



The Manor Group

The Manor Surgery
Kennington Health Centre

New Patient Leaflet
Kennington Health Centre

Tel: 01865 762535

www.manorsurgeryoxford.co.uk

How to contact us

Kennington Health Centre opening times

Monday	08:30 - 18:30
Tuesday	08:30 - 18:30
Wednesday	08:30 - 18:30
Thursday	08:30 - 18:30
Friday	08:30 - 18:30

**Phone lines are open from
08:30 - 18:30 Monday to Friday**

Out of hours treatment and advice

**For all life threatening
emergencies
call 999**

For non-emergency
medical treatment or
medical advice call
111

Call reception on: 01865 762535

Please do not send requests for appointments or repeat prescriptions by email

To request an appointment with a GP please complete our simple online consultation forms at www.manorsurgeryoxford.co.uk/consulting-room



Welcome to the Manor Group at Kennington Health Centre

The Manor Group will be taking over the running of GP services at Kennington Health Centre from 1st October 2023. We are a well established local provider, based in Headington, Oxford. We will provide services out of Kennington Health Centre, although you may choose to come to the Headington site for appointments if it is more convenient for you.

We are a modern practice with a strong sense of community and patient care. We plan to use and expand the systems we have developed at the Manor, and introduce our triage, urgent care and proactive care processes to provide the same level of care to our new patients at Kennington.

We have a large clinical team which includes 5 GP Partners, 15 Salaried GPs, 9 Practice Nurses, 2 HCAs, 2 phlebotomists, 3 paramedics, 2 pharmacists, 1 Pharmacy technician and a First Contact Physiotherapist. Our proactive care team includes 2 visiting nurses, 3 care coordinators, 2 social prescribers and a health and wellbeing coach. These teams are supported by our experienced and friendly patient services, reception and administration teams. We are working hard to expand these teams to ensure we can provide good access and excellent patient care across both of our sites.

There will be a period of transition and we will not have everything in place by 1st October so we would ask that you please bear with us through the first couple of months. Our friendly and experienced team are extremely excited to be expanding our services to the residents of Kennington and surrounding areas and we look forward to meeting you over the coming weeks and months. Please keep an eye on our website for updates: www.manorsurgeryoxford.co.uk/kennington

Our system

Requests for GP appointments

We operate a **triage system** to manage patient calls and requests, which means that all requests for appointments are reviewed by a GP. This ensures that patients are seen by the most appropriate clinician in the right place and at the right time, it supports good patient care and experience, improves access and allows our clinicians to spend their time where it is needed the most.

Our short online form (see screenshot opposite) is the quickest and simplest way for the majority of our patients to access our clinical team for assistance. Our practice phone lines remain open for anyone with accessibility needs who might find difficulty completing this form. When reviewing your online consultation form, our team may get back to you to request additional information.

Requests for Urgent appointments

If you have a problem that you feel needs same day treatment or review then you can phone the practice between 8.30am and 6pm. We do not have a limit on urgent appointments, if you need to be seen urgently we will accommodate you, this may be with a phone call or face to face appointment at Kennington or at the City Urgent Care Centre (located next to the John Radcliffe Hospital). This means you do not need to phone at 8.30am, in fact we encourage you not to. Our phone lines are busiest between 8.30 and 10am and then become less busy after that.

Other appointments

You can book blood tests (if requested by us), flu and covid vaccines, diabetes reviews and smear tests online using the NHS app. For all other appointments please call reception.

Home Visits

Home visits are intended for patients that are house bound through ill health.

If your health genuinely prevents you from leaving your house you can request a visit by calling the practice. We use the City wide Primary Care Visiting Service and our proactive care team for many of our visits, or a GP may visit if the team feel it is more appropriate.

Information required

If you are requesting a GP appointment, either online, or by telephone, we will ask you for the information below.
You can access the form here: florey.accurx.com/p/K84044



Please describe the medical problem

If you are filling this in on behalf of someone else, please make that clear

Type response here

300 characters remaining

+ Attach a photo (optional)

How long have these symptoms or concerns been going on? Have they got better or worse?

Type response here

300 characters remaining

Is there anything you are particularly worried about? (Optional)

Type response here

300 characters remaining

How would you like us to help?

