

# The Observatory Medical Practice



## Jericho Health Centre



New Radcliffe House  
Walton Street  
Oxford  
OX2 6NW

Phone: 01865 429993  
Fax: 01865 458410  
Web: [www.gpjerichotwo.co.uk](http://www.gpjerichotwo.co.uk)  
Email: [jericho.two@nhs.net](mailto:jericho.two@nhs.net)

Opening times: Monday – Friday 8:20-18:00 (phone lines 8:30-18:00)  
Saturday 8:30-11:30 (for pre-booked appointments only – phone lines are not open)

# Accessibility

We aim to meet the Accessible Information Standard, which says that patients, service users, carers and parents with a disability or sensory loss should:

- Be able to contact, and be contacted by, services in accessible ways, for example via email, text message or Text Relay.
- Receive information and correspondence in formats they can read and understand, for example in audio, easy read or large print.
- Be supported by a communication professional at appointments if this is needed to support conversation, for example a British Sign Language interpreter.
- Get support from health and care staff and organisations to communicate, for example to lip-read or use a hearing aid.

**Therefore, if you require this publication or the information that it contains in an alternative format, please contact a member of the Practice Team who will be happy to assist.**

The Health Centre is on the ground floor of a modern building, with smooth flooring and no steps. There is disabled parking at the back door – please press buzzer 2 to be given access to the building. There are standard accessible toilet facilities, and hearing loops, available in the building.

If you require additional help accessing our practice services, facilities and publications, please speak to a member of staff who will be happy to assist.

# The Practice Team

## The Doctors

**Dr Helen Salisbury** MA MBBS 1991 MRCP MRCGP

**Dr Karen Walker** MBBS 1988 DRCOG MRCGP DFFP

**Dr Heidi Luckhurst** MA BM BCh 1984 DRCOG DCH MRCGP DFRSH

**Dr Will Gray** MBChB MRCGP 2013 DRCOG PGDip ENT

**Dr Paul Ch'en** M.Biochem. D.Phil. B.M. 2011 MRCGP

**Dr Tim Lancaster** MBBS 1983 MRCP FRCGP

**Dr Fiona Boyle** MA, MBBS, nMRCGP, DCH, DRCOG, FRACGP.

**Dr Andrew Moscrop** BSc MBChB MPH

**Dr Julian Treadwell** MBBS 1994 DCH MRCGP

In addition to the above doctors, Medical Students and Junior Doctors often join us, as we are a training practice. They may join a regular consultation or conduct their own surgeries under supervision. If you have any queries concerning this, please speak to a member of the reception team. For details on the doctors' specific areas of interest please see the Practice website.

## The Nursing and Healthcare Team

**Angela Roome**  
**Caroline Clark**  
**Annie Winstanley**  
**Di Croft**  
**Sylvia Woods**  
**Amie Woods**

We provide services including: cervical smears, blood tests, ECGs, dressings, travel vaccinations, management of long-term conditions. *When booking an appointment, please state the reason for the appointment as this determines who you see and the duration of your appointment.*

## Management, Admin. and Reception

Our non-clinical staff work to support the clinical teams.

Receptionists assist with making appointments, communicating with patients, booking phone calls and home visit requests, preparing prescriptions and making sure that the Practice runs as smoothly as possible.

Admin staff process referrals, registration matters, recalls and other day-to-day matters.

**Melinda Jeffs** is our Operations Manager and oversees the Practice staff and administration.

**Jon Frank** is our Practice Manager, and deals with the business side of the practice.

All information dealt with by the Practice team is treated with confidentiality and respect.

**Please treat our staff with respect – the Practice will not tolerate any threatening, rude or abusive behaviour towards members of our team.**

# The Practice

## Our Practice Area

We are able to register and see people who live within our practice area. Our Practice area is mainly within the ringroad, covering the city and extending west to include Botley and Cumnor Hill. A map of the area covered is available on the website; or if you need further advice please speak to a member of reception. *If you move out of our practice area you will need to re-register with another GP Practice closer to your new address.*

## Registering with the Practice

To join the practice, we require you to provide us with some information about yourself via our registration forms, which are available from reception. All individuals need to fill in a generic NHS form, and in addition a form specific to our practice. This second form is different for adults and children so please ensure that you are filling the correct one in for each member of your family. We ask that when you return these forms, you bring photographic I.D. and a recent proof of address for all adults.

