Berinsfield Health Centre, Fane Drive, Berinsfield, Wallingford, Oxon OX10 7NE
Website - www.berinsfieldhealthcentre.com

Telephone: 01865 340558 (Weekdays 8am-6.30pm)
Fax: 01865 341973

Outside our opening hours, if you require NHS medical help or advice which cannot wait until the practice next opens, please telephone 111 or 0845 3458995

Dr Claudia Jones MB BS (London 1982) MRCGP D.Obst RCOG
Dr Jonathan Crawshaw MA (Oxon) BM BCh (Oxford 2005) MRCP DGM MRCGP
Dr Helen Clark

Information is also available at www.berinsfieldhealthcentre.com
Welcome

Berinsfield Health Centre offers a timely, local service which combines modern medical science with traditional values of compassion and respect for all our patients.

This NHS health centre was built in 1970 to serve the needs of the local community, and has been extended and modernised during subsequent decades. The health centre provides a caring environment for patients, doctors, practice nurses, and administrative staff, as well as other community healthcare teams including district nurses and midwives.

We offer a full range of primary medical services to the residents of Berinsfield, Burcot, Dorchester-On-Thames, Shillingford, Warborough, Drayton St Leonard, Stadhampton, Toot Baldon, Marsh Baldon and Nuneham Courtenay.

Your feedback is a key tool in developing and improving your local services. We have an active patient participation group, and all are welcome at their regular meetings which are also attended by practice staff.

Berinsfield Health Centre has been a training practice since 1972, and Dr Jones and Dr Crawshaw are both qualified GP trainers. We believe that patients also benefit from our active involvement in training the next generation of GPs (and sometimes other doctors and nurses).

Practice team

Doctors

Dr Claudia Jones (GP and Senior Partner)
Dr Jonathan Crawshaw (GP and Partner)
Dr Helen Clark (GP and Partner)
Dr Julie Anderson (GP)
Dr Helena Savin (GP)
Dr Jonathan Arnold (GP)
Dr Madeleine Trott (Trainee GP, working in the practice until Feb 2015)

Practice Nurses

Carol Horn, Nursing Team Leader and Nurse Practitioner*
Penny Hams, Nurse Practitioner*
Sarah Williams Practice Nurse
Lucy Bailey, Health Care Assistant

*Our nurse practitioners are highly experienced nurses who have completed further training to independently diagnose and treat a range of illnesses. They can also prescribe independently.
Practice Manager and non-clinical team

Linda Gilder, Practice Manager
Lou Kerr, Administrator/Reception Manager
Terri Keenan, Receptionist/Administrator
Jackie Scott, Receptionist
Tracey Bunyan, Receptionist
Joanne Brown, Receptionist
Charlotte Bowser, Receptionist

Other community healthcare professionals
(Working in the health centre, often in partnership with the GPs, but belonging to other organisations)

The local district nursing team is based in the health centre. District nurses are available to give nursing care to patients confined to their homes. They can also give help and advice to carers of housebound patients. Arrangements for visiting can be made by the doctors, or directly with the district nurses (01865 342171.)

Jan Kipling, Community Midwife, sees patients for antenatal care on Wednesday afternoons at the health centre.

Our Health Visitors are based in Clifton Hampden but have close links with the practice. They can give advice and support to expectant mothers, and mothers of babies and small children. They are available by contacting the Health Visitors Office in Clifton Hampden on 01865 407372. They also attend the Berinsfield Children's Centre each Monday from 10.30-12.00pm for advice and information for both parents and any carer of children under 5 (the Children’s Centre’s number is 01865 341310).

Psychological therapies are available on site by a trained counsellor, and by clinical psychologists.
Appointments

You will be registered either with Dr Jones, Dr Crawshaw or Dr Clark, but you are welcome to consult with any doctor. For ongoing or long term problems, you will probably find it easier and more effective to consult with just one doctor for routine appointments.

**Morning appointments** (of 10 minutes each) are usually available between 8:30am and midday.  
**Afternoon appointments** (of 15 minutes each) are usually available between 3pm and 6pm. These longer appointments are often best if you have a complex problem, or more than one issue to discuss.

