

## Disabled Patients/Pram Park

There is a rear entrance with a covered pram park. Patients who cannot use the stairs will be seen on the ground floor. We have emergency car parking. If you wish to park in an emergency contact the Receptionists to open the barrier for you.

## Clinics

These are held at the surgery by appointment

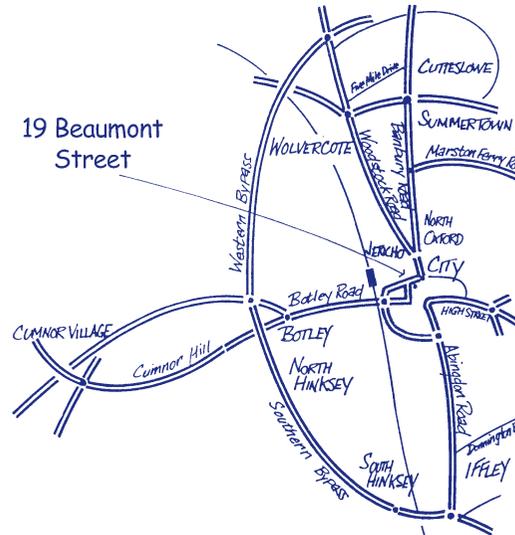
<b>Antenatal Clinic:</b>	Thursday and Friday morning
<b>Well Woman</b>	Weekly
<b>Cardiovascular Clinic:</b>	Weekly
<b>Diabetic Clinic:</b>	Weekly
<b>Cryosurgery Clinic:</b>	Every 3 weeks
<b>Asthma Clinic:</b>	Twice weekly
<b>Child Health Clinic:</b>	Wednesdays 1.30pm – 3.30pm No appointment necessary with Health Visitor Immunisations by appointment with the Clinic Nurse
<b>Minor Operations:</b>	Wednesdays, 8.30am – 9.30am
<b>Hypertension Clinic:</b>	Twice weekly
<b>Travel Clinic:</b>	Weekly
<b>Physiotherapist:</b>	By referral from GP
<b>Stop Smoking Clinic:</b>	Twice weekly
<b>Addictions Support Worker:</b>	Wednesdays
<b>Benefits Advisor:</b>	Thursday afternoons
<b>Weight Loss Clinic</b>	Friday afternoons

Other clinics may be added from time to time

## Change of Address/Contact details

Please inform the practice if you change your name, address or telephone number, also mobile phone numbers and email addresses can be useful. For visits it is always helpful if your house number or name is clearly visible.

## Practice catchment area



Please refer to our website or the notices within the practice for details of our Practice Catchment Area arrangements.

## General Surgery Hours

Monday to Friday	8.30am – 12.30pm, 2.00pm – 6.00pm
Tuesday, Thursday	6.00pm – 7.30pm
Saturday	8.30am – 12.00 midday

## Practice Open

Monday, Wednesday, Friday	8.00am – 6.00pm
Tuesday, Thursday	8.00am – 7.30pm
Saturday	8.30am – 12.00 midday

**For all emergencies please  
telephone 01865 240501**

For details of primary medical services in the area, contact:

**Oxford City Primary Care Trust**  
Jubilee House, 5510 John Smith Drive  
Oxford Business Park South  
Oxford OX4 2LH  
Telephone 01865 336800

**NHS Direct** Tel: 08 45 46 47  
**NHS Direct Online** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



## 19 Beaumont Street Medical Practice

## Information Leaflet

**Dr Christopher Kenyon**  
MB ChB (Liverpool 1983) MRCGP MRCP DRCOG

**Dr Deborah Waller**  
MA (Cantab) MBChir (Cambridge 1985) MRCGP DCH

**Dr Richard Silvester**  
MA (Cantab) MBChir (Cambridge 1990) MRCGP DRCOG

**Dr Meriel Raine**  
MA (Oxon 1989) MB BS FRCS MRCGP DRCOG

**Dr Andrew Schuman**  
MBBS (London 1993) BSc (Hons) MRCGP DRCOG

**Dr Jayne Haynes**  
MA (Cambridge 1997) BM Bch MRCGP DRCOG

**Dr Simon Curtis**  
MBBS (London 1988) BSc MRCGP

**Dr Rachel Hardwick**  
MBBS (London 1996) BA MRCGP DTMSH

**19 Beaumont Street, Oxford OX1 2NA**  
**Telephone 01865 240501**  
**Fax 01865 240503**

[www.19beaumontstgp.nhs.uk](http://www.19beaumontstgp.nhs.uk)

The practice consists of Doctors, Practice and District Nurses, Health Visitors, Midwife, Physiotherapist, Counsellor, Psychologist, Practice Manager, Patient Services Manager, Practice Administrator, a secretary, receptionists and clerical staff.

We are committed to free medical care for all patients as embodied in the founding principles of the National Health Service.

If you have any comments or complaints regarding the service we provide please do not hesitate to contact the Practice Manager, David Carthy. We appreciate your feedback and any complaint will be dealt with quickly.

### ***How to Register***

You can register with us by coming into the practice and completing a Registration Form. If you are unable to come in to the practice, please call or write to us.

