



The Manor Group

The Manor Surgery
Kennington Health Centre

Coming to see us at The Manor Surgery

What to expect when you visit

You will need an appointment to come and visit us



Call the surgery on 01865 762535 and
ask the receptionist to help



Or go to our website
www.manorsurgeryoxford.co.uk

You will be asked some questions including your name and
what you think is wrong with you

We will then get back to you



We will either send you a text message to book or an appointment or we might call you on the telephone to arrange an appointment



Sometimes we may call you and speak to you the phone rather than you needing to come to the surgery

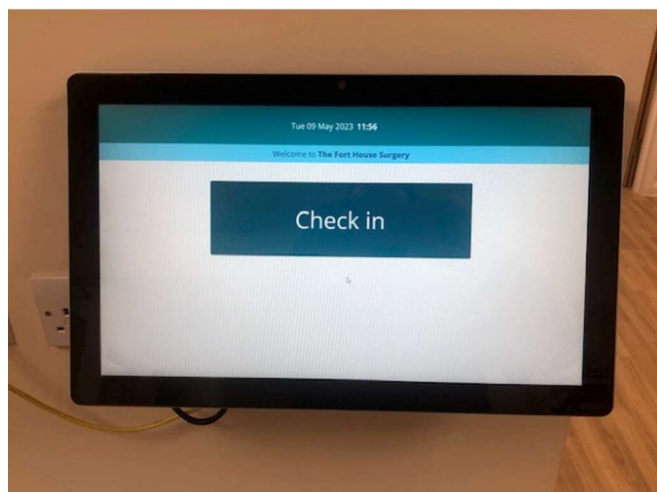
The surgery is at Osler Road, Headington, Oxford



Our way in is here



If you are given a face to face appointment you will be given a time to visit the surgery



When you arrive you can tell us by using the screen next to reception



If you need any help you can speak to the receptionist at the desk and they will help you

If you get stuck or need help, speak to the receptionist



They are here to help you

They will help with making
any follow up appointments
or if you have any questions
or need any help

When you are waiting for the Doctor
or Nurse to see you, sit on the chairs in
the waiting room

We will let you know when we are ready to see you



We might come into the
waiting room and call your
name, or we might call you
on the television screen.

Finding your way around the surgery



We have signs around the surgery to help you find the room that you are called to, or if you need to find anything else, like the toilets or your way back to reception

You will see one of our clinical team

We have a friendly team of clinical staff



Doctors



Health Care Assistants



Nurses



Paramedics

We will see you in one of our treatment rooms



Each room looks similar to this

There are normally chairs, a desk and a bed which we use if we need to examine you

You are welcome to come on your own, or bring someone with you

What we might do



We might take your blood pressure or do some other tests

We will never do anything without asking you if it is ok first

If you are worried or want us to explain anything again, just tell us

You can also ask us questions



If there is anything that you do not understand or want explaining differently, just ask us

If it helps we can write anything down to help you remember it later

We might need to give you a prescription for some medicines



We normally do this by sending it directly to your local pharmacy. You will need to go there to collect the medicine

We may sometimes give you a paper prescription to take to the pharmacy

If you have any questions, or are worried about anything, please let us know



You can go to the reception desk and talk to the receptionists. They will be able to help you or get someone that can

We are here to help, just let us know if there is anything we can do