



The Manor Surgery

NHS



Practice Leaflet

Tel: 01865 762535

www.manorsurgeryoxford.co.uk

How to contact the Manor Surgery

Surgery 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

Email: manorsurgery@nhs.net

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



The NHS logo, consisting of the letters "NHS" in white, bold, sans-serif font, set against a solid blue rectangular background.

Visit Patient Access (www.patientaccess.com) to
book appointments, order repeat prescriptions and
view your medical record online

Ask at reception for details

About the Manor Surgery

The Manor Surgery is located next to the John Radcliffe Hospital in Headington, Oxford. The surgery is housed in a purpose-built building which has recently undergone a major extension to provide modern facilities with sixteen consulting rooms, well-equipped treatment rooms, a seminar and meeting room, as well as spacious reception and waiting areas. There is good access for disabled patients to all parts of the building. An independent pharmacy is situated in the surgery grounds providing a convenient service for patients.

There are a limited number of parking spaces at the surgery including dedicated spaces for blue badge holders. **We have a parking enforcement system in place so please remember to register your car at reception when you visit, otherwise you will receive a fine.** There are bus stops near the surgery and there is an area to secure bicycles.

The practice is an established training practice offering teaching and training to doctors and medical students and has a good reputation for the level of teaching it provides.

Provision of good access to high quality patient care for the local population is at the heart of how the practice works. There is an active patient participation group (PPG) which helps to organise patient events on health related topics as well as providing feedback to the practice staff.

Services provided

- Ante natal clinic
- Post natal checks
- Asthma and COPD clinic
- Diabetes clinic
- Coronary heart disease clinic
- Phlebotomy
- Child immunisations
- Travel clinic
- Contraception
- Minor Surgery
- Cryotherapy

We now have **Clinical Pharmacists** working at the Surgery. They will work directly with you, as part of the general practice team, to give you advice about medication as well as other general health enquiries.

The Practice Team

Doctors

Partners:

Dr Joe McManners (m)
MB ChB (1999) MRCP
Dr Gareth Jones (m)
MA MBBS (2004) MRCP
Dr Rebecca Hollaender (f)
BSc MB BS (1993) MRCP DCH DFFP
Dr Abid Bashir (m)
(2006) BSc MBBS MRCP
Dr Benn Gooch (m)
(2013) BSc (Hons) HND MBBS MRCP MRCS

Salaried GPs:

Dr Honor Merriman (f)
MB BS (1972) DRCOG MFFP FRCGP MMed Ed
Dr Kath Hughes (f)
MB BCh (1981) DRCOG DCH
Dr David Griffiths (m)
BM BCh (2001) MRCP MRCP
Dr Sarah Pritchett (f)
MA MB BChir (2001) MRCP MRCP
Dr Rose Freeman (f)
(1985) BM BCh DM MRCP MRCP DRCOG
Dr Shamila Wanninayake (f)
(2003) BSc MBBS MRCP MRCP DRCOG
Dr Kome Gbingie (f)
MA(Cantab) MB BChir MRCP DRCOG DfSRH
Dr Lee Aye (m)
BM BCh BA (Hons) DRCOG PGCE MRCP
Dr Jon Bickford (m)
MBBS MRCP DFFP PGC Med

Nursing and Healthcare team

Dawn Cuzner, Nurse Manager and Diabetes Nurse (f)
Suzanne Ahmed, Diabetes Nurse (f)
Abi Dowman, Practice Nurse (f)
Olga James, Nurse Practitioner (f)
Rowena McAllister, Practice Paramedic (f)
Sam Sillence, Practice Nurse (f)
Megan Wyatt, Practice Nurse (f)
Lisa Ponting, Lead Health Care Assistant (f)
Jess Playle, Health Care Assistant (f)
Gemma Stone, Phlebotomist (f)

Practice
Manager:
Emily Shipway

Receptionists provide an important link for patients with the practice and are your initial contact point for general enquiries. They can provide basic information on services and results and direct you to the right person depending on your health issue or query. Our reception team is led by **Anita Spiers, Reception Manger**

We have an experienced administration team who perform tasks such as issuing repeat prescriptions, new patient registrations, handling requests for records and carrying out practice audits. To contact the admin team email manorsurgery@nhs.net

Clinical Pharmacists:

Jen Weston (f)
Adina Josephs (f)

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.

Important information for Patients

Repeat Prescriptions

We encourage you to register for **Patient Access** 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.

Please allow 48 hours before collection

Test Results

You can view your test results on **Patient Access**. If a result is abnormal and requires action you will be contacted by your GP. If you wish to telephone for a result we encourage you to do this between 12.30pm and 4.00pm and our trained receptionist 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 are using text messages to help communicate with you better. You will receive appointment reminders or notifications (eg prescription ready for collection, 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.

New Patients

We welcome new patients living in our area, others can register as out-of-area patients. Once you have decided to register you will need to bring photo id and complete a GMS1 form and a New Patient Questionnaire. We will also ask you for your consent to receive text messages and emails from us. Once we have accepted your registration, your medical records will be transferred to the practice.



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 Reception 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.

Appointments at the Manor Surgery

How to Make, Check and Cancel Appointments

- 1) In person at the practice
- 2) Telephone our receptionists during practice hours
- 3) By using **Patient Access** (www.patientaccess.com)

PLEASE REMEMBER TO CANCEL ANY UNWANTED APPOINTMENTS

The appointment can then be offered to another patient.

We will send an Appointment Reminder by Text to your mobile phone one day before your appointment.

Home Visits

Home visits are intended for our patients that are house bound through ill health. If your health genuinely prevents you from leaving your house you can request a GP visit by calling before 11am. These visits are very time consuming for the doctors so they may telephone you before deciding to visit. If you are NOT house bound please book an appointment..

Our new appointment system is designed to make sure we direct patients to the most appropriate person within our team. We have trained our reception team to ask you for an outline of your problem to help direct you to the best person and appointment for you.

Patients can access urgent appointments each day for problems requiring immediate treatment. Our urgent care clinic is run by our experienced paramedic practitioner and nursing staff, with GPs available for more complex problems. If demand is high, we may ask our duty doctor to call you back to find out some more information so that we can help. We cannot give you an exact time for this call so please make sure you are available.

Routine appointments are available online (via **Patient Access**) or by calling reception. Again, you will be asked for an outline of your problem so that we can book you with the right person in the right time frame. As you will be aware, NHS general practice is coping with ever growing demand and to respond to this we are growing our team. It may be that you are offered a different sort of appointment than you have been used to, but we will always ensure that the clinician you see has the appropriate training and supervision to deal with your problem.