

Comments, Complaints & Suggestions

The doctors and staff at this practice are committed to providing high quality health care and services to patients.

If you wish to comment on or complement our services please write to The Manager.

As part of the NHS system, we operate a Practice complaints procedure which meets the national criteria.

How to Complain

It is best to tell a member of staff about any concerns or problems as soon as they arise and they will try to sort them out. If your problem cannot be solved this way, and you wish to make a complaint, please let us have the details. The sooner we look into the matter the easier it will be to establish what happened. Complaints should be made in writing so, if you make a complaint verbally, we will write to you summarising your complaint to ensure we have understood it. There is a limit of a maximum of 12 months for making a complaint. In exceptional circumstances, it may be possible to investigate the issue outside this time if there are good reasons why the matter could not be raised earlier and if it is still possible to investigate it.

Complaints should be addressed to **Dr. P.K. Morley**, our lead doctor for this area. However, if you prefer, we have a form you can complete or you may ask for an appointment to discuss your concerns with the Manager.

We will acknowledge your complaint within three working days of receipt and invite you to discuss the manner in which your complaint will be dealt with, including the timescale.

It helps us if you can give us as full details as possible about your complaint.

We will look into your complaint to:

- find out what happened and whether something went wrong
- invite you to discuss the problem with those involved, if you would like this
- apologise where this is appropriate
- identify what we can do to make sure the problem does not happen again.

Further information about making a complaint, including details of external organisations you can contact to give you additional advice, can be found on our website.

Making a complaint will not affect your treatment or care.

Oxted Health Centre

At Oxted Health Centre the doctors and nurses take pride in offering the highest standard of patient-centred healthcare.

We run many clinics for chronic disease care and offer a wide variety of other medical services such as antenatal and postnatal care, minor surgery and childhood vaccinations.

Opening Times

Day	Opening Times
Monday	8 am – 7:30 pm*
Tuesday	8 am – 7:30 pm*
Wednesday	8 am – 7:30 pm*
Thursday	8 am – 6:30 pm
Friday	8 am – 6:30 pm
Weekend	Closed

Telephone lines are open from 8:30 am – 6:30 pm Monday to Friday.
* Subject to appointment availability.

Appointments: 01883 734000

Should your doctor be unavailable on your choice of day, you will be offered the choice of seeing another doctor, or if appropriate, one of our practice nurses. If you prefer to see your doctor, you may of course choose another day. We offer a limited number of pre-bookable appointments on Monday, Tuesday and Wednesday evenings between 6:30 pm and 7:30 pm. No appointments are available on Saturday mornings.

Patients can also sign up to book appointments, order repeat medication and send messages online.

Please see the website at:
www.oxtedhealthcentre.co.uk

Useful Telephone Numbers

NHS Emergency	111
East Surrey Hospital	01737 768511
Crawley Hospital	01293 600300
Tunbridge Wells Hospital	0845 1551000
Gatwick Park Hospital	01293 785511
North Downs Hospital	01883 348981
Boots, Oxted	01883 712620
Paydens, Oxted	01883 712081
Raimins, Hurst Green	01883 712266
Social Services	01883 717311
Surrey Drug Line	01737 224242
Alcoholics Anonymous	0207 352 3001
Surrey 'Stop Smoking' Line	0845 602 3608
LINK	01883 713333
East Surrey Carers	01883 745057
East Surrey CCG	01883 333033

Other Services We Provide

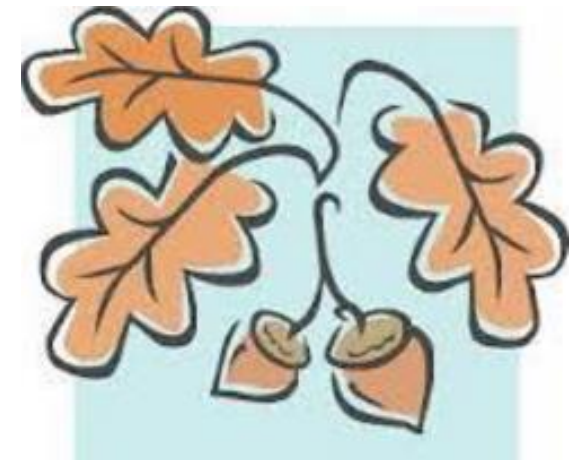
- Antenatal and Postnatal Care
- Asthma and COPD Clinic
- Breast Check and Cervical Smears
- Child Immunisation and Surveillance
- Commuter Clinic
- Diabetic and Dietetic Clinic
- Family Planning Clinic
- Minor Surgery and Joint Injections
- Pre-conceptual Advice
- Smoking Cessation Clinic
- Ultrasound Clinic
- Warfarin Clinic

Training

We are a training practice, teaching both qualified but junior doctors and medical students from London medical schools. If you would prefer not to be seen with a student present, please let your doctor or a receptionist know.