Type response here

300 characters remaining

Important information for Patients

Repeat Prescriptions

We encourage you to register for the **NHS App** which enables you to order your prescriptions online. We can then send them direct to your chosen pharmacy. Please ask us if you need any help with this. Prescriptions can also be requested by completing the repeat prescription slip and putting in the box in reception or by completing a request form on our website..
Please allow 48 hours before collection

Test Results

You can view your test results on the **NHS App**.
If you wish to telephone for a result we encourage you to do this between 12.30pm and 4.00pm and our trained receptionists will be able to give you some basic information. Blood test results normally take approx. five days, for other tests you will be advised at the time of taking the tests.
We will only give your results to someone else with your expressed permission.

Text messages

We use text messages to help communicate with you better. You will receive appointment reminders or notifications (eg eligibility for flu clinics, notes of missed calls), responses to simple queries, advice at the end of consultations and health questionnaires.

Please help us by letting us know if your number changes.

The practice name will always be at the bottom of the message so that you know it's from us. You won't be able to reply to the message so will need to call us with any follow-up queries.

If you don't want us to contact you in this way please let us know.

Health MOTs

During the first year of taking over we are planning to do proactive holistic reviews of patients with long term medical problems, as a one-stop-shop assessment. We will contact those patients with further details over the coming months.

Patient Group

Provision of good access to high quality patient care for the local population is at the heart of how the practice works. We have set up a special patient group to work with us during the transition phase, to discuss any feedback and ideas, to enable constructive discussion between patients and the practice, and to promote innovative forms of patient participation.

Choosing the right treatment

Self care



Self-care is perfect if your condition is something you will be able to treat at home, such as coughs, colds and common childhood illnesses. For advice on what to do and what to take, speak to your pharmacist or call the NHS 111 service on 111.

Pharmacies



Your local pharmacy can provide treatments and advice for a wide range of complaints, including coughs and colds, teething, skin rashes and hayfever.

GP Services



In addition to all the services we offer at the Surgery, patients in Oxford have access to evening and weekend appointments at a variety of locations. Please ask reception for more details.

NHS 111



If you have an illness or injury and need advice or treatment in the evening or at a weekend and it is not life-threatening, call 111 for free. NHS111 is available 24 hours a day, 365 days a year – all calls from landlines and mobiles are free.

Minor eye ailments service



If you need advice or treatment for minor eye problems, such as itchy or sore eyes, you can now go directly to your local optician or pharmacist who can provide you with advice and treatment.

Eye Emergencies



The Oxford Eye Hospital is based in the West Wing of the John Radcliffe Hospital. Patients with urgent eye symptoms can walk-in, preferably with a referral letter to provide more clinical information. Eye emergencies (24 hours): 01865 234567

A&E or 999



Accident and Emergency (A&E) or 999 are for serious and life-threatening emergencies only. Life threatening conditions include things such as severe chest pains, breathing difficulties and choking.

Our Patient Charter

1. We aim to deliver excellent clinical care.
2. We will treat you with respect and in return you should treat the practice team respectfully.
3. We will at all times have to deal with unexpected emergencies and we ask that you be understanding in the event of there being a delay.
4. We will not tolerate verbal or physical abuse and this may result in you being asked to register at another practice. See our zero tolerance policy in reception for further details.
5. We listen and respond to our patients' complaints and suggestions
6. If you are unable to attend your appointment you are expected to cancel.
7. If you frequently miss your appointments without explanation, we will contact you to discuss the matter further.
8. All patients have the right to express a preference of practitioner and the means of expressing such a preference.

Patient feedback and complaints

We welcome your views on the service we provide and are always keen to know how you think we could improve. There are feedback forms in reception and available on our website.

If you would like to make a complaint, please ask to speak to the Patient Services Manager or email manorsurgery@nhs.net. There is a patient leaflet available at reception and online, which describes the process in detail.

Confidentiality Statement

We operate a completely confidential service to all our patients regardless of age, ethnicity, religious belief or sexual orientation. Your medical records will only be viewed by health professionals during the course of carrying out their duties. We will not discuss any information about you, (test results, appointments, etc) with anyone else, unless you ask us to do so. Only in very exceptional circumstances, (eg where you or another person may be at risk), will information be shared. In these exceptional circumstances you will be kept fully informed at all times. Even if you are under 16yrs, all our staff will respect your privacy and will not divulge information to another adult. All patients, including under 16s, can be seen by the doctor or nurse either on their own, with a friend or a chaperone can be requested.