## Changes to Personal Details

To ensure that we are able to provide you with the best care possible, we ask that you keep us up to date with any changes in personal information. This includes changes in mobile and home phone numbers, address, and name. There are forms for this purpose available at reception., or alternatively you can email us with the details.

## Patient Access

Patients are now able to register to access some of our practice services, such as appointments and repeat prescription requests, online via a service called Patient Access. If you are interested in this please email us, or speak to a member of reception team who can give you further information and the relevant forms to fill in.

## Transfer of Records

It can take some time for your records to be transferred to us from your previous surgery. Therefore, it is important that if you have ongoing medical issues you include these on the registration forms. If you require us to prescribe medication for you, you will need to consult with one of our doctors before it is first prescribed.

## Named GP

All patients must be allocated a 'named GP'. You are able to request a specific doctor to be your named GP, though for most patients this will automatically be the doctor they usually see. You are still able to see any of the doctors in the practice, regardless of who your named GP is.

# Appointments and Clinics

## Booking Appointments

Appointments can be booked with reception over the phone or in person, or via patient access if you have set this up. Appointments with GPs are routinely 10 minutes, and a separate appointment is required for each individual needing to consult with the doctor. If the doctor feels it is necessary, they may ask you to make a double appointment for matters that are more complex. Appointments with nurses and healthcare assistants vary in length depending on the consultation type, so please inform reception of the reason for your appointment at the time of booking. **If you can no longer make your appointment or no longer require it, please cancel it so that we can offer it to another patient.**

## Urgent Appointments

The Duty Doctor is able to see patients on the day who have urgent medical matters when there are no routine appointments available. If you require this service, please phone reception who will take a message for the Duty Doctor – including a contact number (you must be able to receive a call from the doctor) and a brief description of the medical problem so that the doctor can safely triage the calls. The Duty Doctor can then book you in for an appointment if they think you need to be seen.

## Telephone Consultations

If you need to speak to a doctor, this can be booked with reception. Your phone call will be booked with your usual GP when they are next available, although if the matter is more urgent it can be dealt with by the Duty Doctor. The GPs normally do their phone calls at the end of their morning surgery, between 12:00 and 15:00, or after the end of afternoon surgery from 17:30, although we are unable to guarantee this due to the dynamic nature of general practice.

## Home Visits

If you are unable to attend the surgery for medical reasons, the doctors will make home visits. If you think you require a home visit, please phone reception before 11:00 to request it. The doctor will normally phone you prior to the visit to take further details and arrange a time. Home visits are normally conducted between 12:00 and 15:00.

## Saturday Clinics

We run a clinic on Saturday mornings each week for GP appointments – these appointments need to be booked in advance. Please note that you will not be able to contact the practice by phone during these clinics.

## Student Surgeries

As a practice we look after Somerville and Keble Colleges. Specific clinics for members of these colleges are conducted on Wednesday and Friday mornings by Dr Ch'en and Dr Boyle respectively. To be seen in these surgeries please speak to reception or the College Nurse. Students can also be seen in normal surgeries if required.

# Patient Services

## Blood Tests

Blood tests need to have been requested by a doctor or other medical professional, and are carried out at the Health Centre. Appointments can be booked as usual with reception. Please make a note of any special instructions given to you and if necessary pass this on to reception when booking your appointment. Results are normally returned to us within 48 hours (though some tests take longer). If there is anything of concern you will be contacted by the practice so please make sure that we have up-to-date contact information. Alternatively you can phone reception to receive your results.

## Repeat Prescriptions

Repeat prescriptions can be requested in a number of ways for your convenience – via Patient Access if you have signed up for this, via the practice email address, via your usual pharmacy, or in person at reception. Please note that we do not accept prescription requests over the phone. You may be asked from time-to-time to make an appointment for a review of your medication – please do this in a timely manner as it is for your benefit that we check you are on the best medicine regime for your condition.

Please allow 2 working days (taking into account public holidays when relevant) for repeat prescription requests to be processed and available for collection preferably from a pharmacy, but if necessary from reception.

## Contraception

All doctors are able to offer contraceptive advice and prescribe a range of products. Pill checks are also carried out by our practice nurses. Two of our GPs – Dr Walker and Dr Luckhurst are trained to fit contraceptive coils and Dr Walker fits contraceptive implants. Please make an appointment with one of them to discuss this option if it is of interest to you. A consultation is required prior to the fitting appointment being booked.

