

Disabled Patients/Pram Park

There is a rear entrance with a covered pram park. Patients who cannot use the stairs will be seen on the ground floor. We have emergency car parking. If you wish to park in an emergency contact the Receptionists to open the barrier for you.

Clinics

These are held at the surgery by appointment

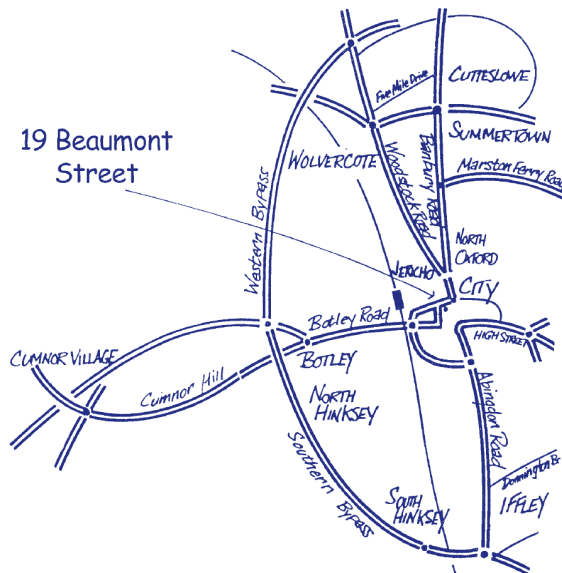
Antenatal Clinic:	Thursday morning
Well Woman / IUD fitting:	Weekly
Diabetic Clinic:	Weekly
Cryosurgery Clinic:	Every 3 weeks
Asthma Clinic:	Twice weekly
Child Health Clinic:	Wednesday p.m.
Child Immunisations:	By appointment with Nurse
Minor Operations:	Wednesdays, 8.30-9.00am
Hypertension Clinic:	Twice weekly
Travel Clinic:	Weekly
Physiotherapist:	By referral from GP
Stop Smoking Clinic:	Twice weekly
Addictions Support Worker:	Wednesdays, referred by GP
Benefits Advisor:	Thursday afternoons

Other clinics may be added from time to time

Change of Address/Contact details

Please inform the practice if you change your name, address or telephone number, also mobile phone numbers and email addresses can be useful. For visits it is always helpful if your house number or name is clearly visible.

Practice Catchment Area



Please refer to our website or the notices within the practice for details of our Practice Catchment Area arrangements.

General Surgery Hours

Monday to Friday	8:30 to 12:30; 14:00 – 18:00
Tuesday & Thursday	18:00 to 20:00
Saturday	8:30 to 12:00

Practice Open

Monday, Wednesday, Friday	8:00 – 18:00
Tuesday, Thursday	8:00 – 20:00
Saturday	8:30 – 12:00

**For all emergencies please telephone
01865 240501**

For details of primary medical services in the area, contact:
NHS England (Thames Valley Area Team)
Jubilee House, 5510 John Smith Drive, Oxford Business
Park South,
Cowley, Oxford, OX4 2LH
Switchboard: 01865 963800



19 Beaumont Street Medical Practice

Practice Information Leaflet

Dr Christopher Kenyon
MB ChB (Liverpool 1983) MRCGP MRCP DRCOG

Dr Richard Silvester
MA (Cantab) MBBChir (Cambridge 1990) MRCGP DRCOG

Dr Deborah Waller
MA (Cantab) MBBChir (Cambridge 1985) MRCGP DCH

Dr Meriel Raine
MA (Oxon 1989) MB BS FRCS MRCGP DRCOG

Dr Andrew Schuman
MBBS (London 1993) BSc (Hons) MRCGP DRCOG

Dr Jayne Haynes
MA (Cantab) BM BCh (Oxford 2000) MRCGP DRCOG DFFP

Dr Simon Curtis
MBBS (London 1988) BSc MRCGP

Dr Rachel Hardwick
MBBS (London 1996) BA MRCGP DTM&H

Dr Ben Riley
MA (Oxon) BM BCh (Oxford 2000) FRCGP DRCOG

Dr Sunaina Khanna
Bsc MBBS (London 2003) MRCPCH DFFP DRCOG MRCGP

19 Beaumont Street, Oxford OX1 2NA
Telephone 01865 240501
Fax 01865 240503



when it's less
urgent than 999



www.nhs.uk

www.19beaumontstreet.com

The practice consists of Doctors, Practice Nurses, Midwife, Physiotherapist, Counsellor, Practice Manager, Patient Services Manager, Practice Administrator, secretaries, receptionists and clerical staff.

We are committed to free medical care for all patients as embodied in the founding principles of the National Health Service.