Drs Crawshaw, Jones and Clark take turns to work on **Saturday mornings** (except for bank holiday weekends). Appointments are available between 8am and 10:30am. These pre-booked appointments are intended to provide for patients who have other commitments during the week. Our telephone lines are closed on Saturday morning, but we usually have capacity to see a small number of “walk-in” patients if there is an urgent problem which can’t wait until Monday.

If none of these times are convenient due to work or other commitments, please discuss your needs with our reception team.

**Doctors’ weekly timetable for appointments**

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<td>Dr Trott (GP trainee)</td>
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You can book appointments in three ways:

1. Online via our website www.berinsfieldhealthcentre.com (you will need to register for this service, full details are available on the website).

2. Telephone 01865 340558 or 01865 340559, and choose option 1. If you are making a routine appointment, please note that our phone lines are very busy from 8.00-9.30am. If the appointment line offers you the option of leaving your name and number, we will call you back as soon as possible.

3. Come in to the Health Centre and speak to our reception team.

Our medical receptionists are a highly experienced team, and are subject to a strict confidentiality policy just like doctors and nurses. In order to help you make best use of our services, they may ask you for brief details of why you require an appointment. The receptionist is not responsible for determining the urgency or importance of any problems, but may be able to offer you a range of options if they understand why you are calling.

**Urgent appointments and home visits:**

In order to be flexible we offer appointments that can be booked well in advance, but we aim to see any urgent problems on the same working day. If you think your problem is urgent, please explain this to reception.

If you feel you need an appointment today, or sooner than the next available routine appointment, our receptionist may pass on your details to the duty doctor. The doctor will call back on the same day to arrange appropriate help, including booking a same-day appointment or home visit when this is required.

Home visits cannot usually be undertaken during surgery hours: please try to let us know as early as possible if you think you need a home visit, but be prepared to wait until after the doctor has finished their surgery. It is often better to be seen at the Health Centre, where there are more facilities for investigation and treatment.

For many urgent problems, you may be offered an appointment with one of our practice nurses. Please note that the nurses can arrange prescriptions, and are always supported by a GP if they (or you) feel you should see a doctor as well at the end of their consultation.

**Telephone Consultations**

There are telephone appointments available every day with our doctors, and these can be booked in the same ways as face to face appointments. This may be more convenient for you if a physical examination is not required (the receptionist may be able to give advice if you are unsure whether a telephone appointment is suitable). Please do not use these
appointments for administrative queries (e.g. asking to fill out a form): the reception team will pass on any such enquiries to the relevant doctor.

To call in for a pre-booked telephone appointment at the given time, dial our usual number 01865 340558 or 01865 340559 and select Option 3.

**Practice Nurse Appointments**

These may be booked in advance and some appointments are reserved for urgent problems.

Practice nurses can help you with a wide range of things, including:

- Minor illness (e.g. fever/cough/sore throat/rash of recent onset)
- Minor injuries (e.g. cuts, sprains) and dressings
- Routine reviews of stable long term conditions such as high blood pressure, diabetes, asthma and COPD.
- Cervical smears
- Immunisations
- Blood tests
- Health checks
- Smoking cessation
- Dietary/weight loss advice
- Family Planning advice
- Advice and immunisations for travellers
- Removal of sutures
- Other tests and procedures which your doctor may recommend (e.g. lung function testing, ECG)

**Healthcare assistant appointments**

Our healthcare assistant Lucy Bailey has morning clinics on Monday, Tuesday, Wednesday and Thursday. She is available for blood tests, health checks, smoking cessation advice and to help with some other tests that your doctor may recommend.

** Cancelling Appointments**

Missed appointments cause unnecessary delays for other patients. Please cancel any appointment that is no longer wanted, or you cannot attend, with as much notice as possible by phoning the health centre and selecting option 1 (appointments line) and speak to the receptionist. If you are phoning to cancel an appointment more than 6 hours ahead, please leave a voice message on Option 2.
Getting to appointments

Car services are operated by volunteers on the following mornings to bring elderly or infirm patients to the Health Centre. These services operate on the following days:

From Warborough each weekday
From Dorchester every Wednesday
From Drayton St. Leonard every Thursday
From Stadhampton every Wednesday

Anyone wishing to use the car service should reserve a place by booking at their village Post Office. A voluntary car driver will take you from your home to the Health Centre where an appointment will automatically have been made for you. Repeat medicines can be transported to the village post offices by the car services, but please allow 2 working days notice for the prescription to be dispensed.

