**The Doctors**

Dr Carolyn Godlee  
BSc MB BChir (1982) UK DRCOG

Dr Penny Moore  

Dr Roisin McCloskey  
MB ChB (1989) UK MRCGP Cert. Forensic Med. PGCME

Dr Siobhan Becker  
MB BS (1995) UK DRCOG MRCGP

Dr Matthew Cheetham  
BA MB BS (2001) UK MRCGP

Dr Kyle Knox  
MB ChB (1989) UK MRCGP RCPATH MSc DTM+H MRCP MBChB  
BSc (Hon)

Dr Lorna Monteith  
BM BS (2006) UK BMedSci, DRCOG, DFSRH, MRCGP

Dr Bridget Greer  
MB ChB (1990) UK MRCGP DRCOG

Dr Lucy MacLaren  
MB BS BSc(Hon) DRCOG MRCGP MRCPCH

**Practice Manager**

Jessica Newman
About Summertown Health Centre
We are a practice of seven GP partners and two salaried doctors, with GP Registrars working alongside us. Our medical team also extends to Practice Nurses, Health Care Assistants, District Nurses, Health Visitors and a Midwife. Our doctors are also able to refer you to a Psychologist and a Drugs Worker who visit our practice.

Our aim is to provide a high standard of primary health care for all our patients in a friendly environment.

Our practice area covers Summertown and North Oxford including Wolvercote, Cutteslowe and Marston. It goes into the City Centre as far as Beaumont Street. We also provide medical services for students at the University Colleges of Keble, Trinity, St Hugh’s, St Edmund Hall and St Antony’s and Dragon School, St Edwards School and Summer Fields School.

Opening Times & Appointments
Surgery times vary from doctor to doctor. Most of our doctors work part-time and all have a day off each week. Normally, the doctors are available as follows;

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<th>Monday</th>
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<tbody>
<tr>
<td>Dr Godlee</td>
<td>All day</td>
<td>Morning only</td>
<td>No Surgery</td>
<td>All day</td>
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<td>Dr Moore</td>
<td>Morning only</td>
<td>Afternoon only</td>
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<td>Dr McCloskey</td>
<td>All day</td>
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<tr>
<td>Dr Becker</td>
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<td>Dr Cheetham</td>
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<td>Dr Knox</td>
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<td>Dr Monteith</td>
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<td>No surgery</td>
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<tr>
<td>Dr Greer</td>
<td>No Surgery</td>
<td>All day</td>
<td>Morning only</td>
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<td>Dr MacLaren</td>
<td>No Surgery</td>
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We also offer extended hours appointments; this includes one or two early mornings per week (7.00 am start) and Saturday morning from 8.30am – 12 noon. To book an appointment for these surgeries, please call during office hours (Monday to Friday from 8.30am to 6.30pm). Please note that these surgeries are for pre-booked appointments only. If you have a medical emergency at these times then you need to contact the Out of Hours service.
The doctors offer 10 minute appointments in their surgeries. We aim to see patients with urgent problems on the same day. Summertown Health Centre is a group practice. This means the doctors share responsibility for all our patients. However, to enable continuity of care you may find it beneficial to see a regular doctor where this is possible. If you wish to see a particular doctor, you may have to book in advance.

Surgeries are held in individual colleges during term time. For days and times please check with the college nurse or our website.

You can book, cancel and view your 10 minute appointment on line if you have EMIS Access.

We are now able to offer a text messaging service. One day before your appointment is due at the surgery you will receive a reminder via your mobile phone unless you opt out of this service.

If you no longer require your appointment please let us know so that we can use it for another patient.

**Contacting the Health Centre**

**The 24 hour telephone number for all telephone enquiries is 01865 515552.**

When you telephone during office hours you will be given 3 options, please listen to the message and select the appropriate option.

- **Option 1** Medical Emergencies Only
  Your call will be put straight through to a receptionist.

- **Option 2** Appointments

- **Option 3** Home Visit Requests
  Please call before 11.00 am; this gives us time to plan the visits for that day.

If none of these options is suitable please hold the line and you will be connected to a receptionist.