For more detailed information on all our services, please see the website:
www.oxtedhealthcentre.co.uk

WELCOME TO OXTED HEALTH CENTRE



Oxted Health Centre

10 Gresham Road,
Oxted,
Surrey,
RH8 0BQ

Reception: 01883 734000
www.oxtedhealthcentre.co.uk

February 2016

Our Doctors

Dr Peter Morley	MBBS 1982 (St Mary's)
Dr David Hill	MBBS 1985 (Kings)
Dr Tara Jones	MBBS 1994 (Kings)
Dr David Green	MBBS 1995 (UCL)
Dr Tharshini Ramalingam	BSc, MBBS 2001 (UCL)
Dr Bahar Maybrey	MRCGP, DFSRH, DIPM, MD
Dr Kerstin O'Connor	MRCGP, DRCOG, DFFP, MBCHB
Dr Uzma Aziz	MBBS 2000 (Pakistan), MRCGP 2008
Dr Edyta Szymczak	BSc (Hons), MD, MRCGP
Dr Zain Bamber	MRCGP 2012, MBBS 2007
Dr Paul Baillie	

The Nursing Team

The Practice Nurses are employed by the doctors and run asthma, warfarin, smoking cessation and smear clinics, as well as a diet and weight advice clinic and new patient checks – all by appointment. Facilities are available for wound dressing, removal of stitches, ear syringing, blood and urine tests, cardiograms, spirometry and advice on continence problems.

Healthcare Team

The District Nurses are employed by First Community Health and Care, are based in Tandridge Council offices and work with the doctors in the community by providing all nursing needs in the home. There are Health Visitors attached to the practice (01883 734042). In addition to advising you on general health issues, they organise antenatal and postnatal classes, parentcraft and developmental checks on toddlers and pre-school children.

Patient Participation Group (PPG)

Oxted PPG represents our patients and works with the practice to ensure that we offer the best service possible. They organise regular talks on health matters and publish a newsletter. If you would like to contact them for any matters (they cannot take up personal issues) or to be put on their mailing list, please contact the PPG secretary by leaving a letter with reception or email at:

oxtedppgsecretary@gmail.com

Help Us to Help You

The Staff at the practice endeavour to give you the best possible service. In order that they can do this, please observe the following points:

1. Please do not be discourteous to our staff. They are doing their best, sometimes under difficult conditions.
2. Please keep to your appointment time. If you arrive late, it causes inconvenience to other patients and to staff.
3. If you are unable to keep your appointment, please telephone at least half an hour before the appointment time, so that we can allocate your appointment time to another patient. If you ring at the last minute, it is usually impossible to re-use your appointment slot.
4. If you make an appointment for one person, please do not ask the Doctor to see more than one, even if the symptoms are identical. The Doctor will not have the notes available and may not have the time.
5. The first two hours in the morning are the busiest. Please keep telephone calls or personal communication with the secretaries brief. Our staff are able to help more patients that way.
6. Please do not ask for repeat prescriptions by telephone. It is much clearer if the computerised prescription counterfoil is left at the Health Centre.
7. Please only ask for a home visit if the patient is too ill to come to the surgery. The Doctor can see many more patients in an hour at the surgery. It does not harm children to be brought to the surgery, wrapped up, in a warm car. Children with fevers or rashes can be placed in a separate room and seen quickly.
8. When the surgery is closed, please only ring up for genuine emergencies, which cannot wait until the surgery is next open.
9. If your contact details such as your name, address or telephone number has changed, please notify us by speaking to the receptionist about the change or by filling an online form at:

<http://www.oxtedhealthcentre.co.uk/>

Patient Rights & Responsibilities

You will be treated with respect and as a partner in your care. Being a partner means you have responsibilities too. We will:

- Ensure our patients have 24 hour access to medical advice
 - Aim for you to have access to a suitably qualified medical professional and in urgent cases, be seen the same day
 - Work in a Partnership with you to achieve the best medical care possible
 - Involve you and listen to your opinions and views in all aspects of your medical care
- The prevention of disease, illness and injury is a primary concern. The medical staff will advise and inform you of the steps you can take to promote good health and a healthy lifestyle. We would respectfully ask that you:**

- Let us know if you intend to cancel an appointment or are running late;
 - Treat staff with courtesy and respect. Reception staff may have to ask some personal questions to assist us in providing you with the best service;
 - Inform the practice staff of any alterations in your circumstances, such as change of surname, address or contact details. Please ensure that we have your correct telephone number, even if it is ex-directory.
- As patients, you are responsible for your own health and that of any dependents. It is important that you adhere to information and advice given to you by health professionals, and co-operate with the practice in endeavouring to keep you healthy.**

Information Sharing

The practice complies with Data Protection and Access to Medical Records Legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services.
- To help you access other services, e.g. from the social work department, which requires your consent.
- When we have a duty to others, e.g. in child protection cases.

Anonymised patient information will be used at local and national level to help the Health Board and Government plan services, e.g. for diabetic care. If you do not wish anonymous information about you to be used in such a way, please let us know.

Test Results & Repeat Prescriptions

Test results can only be obtained by ringing after 11am.

The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person whom they relate to unless that person has given prior permission for release of this data or they are not capable of understanding this results.

When you take your test you will be told how long it will be before the results are returned to the practice.

It is your responsibility to check your results and make an appointment to discuss them with your Doctor if you are advised to do so.

Repeat prescriptions are available within 3 working days of receipt of white counterfoil or online request.

If you prefer to collect your medicines directly from a local chemist, please let us know by speaking to a receptionist or, if requesting online, by selecting a pharmacy.

Home Visits

If you are housebound or too ill to come to the surgery, a Doctor will visit you at home. Please ring before 10.30 am where possible; this will ensure a visit from the Visiting Doctor for the day.

Difficulties with transport can often be met by **LINK: 01883 713333**.

Out of Hours Service

If you require urgent medical advice out of normal working hours, but it is not a life-threatening situation, please telephone the **NHS emergency number – 111**. You will speak to a highly trained adviser who will ask you a series of questions to assess your symptoms, and you will be directed immediately to the best medical care for you.