### ***Consultations***

A doctor or nurse is available during most of the opening times shown. Consultations are by appointment, usually at 10 minute intervals. People with urgent problems will always be seen the same day. Appointments may be made by telephoning 240501, or at the reception desk from 8.00am to 6.00pm weekdays. For non-urgent appointments do try to book in good time, especially if you want to see a particular doctor as they all have differing work patterns.

Even if you have not visited the surgery for several years, as long as you are still registered with us, you will be seen.

### ***Confidentiality***

We provide a confidential service to all our patients, including under 16s. This means that you can tell others about your visits, but we won't. The only reason why we might have to consider passing on confidential information without your permission would be to protect you or someone else from very serious harm. We would always try to discuss this with you first.

### ***Telephone Advice***

Telephone advice is always available from either a doctor or nurse.

### ***Home Visits***

**Weekdays:** If possible, please make your request before 10.30am. Requests later in the day should only be for urgent calls. Please do not ask for a visit if you are well enough to attend or be brought to the surgery. (Limited emergency car parking is available.) If in doubt ask to speak to a doctor or nurse.

**Nights and Weekends:** If you ring 240501 your call will be put through directly to the answering service (OXEMS) who will take your details and arrange for a doctor to contact you. You may be seen at the care centre or a doctor is always available for urgent visits or telephone advice. Please do not ring for appointments or routine enquiries outside normal hours. **If you use a coinbox remember to take enough coins.**

Oxford City PCT commissions the out of hours service and doctors at this practice take part in the on call rota.

### ***Our Responsibility to You***

- You will be greeted courteously
- You have the right to see your medical records subject to the limitations of the law
- You have the right to express a preference as to whether you see a particular doctor, or whether you would prefer to see a male or female doctor, generally or for a specific condition
- You will be seen by your own doctor whenever possible
- You will be informed if there will be a delay of more than 20 minutes for your appointment

### ***Your Responsibility to Us***

- Please treat all surgery staff with the same respect
- Do not ask for information about anyone other than yourself
- Please cancel your appointment if you are unable to attend and please be punctual
- Please allow sufficient time for your consultant's letter or the results of any tests to reach us
- Use the tear off slip to request your repeat prescription whenever possible. Please attend for review, when asked, before your next prescription is due
- Patients who are violent or abusive to the staff on practice premises may be taken off our register

### ***Practice Nurses and Health Care Assistants***

Nurses are available for consultation by appointment throughout the day. They also carry out health checks and immunisations, including all travel immunisations. **For Travel Immunisations please see the nurse at least six weeks before you travel.**

HCA's provide new registration medical checks, phlebotomy and associated nursing support.

### ***Health Visitors***

The Health Visitors are qualified nurses with special training in Child Health and Health Promotion. They can offer practical support and advice for many diverse family health matters. They can visit you at home or in surgery by appointment. To contact your Health Visitor telephone 200180 or email healthvisitors.nbs@nhs.net

### ***District Nurses***

The district nurses have specialist knowledge to help provide care, support and advice to those who receive or give care. The District Nursing Service provides care between 8am-4pm and they can be contacted directly by telephoning 794948 or a message can be left on their answerphone. An evening nurse is also available from 6.30pm to 11.30pm and can be contacted on 01865 265093. All the above services are available 7 days per week.

### ***College Nurses***

Some of the Colleges have a College nurse who is available without an appointment on weekday mornings during term time. She will be able to give advice on minor illness and the possible need for further treatment.

### ***Our Services***

Our range of services includes; childhood immunisations (available in our Child Health Clinic), Counselling & Psychology, Clinics for Asthma, Hypertension, Diabetes and for those who want help Stopping Smoking. There are also clinics for Cervical Cytology (smear tests), Addictions Support, Minor Surgery and Antenatal Care. A list of the clinics we run is shown overleaf. We also provide flu immunisations for those at increased risk of the complications of flu.

### ***Contraception***

All the doctors and nurses are trained in family planning and all the different methods of contraception – contraceptive pills, caps, coils and Implanon. Where contraception fails, we believe that women should have the opportunity to choose the outcome of their pregnancies.

### ***Maternity Services***

We provide complete maternity care. Most births are in the John Radcliffe hospital, either in the Community Midwifery Unit or under consultant care, although some are at home. A midwife also runs an antenatal clinic here on Thursday and Friday mornings.

### ***Medical Examinations***

If you require a special examination or report for insurance, driving, employment etc. please mention this when you book the appointment so that enough time can be allotted. Some medicals do incur a fee.

### ***Repeat Prescriptions***

If you are on continuing medication an arrangement for repeat prescriptions can be made after consultation with your doctor. The slip attached to your prescription will explain how to use this system and you will need to see a doctor periodically to review the medication. Your prescription will be ready for collection in two working days. Alternatively, you can request a repeat prescription via our website, [www.19beaumontstgp.nhs.uk](http://www.19beaumontstgp.nhs.uk)

### ***Investigations***

Make sure you get the results of any investigations. Please allow about one week for the results of most investigations to come back. X-ray reports may take longer. If you are phoning for results, please try to phone between 2.00pm and 4.00pm when we are less busy.

### ***Teaching***

This is a teaching practice and we usually have two doctors join us for further training. These doctors are full members of the team. Medical students are also attached to the practice for short periods from time to time.

If another doctor or student is 'sitting in' with your doctor you will be told when you arrive for your appointment. If you object, the observer will leave the room for your appointment.