## Out of Hours

If you require medical help when the surgery is closed, please phone 111 for advice and to be directed to the appropriate service for your needs. This may be a pharmacy, the Out of Hours GP service, or Accident and Emergency.

## Non-NHS

We are able to provide a number of non-NHS services to patients registered with us, including signing of passport applications, private medical insurance, sports and driving medicals, fitness to travel certificates, yellow fever injections and private sick notes. Please speak to reception who will be able to advise of the current fee associated with the service you require, and whether you will need a consultation for the completion of this service. We request that you allow sufficient time for us to complete any requests for these services, as they have to be done alongside our existing NHS workload, and may have to be completed by a specific member(s) of staff.

# Associated Services and Professionals

We work closely with a number of other services and professionals to deliver you the care that you need. These are some of the most commonly accessed.

## District Nurses

A team of nurses work with our practice and are responsible for the nursing care of patients who are housebound. You can access this service by self-referral, or you can be referred by your GP, social worker or member of your hospital care team. Their phone number is 01865 903061 (with an answering machine if no answer).

## Health Visitors

The Health Visitors work with all families with young children via the Healthy Child Development Programme. This includes immunisations, development checks, baby clinics and health promotion advice. A weekly drop-in clinic is run on Monday from 10:00-12:00 at the Health Centre. Their phone number is 01865 903077.

## Midwife

Antenatal care is normally shared between your GP and midwife. Our patients are cared for by the Blenheim Midwives Team (contact number 01865 220457), who are based at the John Radcliffe Hospital, but run clinics for our patients at the Health Centre each Monday. Please make an appointment to see a GP as early as possible in your pregnancy; you will usually see the midwife for an initial appointment at 8-10 weeks.

## Counsellors

We have counsellors who work at the Health Centre and are able to see patients who are referred to them through Talking Space Plus. This treatment normally consists of six sessions of 50 minutes, in which you are able to explore and work through difficult thoughts and feelings. If you think that this service would be of benefit, please speak to your doctor.

## Drug and Addiction Workers

We have a Specialist Community Addictions worker who has a surgery fortnightly on a Friday. They work with people, alongside our doctors, to offer alcohol and drug detoxes and substitute prescriptions for opiate dependence. Please speak to a doctor if you wish to receive this treatment.

## Secondary Care (NHS and Private)

Sometimes you may require further treatment than can be provided by the practice and our associated services. If this is the case the doctor will refer you to the appropriate place for you to receive this care. If you wish to be referred for private care, we are also able to provide the necessary letters; however there may sometimes be a charge for this.

# Please Help Us To Help You!

- If you have booked an appointment and you can no longer make it, or no longer need it, please let us know so that we can offer it to someone else.
- Please arrive on time for your scheduled appointment, making sure you allow appropriate time for car parking if applicable. We do our best to keep to time (although unfortunately emergencies and complications may arise during a surgery) and your being on time helps us to do this.
- If you ask for a doctor to phone you back, please keep your phone on you. If they receive no answer, a doctor will normally try again to make contact later in the day, but sometimes this is not possible.
- Please keep us up to date with any changes in personal details. This includes name, address and phone numbers. This helps to prevent any delay in referrals, and communications from us and other agencies.
- If you receive communication from the practice asking, for example, for you to make an appointment to see a member of our team for a review of a long-term health condition or a medication review, please respond promptly. We send these recalls and reminders for the benefit of your health; however if you wish to decline this service, please let us know – this allows us to record your dissent so that we don't continue to send you communications, and also to check that you are aware of the possible implications of your decision.
- If you have any comments or suggestions about changes that we can make to improve the service that we provide to you and our other patients, we would be very happy to receive these. You may like to do this by contacting us via post, email, phone or in person.
- All patients have the opportunity to join our Patient Participation Group. This group meets quarterly and aims to involve our patients in the development of services provided by the practice and influence the provision of local health services. If this is something that is of interest to you, please leave your details with a member of the reception team and we will be in touch with you.

The Observatory Medical Practice is part of the services provided by the Oxfordshire Clinical Commissioning Group (CCG). For more information about the services available in your local area, please visit their website at [www.oxfordshireccg.nhs.uk](http://www.oxfordshireccg.nhs.uk) or contact them at:

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