

**Dr Alana Fawcett
Dr Margaret Reeves
Dr Andreas Kyrris**

Cowley Road Medical Practice
East Oxford Health Centre
Manzil Way
Cowley
Oxford
OX4 1XD

Phone 01865 791850

www.cowleyroadmedicalpractice.org.uk
patients.crpm@nhs.net

Practice Hours:
8.30am to 6.00pm
Monday to Friday

Closed Mondays 12.00pm to 1.30pm
Closed Wednesdays 12.30pm to 1.30pm

The practice is fully accessible to disabled users

New Patients – How to Register with the Practice

All new patients will be asked to complete a medical questionnaire and registration form.

Surgery Appointments

All patients are seen by appointment. To make an appointment, either come in or telephone the receptionists on **01865 791850**. It may not always be possible for you to be seen quickly by the doctor of your choice, but you will be offered an appointment with another doctor.

If you need to see the doctor urgently, ring us as soon as possible after 8.30am. A doctor will then ring you back as soon as they can; if they think you need to come in, they will make you an appointment.

If you can't keep your appointment, please let us know so that we can offer it to someone else.

Emergencies outside normal hours

If you need a doctor for an emergency when the practice is closed, please call 111. They will provide advice or direct you to the most appropriate service, which may be the Out of Hours GP service. Calls to 111 are free. If you call the practice when we are closed you will hear a message advising you to call 111.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

Home Visits

If you are too ill to get to the surgery and need a home visit, please phone the surgery before 10:00am if possible.

Repeat Prescriptions

You can request a repeat prescription by:

- Online at [Patient Access](#).
- Calling in at the surgery, with the checklist from your last prescription or complete a form at reception.

But please do not telephone us to order a repeat prescription. We no longer accept fax requests.

Your prescription will be ready within TWO working days.

Electronic Prescriptions

We now send your prescriptions electronically to the pharmacy of your choice, so that you do not need to come in to the practice to pick it up. Please let reception or the doctor know which pharmacy you want it sent to.

Other Services

Family Planning

The doctors and the practice nurses are trained in Family Planning and offer a full range of services. Please feel free to consult them over any matter.

Maternity Care

Antenatal clinics are held weekly on Wednesdays & Thursdays. These offer an opportunity for regular checks and discussions about the pregnancy with both the community midwife and a doctor.

Child Health

Baby clinics are held on Tuesday & Thursday mornings for immunisations. You will be sent a letter when your child's immunisations are due – then please ring to make an appointment. Bring the child's Red Book with you when you attend. Please do not bring unwell children to this clinic.

Health Promotion

Our nursing team offers health advice in diet, exercise and stopping smoking. They also help patients to manage long-term conditions such as raised blood pressure, diabetes and asthma. We are particularly keen that women between the ages of 25 and 65 have a cervical smear test at least every three years. The NHS Health Check is available every 5 years for patients aged 40-74 years.

Minor Operations

The practice has a well-equipped Treatment Room. We are able to carry out some minor surgical procedures.

Your personal data

All your personal and medical information is kept confidentially, in accordance with the Data Protection Act and the Confidentiality NHS Code of Practice. We have a separate leaflet about how we safeguard your information available in the waiting-room.

Training of General Practitioners

We are a training practice for doctors entering into General Practice. They are fully qualified doctors, with hospital experience, called GP Registrars. From time to time we also have medical students attached to our practice for training. Please note that your medical record may be used for educational purposes, but only in accordance with Data Protection and NHS information governance guidelines.

The Practice Team

Practice Manager

Our Practice Manager is responsible for all the non-clinical aspects of the practice. If you have any questions, complaints or suggestions about the administrative or medical aspects of your health care, please contact the Practice Manager in the first instance. If you make a complaint, she will acknowledge it within 3 working days and respond fully within 28 days. You can also complain to the Oxfordshire Clinical Commissioning Group's Complaints Manager at the address on page 5 of this leaflet.

Receptionists

The Receptionists are responsible for managing the appointments effectively. They also undertake other aspects of administration such as record keeping and health check recall systems.

Practice Secretary

The Secretary is responsible for patient referrals and reports to appropriate outside agencies such as hospitals, physiotherapy, and social services.

Practice Nurses

Our Practice Nurses offer support and regular health checks for patients with asthma, diabetes, heart disease and other long-term conditions; they carry out cervical smears and provide child & travel vaccinations. They also provide advice on stopping smoking, losing weight and general health care. You can telephone for advice on **01865 791850**. The nurses will return your call as soon as they can.

Health Care Assistant

The Health Care Assistant is a qualified Phlebotomist and provides a blood-taking service for routine tests requested by the GPs and Practice Nurses. She also carries out ECGs and patient health checks.

Health Visiting Team

The team is available to give advice on all aspects of health care and to give professional support to parents and families, both in the privacy of the home and within the weekly Child Health Clinic. You can telephone them directly on **01865 904483** every weekday or leave a message on the answer phone and they will return your call as soon as possible.

