring. For those patients with monthly issued prescriptions, please use the online ordering facility available through Patient Access or post your completed medication request form in to the collection box located in the lobby area.

Please allow **two working days** for prescriptions to be issued..

In the interest of safety we are unable to accept telephone requests for repeat prescriptions.

If you have difficulty in requesting prescriptions as outlined above, please contact reception.

Nursing Team

You can book an appointment with one of the nursing team at reception in both our Kidlington and Yarnton Practices or by telephone. Please do not be offended if you are asked the reason for your appointment. Not all of the nursing team undertake all tasks so the receptionists need to make sure you are given an appointment with the correct member of the team.

Treatment Room

Our practice nurses are available for routine and emergency consultation directly by appointment during our normal working hours Monday to Friday. Referral from the doctor is not usually necessary. They offer a wide range of services including first aid, minor injury advice and assessment, routine injections, travel advice, contraception advice, dressings and monitoring.

Blood Tests

An appointment system is operated for blood tests.

Specimens

If you are asked by a doctor or nurse to bring a specimen to the practice, please make sure it is clearly labelled and delivered to the practice before 3:30pm so it can be transported to the laboratory.

Test Results

The receptionists are available to pass on instructions from the doctors about your results. However, please allow 5 working days for routine blood, urine and stool tests and note that some results may take longer. Results are available after 2pm each working day. You will be called if your test results require any action, but we ask all patients who have not received a call from the practice to telephone reception and check their results

Health Checks

Some patients are eligible for an NHS health check. You will receive a letter or phone call, when you become eligible, or your GP may recommend you have a health check at your appointment. If you would like a general health check, please make an appointment to see the nurse and please bring a fresh urine sample with you when you attend.

Asthma Clinic

All asthmatic patients are encouraged to attend the asthma clinic regularly. The clinic is run by our nurses, providing up to date advice on asthma.

Diabetic Clinic

All diabetic patients are encouraged to attend regularly for a full check up and assessment by the doctor and nurse.

Flu Vaccines

We recommend that patients of all ages suffering with chronic respiratory disease (including asthma), chronic heart disease and diabetes have a flu vaccination every year. Also, everyone over the age of 65 years is encouraged to have the flu vaccine. The annual flu vaccination program is being extended to cover young children and you will be notified if your child is eligible. The nurses run special flu clinics in the autumn months by appointment.

Blood pressure checks

The nursing team is available to provide blood pressure checks. If your blood pressure is difficult to control, your doctor may refer you to the nursing team for several readings over 2 hours or for assessment over 24 hours with an automatic machine.

ECG

ECG tests are usually by appointment in the treatment room following referral from a doctor.

Cervical Smears

Female patients between the ages of 25 and 50 years are encouraged to see the nurse every 3 years for a cervical smear. It is also recommended that those between the ages of 50 and 65 have a smear test every 5 years. You will receive a letter when your smear test is due.

Contraception

Contraceptive advice is available from the nursing team in addition to the doctors. The practice offers a full contraceptive service including coils and implants. In addition there is a Sexual Health Clinic held at the Kidlington surgery every Wednesday evening. NHS Prescriptions for contraceptives are free of charge.

Travel advice and vaccines

Please book an appointment at least one month before your departure with the practice nurse to discuss your requirements. There will be a charge for some travel vaccinations. Most anti malarial tablets can be bought over the counter at a pharmacy, but you will need a private prescription for some anti malarial tablets.

The Key Medical Practice is an authorised Yellow Fever Vaccination Centre. Travellers are advised to consult with the nurses 3 months before the date of travel.

Primary Health Care Team

Practice Director: Mrs A Owen

Annaliese is responsible for facilitating the work of all the practice staff. Together with the Practice Manager, Kathryn Muddle, she works with the GP partners to make sure the practice continues to provide excellent patient care. If you have any complaints about the service we provide, please let the Practice Director know in writing. We have an in-house complaints procedure.

Practice Manager: Mrs K Muddle

Our Practice Manager is responsible for the overall administration of the practice. If you have any suggestions that you feel would improve the services we offer, please let the Manager know.

Practice Nurses

As above; they offer a wide range of services including first aid, minor injury advice, routine injections, contraception, general health checks and management of chronic illnesses.

Secretarial and Administration Team

We have an efficient team who handle the general administration and secretarial needs for the practice.

Reception Team

The reception team have the responsibility for the day-to-day appointments system at the surgery. They are here to help make your visit to the surgery as easy as possible and are happy to respond to any enquiries.

District Nurses (Tel. No. 01865 904130)

The District Nurses work closely with the doctors visiting people of all ages in their homes. District Nurses are responsible for identifying and assessing the total nursing needs of patients and for planning, initiating and providing appropriate care. They have knowledge of local and national services available to patients and their families. The team of District Nurses can be contacted on the above number. Referral by a doctor is not necessary.

Health Visitors (Tel No. 01865 379158)

A team of two Health Visitors work are based in our Kidlington branch. They liaise closely with the doctors and are available to families for advice on health related matters, antenatal care (in conjunction with the Midwife) and to monitor the development of babies and children less than five years old.

Midwives (Tel. No.01869 243763)

We have a team of Midwives working with us from the Bicester Team providing antenatal care in conjunction with our doctors. The midwives can help you with all aspects of care during your pregnancy and immediately following the birth of your baby. They hold regular antenatal clinics at the surgery and arrange parent craft classes during the antenatal period. The midwifery team is on call 24 hours a day.

Specialist Services

Physiotherapist

Our physiotherapist sees patients at our Kidlington practice who have been referred by their doctor. A variety of conditions can be treated.

Counsellor

A counsellor from the Talking Space service attends the practice and offers help for those over 18. You may refer yourself on 01865 901222, or you may prefer to discuss this with a GP at the practice beforehand

Speech Therapist

Referral is via your doctor or health visitor.

Podiatry (Tel. No. 01865 378090)

Self-referral is possible or a referral can be made via your doctor.

Dietician

Referral is via your doctor.

Complaints and Comments

We do our best to provide a high standard care for all our patients. Unfortunately, occasionally we may not reach expectations. We would like you to tell us if you are not satisfied with the treatment you have received, or if you have any suggestions how we may improve our service.

Please telephone or write to the Practice Director, Annaliese Owen, if you would like to make a comment or complaint, or ask at reception for a copy of our complaints procedure.

We operate a zero tolerance policy with regard to aggressive or threatening behaviour. This means that if you behave in a way that is unacceptable you may be removed from our list. Should this happen you will be advised in writing and the Health Authority will be informed.

Patient Participation Group (PPG)

Our Patient Participation Group offers suggestions and support to the practice. Group members meet regularly with the Practice Director and the partners to discuss the practice buildings, services offered and the care provided. In addition, some members of the group take part in county-wide patient work-shops. We also have a virtual Patient Participation Group. These members do not attend meetings but take part in occasional short surveys about practice matters via email. If you would like to know more about our PPG, or would like to join our virtual PPG please ask at reception.

Your Medical Records

All members of the team are bound by a Code of Confidentiality which extends beyond the bounds of their employment. This means that your medical records will not be shared with any person or organisation outside the practice without your written consent except in very exceptional circumstances. For more details please ask for our policy on the sharing or disclosure of patient records.

Practice Area