Patient Participation Group

Our Patient Participation Group was formed in 1972, making it one of the first in the country. Twice annual meetings act as a forum for discussion between our patients, GPs and staff about our services at the Health Centre. Wider issues are also sometimes discussed, such as changes in the NHS and national/regional health policies.

We encourage as many patients as possible to become involved in this group and every registered patient is welcome! If you are interested, please ask reception for further information, or email the Practice Manager linda.gilder@nhs.net; alternatively just turn up at our next meeting. Dates of forthcoming meetings (and previous minutes) are available on our website and in the waiting room.

Test Results

The doctor or nurse who orders your test will tell you when the result is likely to be available; patients are expected to follow up their own results although you will be notified of any significant results requiring further action. Please telephone for results after 2pm: the best time is when our phones are quieter between 4.30pm and 6.20pm. Please telephone us on 01865 340558/9 and select Option 2.

Fitness to Work/Medical/ Sickness certificates

Fitness to Work Sickness certificates, also known as "sick notes" or "doctor's notes" are sometimes required to claim sick pay or incapacity benefit. They are only issued if someone is medically unfit for work for more than 7 working days.
When requesting a sickness certificate, please bear the following in mind:
Patients requesting a sickness certificate should normally be seen by the certifying doctor, unless we have received a written report from another healthcare professional.

It is not essential that the certificate is provided for an employer immediately it becomes due. On the other hand, we cannot certify illness retrospectively by more than a couple of days, unless the patient has already been seen by a GP or a hospital doctor.

Patients should provide a self-certificate to their employer for sickness absence of up to 7 days (most employers have self-certificates for employees to complete). If an employer is not happy to accept self-certification, there is an information leaflet on our website which you can pass to your employer. A private certificate may be issued for an absence of 7 days or fewer. An appointment must be made with a GP. There is a charge of £11.00 for this service.

Repeat Prescriptions

Please allow 48 hours for repeat prescriptions
You can order repeat prescriptions in the following ways:
1) Online with Emis Access (register via our website)
2) Return your slip to the pharmacy or send an email to: Berinsfield.pharmacy@nhs.net
The Pharmacy is not open on Saturdays, Sundays or bank holidays.

Training within the practice

GP Trainees/Registrars

GP registrars are doctors undergoing specialist GP training. As part of their training programme, they spend 6-12 months working in the practice before they are assessed to become fully qualified GPs. The trainee will see most patients independently, but has a GP Trainer (Dr Jones or Dr Crawshaw) to supervise their work and education.

Foundation year 2 Doctors

We are also sometimes involved in training recently qualified doctors. The rest of their two year foundation programme is spent working in hospitals. “F2” doctors see some patients independently but will always discuss their patients with a supervising GP.

Video Recording Consultations

GPs in training are required to video record consultations with patients at times for further training, and assessment of consultation skills. No patient is obliged to participate,
and signed consent before and after a recorded consultation must be obtained from any patient. The video recording is deleted once the training and assessment is completed.

Useful telephone Numbers

Berinsfield Health Centre ................................. 01865 340558
Option 1 - Appointments and urgent problems
Option 2 - Other enquiries and blood results
(Please be prepared to leave a voice message for us to return you call)
Option 3 - Pre booked telephone appointments
Emergencies only (8.00am-6.30pm Mon-Fri) 07776013532