District Nursing Team

The District Nursing team provides skilled nursing care and health education in the home, following an assessment visit by the District Nurse. The team can also provide advice regarding healthy living, including, for example, promotion of continence and caring for relatives at home. You can contact them directly on **01865 903061**. In an emergency, please contact the surgery on **01865 791850**.

Our Responsibility to You

We are family doctors and we wish not only to treat illness but also to prevent it. We aim to use the whole health-care team (doctors, health visitors, nurses and administrative staff) to encourage better health. Please feel free to talk to us on any health issue; if we cannot help you ourselves we can probably put you in touch with someone who can.

- ❖ We will treat you with courtesy, respect and sensitivity at all times
- ❖ We will endeavour to maintain the highest standards of medical practice at all times
- ❖ We will keep all information about you, on computer and written records, confidential
- ❖ We will provide you with emergency care promptly when you need it
- ❖ If you need to consult a doctor urgently about something that cannot wait for the next available routine appointment, the on-call doctor will telephone you
- ❖ We will assign you a specific named GP who is accountable for your care – please ask reception if you would like to know who your GP is. You can however make an appointment with any doctor at the practice. You can also change to a different named accountable GP if you wish to.

Your Responsibility to Us

- ❖ We ask that you treat doctors and staff with courtesy and respect at all times
- ❖ On occasions the receptionists may need to ask certain questions so that they may deal with your requests in an appropriate manner
- ❖ If you cannot keep an appointment please let us know as soon as possible, as this may enable someone else to be seen
- ❖ Any patient who is late for an appointment may be asked to book another appointment
- ❖ Visitors must not bring drugs, alcohol or dogs on to the premises. **Please switch off your mobile phone.**
- ❖ Any person who is verbally or physically aggressive or abusive will be subject to appropriate action in line with current NHS policy

The practice serves an area between the rivers Thames and Cherwell and the eastern bypass. It also serves Littlemore, Sandford, Blackbird Leys, Garsington and Horspath.



**Our Clinical Commissioning Group is Oxfordshire CCG, Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Oxford OX4 2LH
Tel: 01865 336800**

The practice is registered with the Care Quality Commission, and was rated as Good in 2016.

Doctors

Alana Fawcett MA, BMBCh, DRCOG, DCH, MRCGP
Qualified Oxford 1988

Margaret Reeves MA, BMBCh, MRCP, MRCGP, DFFP, DCH, DTMH
Qualified Oxford 2001

Andreas Kyrris BMBCh, DRCOG, MRCGP
Qualified Oxford 2005

Beth Rimmer MA, BMBCh, DRCOG, MRCGP
Qualified Oxford 1995

Christopher Leach MBChB, BSc
Qualified Keele 2013

Dr Leach is a Registrar completing his GP Specialist training

Hima Nagella MB, BS, MRCGP – 2008 Rajiv Gandhi University of Health Sciences - India

Susanna Jenkin BM BS MRCGP 2009 The University of Brighton and the University of Sussex

Locum doctors

When our permanent doctors are on leave, we ask locum doctors to cover their sessions. Dr Sarah Chantler, works for us on this basis.

Practice Manager

Dr Andreas Kyrris

Practice Operations Manager

Alison Phillips

Practice Nurses

Vicky Sulley RGN
Deborah Terry RGN
Lorna Smith RGN

Health Care Assistant

Hannah Graham

Midwives

Catherine Burton Nathalie Hilton Holly Edmundson

Receptionists

Stephanie Hill Sam Jackson Kelly Willett
Angela Weller Caroline Spencer Mukky Dogar

Secretary

Chris Richards

COWLEY ROAD MEDICAL PRACTICE
Practice Timetable

	Mon	Tues	Weds	Thurs	Fri
Alana Fawcett	15:00 –17.30		8.30 –11.30	2:15 -16:45	
Margaret Reeves	15.00 –17.30	8.30 – 11.30			8.30 – 11.30
Beth Rimmer	8.30 – 11.30	8.30 – 11.30	15.00 - 17.30		
Andreas Kyrris					8.30 - 11.30 15.00 - 17.30
Sarah Chantler				8.30 – 11.50	
Susanna Jenkin	8.30 – 11.30 15.00 – 17.30			8:30 – 11:30	8:30 – 11:30
Chris Leach			8:30 – 11:30 15:00–17:00	8:30 – 11:30 15:00–17:00	8:30 – 11:30
Hima Nagella	15.00 – 17.30	15:00–17:30		8:30 – 11:30	
Practice Nurses	8.30 – 12.00 14.00 - 17:20	8:30 – 12:30 13:00 - 17:00	8:30 - 12:30 14:00 - 17:20	9.30 – 10.50 13:00 17:00	8.30 – 12.30 13:00 17.00
Child Health		Appointment only Baby Clinic 10:00 - 12:30	Baby weighing clinic 10 -12, level 3	Appointment only Baby Clinic 11:00 - 12:30	
Antenatal Care			8.50 - 11.50 13:00 - 15:00	8.50 - 11.50 13:00 -15:00	
Phlebotomy	9.30 – 12.00	9:30 – 12.30		9:30-12:30	8:30 – 12.30