Out of hours your call will be forwarded automatically to the Out of Hours service.
**Other ways of contacting us are:**

By fax 01865 311237

By email – we can only take general enquiries, which should be directed to the Practice Manager, jessica.newman@nhs.net Repeat prescriptions can be requested to summertownhc@nhs.net  No other email communication will be entered into.

Website - on-line information is available at www.summertownhealthcentre.co.uk. You can also use our new system to book appointments online and request repeat prescriptions. You need to register for this service by following the links on our Website.

**Out of Hours Service**
The out of hours service, OXEMS, operates when the surgery is closed, that is, Monday to Friday between 6.30pm to 8.30am and throughout weekend and Bank Holidays. This service is for emergencies only.

If you need to contact the service, call the surgery number 01865 515552 and your call will be automatically transferred to the out of hours service. OXEMS is run by Oxford City Primary Care Trust and employs staff fully trained in primary care. They may ask you to attend a Primary Care Centre for treatment or arrange for a doctor to visit you at home.

If need advice out of hours, you can ring NHS Direct on 0845 4647 or go on-line at www.nhsdirect.nhs.uk.

**Home Visits**
If you are housebound or too ill to come to the surgery, a doctor may visit you at home. Please call before 11am to request a home visit, you may find that a doctor calls you to discuss the reason for the visit.

**Test Result Service**
Should you have a test done in the practice your doctor or nurse will advise you when to phone in for the result. To request test results please call after 11.00am.
**Sickness Certificates**
If you are unwell and unable to work for up to 6 days, the Department of Social Security rules say you can complete your own sickness certificate. A supply of these is kept at the reception desk.

If you are unwell and unable to work after 6 days, you need to contact your doctor.

**Ordering and Collecting Repeat Prescriptions**
All patients on long term medicines should be seen by their doctor at regular intervals and have a medication review. If you request medicines after the review date expires you will be asked to book to see the doctor to obtain your prescription.

If you find that a medicine you need either regularly or occasionally is not on your computer request list then please discuss this with your doctor.

*There are several options to obtain your repeat prescription:*

- Prescription request form (right hand side of prescription). Either by post enclosing a stamped addressed envelope or by posting it the box by our reception desk.

- Our online prescription order service which links directly to our clinical computer system via [www.summertownhealthcentre.co.uk](http://www.summertownhealthcentre.co.uk)

- By faxing your request to 01865 311237

- We also offer a repeat prescribing facility via ‘Pharmacy 2 You’ (P2U) details of which can be found on our Website.

- Prescriptions are ready for collection 48 working hours after your request has been received.

- Local chemists offer a prescription collection and delivery service for the housebound. Please let us know if you are using this service every time you request a repeat prescription.
Services not covered by the NHS
The practice provides some services, for example, completion of certificates and reports and travel vaccinations, which are not covered by the NHS. There is a charge for these services which is displayed at the reception desk. Payment may be made by cash, cheque, debit or credit card.

The Practice Nurse Team
Our team of Practice Nurses are trained to deal with a wide range of problems including, wound care, family planning, smoking cessations, travel immunisations and cervical smears. Individual nurses can provide specialised advice for long term conditions such as diabetes and asthma. If you feel able, it is helpful to us if you give your reason for seeing the nurse so we can book you in to see the most appropriate nurse and make sure you have enough time for your appointment.

The nurses and doctors are supported by Health Care Assistants who are trained to take blood samples, check blood pressures and provide advice on a healthy lifestyle.

District Nurses
District Nurses provide nursing care and support to patients and carers in their own home. They offer a broad nursing service specialising in areas of palliative care, wound care and management of continence. The daytime service is available between 8.00 am and 4.30 pm. The district nurses can be contacted direct by telephoning 01865 310305.

Health Visitors
Health Visits are qualified nurses with special training in child health, health promotion and education. They work mainly with children and families. They are based at South Parade next to the library. They can be contacted on 01865 425111.

Clinics are held on Tuesdays and Fridays (Bank Holidays excluded) 10.00am - 12 noon.