If you have any comments or complaints regarding the service we provide please do not hesitate to contact the Practice Manager, Matthew Epton. We appreciate your feedback and any complaint will be dealt with quickly.

How to Register

You can register with us by coming into the practice and completing a Registration Form. If you are unable to come in to the practice, please call or write to us.

Consultations

A doctor or nurse is available during most of the opening times shown. Consultations are by appointment, usually at 10 minute intervals. People with urgent problems will always be seen the same day. Appointments may be made by telephoning 01865 240501, or at the reception desk from 8.00am to 6.00pm weekdays. For non-urgent appointments do try to book in good time, especially if you want to see a particular doctor as they all have differing work patterns.

Even if you have not visited the surgery for several years, as long as you are still registered with us, you will be seen.

Confidentiality

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about your visits, but we won't. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from very serious harm. We would always try to discuss this with you first.

Telephone Advice

Telephone advice is always available from either a doctor or nurse. You may be asked for a telephone number for us to call you back on.

Home Visits

Weekdays: If possible, please make your request before 10.30am. Requests later in the day should only be for urgent calls. Please do not ask for a visit if you are well enough to attend or be brought to the surgery. (Limited emergency car parking is available). If in doubt, ask to speak to a doctor or nurse.

Nights and Weekends: If you ring 01865 240501 your call will be put through directly to the answering service (NHS 111) who will take your details and arrange your care. If appropriate they can make you an appointment with an out of hours doctor. They can also provide you with telephone advice from a doctor or nurse. You can dial 111 directly; this call will then be free of charge. Please do not ring for appointments or routine enquiries outside normal hours.

Our Responsibility to You

- You will be greeted courteously
- You have the right to see your medical records subject to the limitations of the law
- You have the right to express a preference as to whether you see a particular doctor, or whether you would prefer to see a male or female doctor, generally or for a specific condition – note in an emergency it may be that only the duty doctor is available to see you (the duty doctor is on a rota and so could be male or female)
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment

Your Responsibility to Us

- Please treat all surgery staff with the same respect
- Do not ask for information about anyone other than yourself (unless you can prove you are their parent or guardian)
- Please cancel your appointment if you are unable to attend and please be punctual
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review 20, when asked, before your next prescription is due
- Patients who are violent or abusive to the staff may be taken off our register

Practice Nurses and Health Care Assistants

Nurses are available for consultation by appointment throughout the day. They also carry out health checks and immunisations, including all travel immunisations available on the NHS. **For Travel Immunisations please see the nurse at least six weeks before you travel.**

HCA's provide new registration medical checks, phlebotomy and associated nursing support.

College Nurses

Some of the Colleges have a College nurse who is available without an appointment on weekday mornings during term time. She will be able to give advice on minor illness and the possible need for further treatment.

Our Services

Our range of services includes; childhood immunisations (available in our Child Health Clinic), Counselling & Psychology, Clinics for Asthma, Hypertension, Diabetes and for those who want help Stopping Smoking. There are also clinics for Cervical Cytology (smear tests), Addictions Support, Minor Surgery and Antenatal Care. A list of the clinics we run is shown overleaf. We also provide flu immunisations for those at increased risk of the complications of flu.

Contraception

All the doctors and nurses can advise on contraception and sexual health and all the different methods of contraception - contraceptive pills, caps, IUD/IUS and Implanon. Cervical cytology (smear tests) are performed by the Practice Nurses. Where contraception fails, we believe that women should have the opportunity to choose the outcome of their pregnancies.

Maternity Services

Most births are in the John Radcliffe hospital, either in the Community Midwifery Unit or under consultant care, although some are at home. Maternity care is provided in the practice by the Community Midwife Team in conjunction with the GPs. The midwife runs an antenatal clinic here on Thursdays.

Medical Examinations

If you require a special examination or report for insurance, driving, employment etc. please mention this when you book the appointment so that enough time can be allotted. Some medicals do incur a fee.

Repeat Prescriptions

If you are on continuing medication an arrangement for repeat prescriptions can be made after consultation with your doctor. The slip attached to your prescription will explain how to use this system and you will need to see a doctor periodically to review the medication. Your prescription will be ready for collection in two working days. Alternatively, you can register for our online prescription service (please ask at reception).

Investigations

Make sure you get the results of any investigations. Please allow about one week for the results of most investigations to come back. X-ray reports may take longer. If you are phoning for results, please try to phone between 2.00pm and 4.00pm when we are less busy.

Teaching

This is a teaching practice and we usually have two doctors join us for further training. These doctors are full members of the team. Medical students are also attached to the practice for short periods from time to time.

If another doctor or student is 'sitting in' with your doctor you will be told when you arrive for your appointment. If you object, the observer will leave the room for your appointment.