District Nurse Answer Phone 01865 342171
Health Visitors Answer Phone 01865 407372
Out of Hours GP service 111/0845 3458995
Berinsfield Pharmacy 01865 341114
Dental Helpline 01865 226532
John Radcliffe Hospital 01865 741166
Churchill Hospital 01865 741841
Eye Hospital Casualty 01865 224800
Nuffield Orthopaedic Centre 01865 741155
Abingdon Community Hospital 01235 205744
South Oxfordshire District Council 01491 835351
South Oxfordshire Housing Association 01235 515900
Citizen's Advice 01865 247578
Relate (Marriage Guidance) 01865 242960
Alcoholics Anonymous 01865 242373
Samaritans 01865 722122
Oxford Rape Crisis Centre 01865 726295
NSPCC Child Protection Helpline (Freephone) .... 0800 800 500
Childline (Freephone) 0800 1111
Family Planning Alec Turnbull Clinic 01865 456666
Abbey Sports Centre, Berinsfield 01865 341035
Voluntary Car Service (Monday to Friday 9.30 11.30)... 01491 836345
(For hospital appointments)

Useful websites:

Berinsfield Health centre www.berinsfieldhealthcentre.com
Self help & information about medical conditions www.patient.co.uk
Berinsfield Pharmacy www.berinsfieldpharmacy.co.uk
Advice about foreign travel including immunisations www.nathnac.org.uk
Homely remedies

Many minor illnesses and minor injuries will get better on their own and can be managed safely at home. It is advisable to keep a supply of common treatments in your medicine cabinet for these situations. These are all available over the counter at a pharmacy (often at less than the cost of a prescription), or from a supermarket shelf. We recommend that you keep a supply of the following:

Children:
Paracetamol mixture and/or ibuprofen syrup for fever or pain.
Antihistamine mixture (e.g. Piriton) for itchy skin conditions

General:
Plasters
Antiseptic solution or cream
White soft paraffin (e.g. Vaseline) for dry skin
Hydrocortisone cream for mild eczema and insect stings
Paracetamol tablets 500mg - 2 four hourly for fever or pain
Aspirin soluble tablets 300mg 0 2 four hourly for fever or pain OR 2 dissolved in water as a gargle for sore throats (caution in children, asthmatics, indigestion sufferers)
Ibuprofen 400mg - 1 after meals up to three times a day for aches and pains, sprains, bad backs etc (caution in asthmatics and those with indigestion or history of peptic ulcer)

NB: Paracetamol may be combined with aspirin OR ibuprofen if a stronger painkiller is required.

Decongestant nose drops (eg xylometazoline) for blocked nose associated with a cold (do not use continuously for more than 1 week)
Antacid tablets or liquid for indigestion or heartburn
Antihistamine tablets for itchy rashes or insect stings (may be sedating)

Records and Confidentiality

Patient medical records are available to the doctors and other practice staff involved in your care. No information will be given to any other person without that patient's express consent. Anyone wishing to see their records from October 1991 onwards is entitled to do so. Please ask at reception if you wish to do this who will then book a convenient time.

All our patient records are held on computer from 2001 and records of new patients are summarised onto our computer system (we retain the old paper records on site). Access to this information is under strict control of the doctors in the practice. You may see any of this information by prior arrangement - please ask at reception if you wish to do so.
There is a written code of confidentiality available in the waiting room which explains in more detail how patient information is protected.

**Oxfordshire Care Summary**

Oxfordshire care summary is a new way of sharing health information in Oxfordshire. If you say ‘yes’ the Oxfordshire care summary means healthcare professionals treating you in Oxfordshire can see the electronic view on the computer. For more information about this please go to [http://www.oxfordshireccg.nhs.uk/your-health/](http://www.oxfordshireccg.nhs.uk/your-health/).

As a training practice we are assessed regularly by an external team of GPs and practice Managers. They may inspect our standard of record keeping by auditing patient records but no individual patient information is removed from the practice.

**Complaints Procedure**

The doctors and staff at the Health Centre always try to give you the best service possible. However, there may be occasions when this does not happen. We have an in-house procedure to follow up any complaints, comments or suggestions. Should you require further information, please contact the reception staff or Practice Manager, or see information at [www.berinsfieldhealthcentre.com](http://www.berinsfieldhealthcentre.com).

**Policy on violent or abusive Patients**

If any patient is violent or abusive to the Health Centre Staff, or any other persons present on the premises, this is likely to result in removal from the practice list and a requirement to re-register at another practice.

**Fees for non-NHS services**

Most employment-related reports, medical examinations for work or special activities, insurance forms and signing documents such as passport application forms are not part of the NHS work and so usually attract a fee. A list of these charges is available in reception.