Please note that childhood immunisations are not given at these clinics. The doctors and practice nurses provide this service at Summertown Health Centre on Tuesday, 1.00pm to 3.15pm. Please bring you child’s health record (Red Book) to all these clinics.
**Midwife**
A midwife makes weekly visits to the practice and shares responsibility for antenatal and postnatal care with the doctors. A number of options are available during childbirth and these can be discussed with the midwife or doctor.

**Teaching and Training**
We are a practice which helps to train GPs and we are pleased to have GP Registrars working with us on annual placements. Registrars are qualified hospital doctors who are training for a career in general practice.

We also participate in the teaching of Oxford University medical students and you may be asked if they can observe your consultation with the doctor. Please tell the receptionist if you would prefer to see the doctor alone.

**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 and home visiting.

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

**Access to Patient Information**
We will only pass on or use information about you if others involved in your care have a genuine need for it.

We will not disclose your 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; the law requires it, for example, to notify new births; or where we encounter infectious diseases that may endanger the safety of others for example, meningitis. Please note that this does not include HIV/AIDS.
Access to Your Medical Records
If you would like to access your medical records, please contact the Practice Manager. There may be a small charge to cover printing and photocopying. You are entitled to see your records but in some circumstances, your right to see some details may be limited in your own or others interest.

Freedom of Information Act 2000
This obliges the practice to publish information about its business and make that available to the public. This is done by way of a Publication Scheme which can be found in the “Information for Patients” folders in the waiting rooms. Further information about this may be obtained from the Practice Manager.

Equal Opportunities
All patients will be treated on the basis of need and not discriminated against on the basis of age, sex, race, religion, disability or sexual orientation. All complaints about standards of service will be investigated and no one will be victimised because of a complaint.

Complaints Procedure
We operate a complaints procedure as part of the NHS system for dealing with complaints, which meet national criteria. A copy of this is available from reception.

Our aim is to give you the highest possible standard of service and to deal swiftly with any problems that may arise. We endeavour to report back to you in 2 weeks although some complaints may take more time to fully investigate.

Should you have a complaint, or any question about the complaints procedure, the Practice Manager will be able to help you.

Patient Advice and Liaison Service – PALS
The PALS service has been introduced by the government as part of the NHS Plan to improve the experience of patients and their carers. They provide a source of information about NHS Services, address patient concerns and resolve day to day issues.
Practice Charter Standards

Our Responsibility to You

- We will treat you with courtesy, respect and sensitivity at all times.
- We will endeavour to maintain the highest standards of medical practice at all times.
- We will keep your consultation, computer and written records confidential.
- We will provide you with emergency care promptly when you need it.
- We will endeavour to offer all patients access to a doctor within 2 working days, although it will not always be possible for this to be with the doctor of your choice.

Your Responsibility to Us

- We ask that you treat everyone in the practice with courtesy and respect at all times.
- Doctors have instructed receptionists to ask certain questions so that they may deal with your requests appropriately. Please be understanding about this.
- If you cannot keep an appointment please let us know as soon as possible so that it may be used for someone else.
- If you are late for an appointment, you may be fitted in at the end of the surgery or clinic or asked to re-book for another day. Action will be taken against patients who repeatedly fail to attend for booked appointments.
- The practice has a No Smoking policy within the building. Visitors must not bring drugs, alcohol or dogs (other than guide dogs) onto the premises. Please switch off your mobile phone.
- Any person who is verbally aggressive or abusive, threatening or violent will be asked to leave the premises immediately. If our request is not complied with the Police will called.

WE OPERATE A ZERO TOLERANCE POLICY TOWARDS ABUSIVE AND VIOLENT PATIENTS AND WILL REMOVE THEM FROM THE PRACTICE LIST.
Useful Contacts and Information

Summertown Health Centre 01865 515552
For all appointments and out of hours emergencies

Summertown Health Centre website
www.summertownhealthcentre.co.uk

NHS Direct  0845 4647
Medical Advice is available 24 hours a day

www.patient.co.uk provides a wide range of advice, information and links to other health related sites

District Nurses  01865 310305

Health Visitors  01865 425111

The Accident & Emergency Department for Oxford is at The John Radcliffe Hospital, Headley Way, Headington.
Main Switchboard 01865 741116
Where to find us

Summertown Health Centre, 160 Banbury Road, Oxford. OX2 7BS. 2011