

Dr Cornwall & Partners
HIGHTOWN SURGERY
Hightown Gardens, Banbury OX16 9DB
Telephone: 01295 270722 Fax: 01295 263000

October 2017

Dear Patients,

We are writing to keep you updated with changes at Hightown. Please see highlighted paragraph below which is new information since our last letter of July.

Dr Sandar has now left the practice, but we are delighted to confirm that we now have a new full time GP started with us, Dr Tom Meddows. He has recently relocated to the area with his family, having previously been working in Abingdon, and will be working with us from Monday to Thursday. In addition Dr Victoria Morrell has returned from her maternity leave and will be seeing patients on Monday, Tuesdays and Thursdays. To bridge remaining gaps, we continue to have support from regular locums including Dr Al Ahmed, Dr Darren Chellar, Dr Elizabeth Dawson and Dr Lynnette Peterson.

As many of you will know we have been working with a slightly different appointment system since October 2016 and with receptionists actively signposting appointment requests so that patients can be seen as swiftly and as appropriately as possible. Many of you may now have met the alternative clinicians available eg our pharmacists and nurse practitioner and been referred to the local Hub, minor eye service and visiting service. We welcome any feedback about these new services, and continue to try and offer the best accessibility we can.

Our list size has now expanded to over 11,000 patients. We are still working in a building designed to cater for half this number of patients. We have been lucky to receive a grant from NHSE to move to new premises, and are working hard towards this goal, but inevitably it is not a straightforward process! We will obviously let you know when we have more definite information. Please bear with us with the restraints the building and car park put on the service we can provide.

In light of all these variables, and the ever increasing workload on GP from external pressures beyond our control, we ask for your help and forbearance.

Please see the following pages for more details/updates on current services, and how you can help us to help you.

Thank you for taking the time to read this. We hope with your help and support we can continue to work for the benefit of all our patients.

Partners: Dr L Cornwall, Dr C Stephens, Dr S Lourenco, Dr P Park
Associates: Dr R Urquhart, Dr K Smith, Dr V Morrell, Dr T Meddows
Practice Manager: Mrs Diane Stringer

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We always welcome feedback, and especially constructive ideas as to how we can maintain our service to you. Please direct any suggestions to our Patient Participation Group (PPG) in the first instance, who meets regularly with our Practice Manager and Partners.

Chairman: Brian Noble

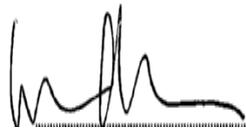
Mobile: 07919 613548

Our PPG is open and welcoming to new members and would very much like to hear from you if you would like to know more of what they do. We are looking to make the group more virtual and contact members by email for comments and suggestions and only meet up formally once or twice a year.

Kind Regards,



Dr. Louise Cornwall



Dr. Catriona Stephens



Dr. Sarah Lourenco



Dr. Paul Park



Mrs Diane Stringer

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How changes may affect you?

- 1) To allow you to access the most appropriate help, be it from clinician or administration, our receptionists will need to ask you questions about your problem/issue in order that they can direct you to the most appropriate clinician/administrator. **We would reassure you that they are bound by the same laws of confidentiality as all our clinical staff.**
- 2) We are no longer running a duty doctor system, but urgent problems on the day will be shared between all consulting GPs. This means your GP may be running late dealing with a medical emergency.
- 3) Your appointment/phone call may be with one of our other medical practitioners:
Practice Pharmacists: Jane Campbell and Miguel - can help with most medication queries and are supporting GPs with the prescribing aspects of their work. They are generally available every day.
Nurse Practitioner: Maureen Cox will be running an 'express' clinic on all days (except Tuesday and Friday). This is suitable for many acute illnesses and minor injuries.
Musculoskeletal Practitioner: This is an experienced physiotherapist, who will make an initial assessment of patients who are suffering with new joint and back problems and advise you on the best source of treatment. We had been piloting this service at Hightown, but from August the MSK practitioner will now be based at West Bar Surgery or Banbury Health Centre but appointments can still be booked via our reception.
Primary Care Visiting Service (PCVS): We encourage all our patients to come to the surgery where we can assess them more quickly and effectively. For our housebound patients, we may ask the PCVS to visit in the first instance. You will be assessed by a highly trained paramedic, who will then liaise with your GP about further management.
- 4) You may be redirected by reception to other appropriate sources of help :
Local community pharmacists can often offer advice on minor illnesses and medication queries and emergency contraception. They can also advise on available/appropriate OTC (Over the Counter) medication that may be an alternative to a prescription.
Local optician– Please ask reception for a leaflet on the local opticians that can assess you (usually within 48hrs) for minor eye conditions including painful, red, irritated eyes and sudden loss of vision. (Funded by the NHS)
Hospital/consultant secretary. If your issue concerns hospital treatment, outstanding hospital results etc. Reception will ask you to redirect your enquiry to the relevant secretary at the hospital you were seen at.
Neighborhood Access Hub – situated in Banbury Health Centre. Our receptionist may offer you an appointment to be seen by one of the Hub doctors (within 24 hours) if appropriate. This can be booked for you by our receptionists.

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How can you help?

- 1) We ask for your patience when all our staff are working under great pressure. We particularly ask for your understanding when **our receptionists are trying to clarify details of your problem**. The more relevant information you can give them will help us to deal with your problem more swiftly and effectively.
- 2) Please consider whether your problem can be dealt with elsewhere (*see list above*).
- 3) Please **contact the hospital** for any queries regarding appointments and outstanding results. The telephone numbers we use are the same as those that patients can access, and are usually found on the top of any copy of outpatient letter you have received, or via the hospital switch board.
- 4) Please do not expect **sick notes** to be issued unless you have been off work for longer than 7 days. Self certification is all that is required before this time. If you have had a recent hospital admission or day surgery the team looking after you should issue your certificate before discharge for the expected duration of your recovery.
- 5) When phoning for results, be aware that unless it is clinically urgent (in which case the GP will have taken appropriate steps) reception will direct your queries to the requesting GP to deal with. This may mean waiting a few days until the requesting GP is available to talk to you.
- 6) Please ensure that we have all your **current contact details**. A lot of time is wasted trying to contact patients, when their phone numbers are out of date. Use the link on our website.
- 7) Reception may ask a clinician to phone you back within a certain time frame. Please make sure you are available to take the call.
- 8) Please make sure you **cancel any appointment that you no longer need/cannot attend**. Data from the last year shows an average of 36 missed clinical appointments per week. If you have a mobile phone you can benefit from our text reminder system and cancellation system.
- 9) Please **arrive on time** for your appointment, including allowing time for traffic and parking. If you are late, you may be asked to rebook.
- 10) Register for **Patient Access** for your repeat prescription requests (from December this is the only way to order scripts on line). You will need to register for this at reception. This will also enable you to book/cancel some appointments on line.
- 11) As from December we are also asking that you allow **72hrs turn around for routine repeat prescriptions**. We have decided to make the change from 48hrs as a measure that shouldn't impact on patient care, but will help reduce pressure on our very busy reception and pharmacist teams.

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