

Gosford Hill Medical Centre



News Letter

Summer 2017 Issue 16

WELCOME

Welcome to the Gosford Hill Medical Centre newsletter. The practice has made a few changes and we hope to keep you up to date with these improvements and welcome any feedback from you with regards to improvements and anything else mentioned in this newsletter.



OUR NEW PRACTICE WEBSITE

We are pleased to announce that we now have a new website. We hope that this will better meet the needs of our local population. Please take a look www.gosfordhillmc.co.uk it has quite a few additional functions including ask your GP a question (this is for non-urgent enquiries).

GP Access – evening and weekend appointments

We have joined with other practices in our locality (Bicester, Islip and Woodstock) to offer additional appointments in the evening and at weekends on a rota basis. This means that you can be seen at any of the practices in the ONEMED Federation

which includes appointments at Bicester and Islip. The new service will provide additional appointments from 6.30pm – 8pm on weekdays, along with 9 hours on Saturdays at Bicester and Sunday mornings at Banbury.

WELCOME

We would like to extend a warm welcome to Dr Ben Eldridge a new doctor training to be a GP for his 4 month attachment to the practice. We would also like to welcome our new receptionist Jenny Payne.

WHAT'S NEW?

ON LINE ACCESS TO MEDICAL RECORDS

If you wish as well as using on line access to book appointments and order repeat prescriptions you can now view your medical records online.

If you already have online access for prescriptions and appointments you will need to complete a form requesting access to your medical records this will take approximately 2 weeks. If you do not currently have online access you will be required to bring in photo ID and then complete the forms for online access.

Patient online access will not be available to patients between the ages

of 11-18. For patients in this age range who already have it, it will be switched off at the age of 11 and can be switched back on, if requested, when they become 18.

The practice has the right to remove online access to services for anyone that does not use them responsibly.

RESEARCH

In addition to training, the practice is broadening its academic horizons and taking on more research projects which are run by the Thames Valley Primary Care Research Network. Many academic institutions such as the Universities of Oxford, Southampton, Cambridge, Nottingham and Bristol use the network to recruit suitable patients for their trials. These are purely academic trials run by universities, they are not commercial trials from pharmaceutical companies

We are currently running between 5 to 10 trials at the surgery, and the practice lead is Dr Wallard. Some of these trials recruit patients by sending out letters to appropriate patients; some are 'opportunistic', which means the doctor you are seeing might mention them during a consultation if he or she thinks you would be right for a particular study. Most of the studies would not involve you taking new medicines, or anything that is 'risky'.

We would never put pressure on any of our patients to join a trial, and you are always free to say no if a doctor suggests it or you receive a letter. However, we are very fortunate to have centres of international excellence such as the JR and the Churchill on our doorsteps, and if you can spare the time, it is studies like these which move medicine forward and potentially benefit all our children in the future.

If you would like to know about the specific studies we are running please take a look at our website www.gosfordhillmc.co.uk

SURGERY TELEPHONE NUMBERS

For appointments and general Enquiries please call **01865 374242**.

For test results please call **01865 374242 between 2pm and 6pm**.

Please telephone the surgery if you are unable to keep your appointment as someone else could use it – 01865 374242.

PATIENT FOCUS GROUP

We are still very keen to recruit new members to the Patient Focus Group.

Would you like to have a say about the services that we provide for patients at Gosford Hill Medical Centre? The surgery would like to hear your views.

Please leave your e mail details/contact number on a contact form. Contact forms are available via our web site, from reception and on the back of the leaflets about the Patient Focus Group that are available in the waiting area.

PRACTICE OPENING TIMES

Monday	0830 - 2000
Tuesday	0830 - 1830
Wednesday	0830 - 1830
Thursday	0830 - 1830
Friday	0830 - 1830
Saturday	Closed
Sunday	Closed

Please note that the phone lines are open until 1800hours

COMMUNITY TEAMS CONTACT NUMBERS

District nurses **01865 904130**
Health Visitors **01865 379158**

WHEN WE ARE CLOSED

When it's less urgent than 999, call 111

What is 111?

NHS 111 is a telephone service introduced to help make it easier for you to access local health services.

If you live in Oxfordshire, you can now call 111 when you need help fast, but it isn't a 999 emergency. You can ring 111, 365 days a year, to reach a full range of local health services, including out of hours, doctors, community nurses, emergency dental care and late opening chemists.

Calls from landlines and mobile phones are free – just like 999.

Type Text Talk for Deaf or Hard-of-Hearing People

The 111 service is also available via typetalk on number **18001 111**

How does it work

111 will get you through to a team of highly-trained advisers, who are supported by experienced nurses. They will assess your symptoms and guide you to the right local service.

Wherever possible, the NHS 111 team will transfer you directly to the people you need to speak to. If they think you need an ambulance, they will send one immediately – just as if you had originally dialed 999.

When do I use it?

People should use the NHS 111 service if they need help or advice urgently but it's not a life-threatening situation. You should call 111 if:

- it's not a 999 emergency;
- you don't think it can wait for an appointment with your GP;
or
- you don't know who to call for medical help.

For less urgent health needs, you should still contact your GP or dentist in the usual way, and for immediate, life-threatening, emergencies please continue to call 999.

NHS 111 is a fast and convenient way to get the right help – whatever your need, wherever you are, and whatever the time. It can also help us to free up 999 and local A&E departments so that they can focus on emergency cases.