

HOLLOW WAY MEDICAL CENTRE
18 Ivy Close, Cowley, Oxford, OX4 2NB
Tel: 01865 777495 (24 hours)
Fax: 01865 771472
www.hollowwaymedicalcentre.co.uk

Opening Hours: Mon-Friday 8.30 a.m. to 6.30 p.m.

Doctors

Dr. Martin Fleminger MB BS DRCOG MRCGP
Dr. Deborah Goldman MB ChB DCH MRCGP
Dr. Louise Bradbury MB ChB DFRH
Dr. David Chapman MB BS MRCGP MD DCH DRCOG MRCP
Dr. Robert Bennett MB BS MRCGP
Dr. Alison Maycock BA (Hons) MB BChir MA GFPCert DRCOG MRCGP
GP Registrar Dr. Adam Prewett BSc(Hons) MBBS

Practice Nurses

Vivien Gardner, RGN, BSc (Hons), OND (Ophthalmology) Asthma Dip
Kylie Urwin, BSc (Hons) Adult Nursing
Jacqueline Wright, Health Care Assistant

District Nurses (Tel: 01865 772943)

Emma Gayer, Rebecca Tarpey, Laurianne Green
Kay Watson (Nursing Auxiliary)

Health Visitors (Tel: 01865 788893)

Cathy Bond,
Andrea Farres, Staff Nurse, Lucy Khan, Family Support Worker

Midwives

Esther Floud, Shelley May

Practice Manager

Christine Robinson

Practice Administrators

Theresa Holloway and Laura Green

Secretary

Julie Windsor

Receptionists

Christine Clarke, Michelle Dennehy, Ann Maloney, Penny McCarthy,
Joanne Ross, Sue Wheeler

Phlebotomists

Joanne Ross and Ann Maloney

Housekeeper

Jean Tunnicliffe

The Practice

Welcome to Hollow Way. We aim to provide effective medical care in a friendly, caring environment. We are housed in a new purpose-built medical centre off Hollow Way, which includes 11 consulting rooms, a well-equipped treatment room, as well as a spacious reception and waiting rooms and a large clinic room. The district nurses and health visitors attached to the practice are also based in the building. The practice is computerised and operates an appointment system. Our website is www.hollowwaymedicalcentre.co.uk

An interpreting service is available for patients who do not speak English. There is wheelchair access to all patient areas with a lift to the first floor. A pharmacy is located next door. Parking at the surgery is limited to disabled and elderly patients, but there is street parking nearby, though please check restrictions. There are bus stops on Hollow Way near the surgery. We have a bicycle shelter and a porch for prams.

Practice Area

The practice area is bordered on the west by the River Thames, extends north to just before Marston and the River Cherwell and south to Littlemore, Blackbird Leys and Greater Leys. It includes all of Headington, Cowley, Wood Farm, St. Clements, Iffley and Rose Hill and extends to the villages of Garsington and Horspath.

Surgery Times

Surgery times vary according to the day of the week and which doctor you are seeing. Morning surgeries start at 8.50 a.m. with booked appointments available until 11.00 a.m. Afternoon appointments are available from 3.30 until 5.30 p.m. We are also open on one evening a week until 8.30 p.m.

Practice Nurses

The practice nurses run daily clinics, and are able to deal with many problems including minor illnesses and minor injury. They provide foreign travel advice and vaccinations, family planning advice including emergency contraception, and they take cervical smears. They also run chronic disease management clinics and can advise on smoking cessation and healthy living.

Appointments

Appointments can be made with the GPs and Practice Nurses by telephone, in person or on the internet. We aim to offer you a ten-minute doctor appointment within two working days. If you are unable to keep your appointment, please let us know as soon as possible so that it can be offered to someone else.

Telephone Appointments

We also offer telephone appointments with the GPs and nurses which can be booked with the receptionist in the normal way. You may find these useful if you wish to discuss test results or other follow-up or admin matters or if you wish to seek health advice. The receptionist will book a convenient time with you, take your contact number and the doctor or nurse will ring you back within 1 hour of your allotted time.

Same Day Problems

For problems which cannot wait and need to be dealt with the same day, please ring the surgery. The Duty Doctor will telephone you back to discuss your problem with you and advise on the most appropriate action, and will ask you to come down to the surgery if necessary.

Home Visits

Home visits are available for our elderly and housebound patients. Please phone before 11.00 a.m. if possible. If you can get to the surgery during normal consulting hours, please do so as there are better facilities to treat you at the surgery.

Emergencies

During office hours, telephone reception on 01865 777495. Please give clear details about the emergency, the name of the patient, address and telephone number. The duty doctor will be contacted immediately and will then decide the appropriate course of action and inform you of this.

GP Training

The practice is accredited as a GP Training Practice, and doctors training in general practice spend 6 months to a year with us as a GP Registrar. These doctors are fully qualified and are supervised by other GPs in the practice. You may be offered an appointment with the GP Registrar, or they may sit in with other doctors or nurses during consultations. If you would prefer not to see a GP Registrar or for your consultation to be recorded, please tell the receptionist when you come for your appointment.

Student Teaching

We are a teaching practice, and sometimes a medical student may be with your doctor. The Receptionist will ask when you arrive if you agree to being seen initially by a student or to the student being present during your appointment. Please tell the receptionist if you do not want the student to be present.

Out of Hours care

The practice is a member of Oxford Emergency Medical Service (OXEMS) which provides care out of normal surgery hours. Please ring the usual surgery number (01865 777495) and wait to be connected. The service is based in East Oxford.

NHS Direct—0845 4647 24 Hour confidential health advice and information telephone service.

Results

Our receptionists are unable to give you the results of blood tests and x-rays. We will contact you if any of your results are abnormal or discuss them with you at your next appointment. You can also make a telephone appointment with the GP who ordered your blood tests to discuss the results.

Repeat Prescriptions

These should be ordered using the right hand side of your prescription. Tick the boxes against the medication that you need and put a line through the medication that you do not need. Completed requests should either be posted to the surgery, or left in the designated posting box in the porch. Please allow 48 hours before collecting your prescription. If you would like us to post your prescription, please provide a stamped addressed envelope. We do not take telephone requests for repeat prescriptions, but you can now order these on the internet or through our website—please ask for details. If you are taking regular medication, it is important that you attend for a medication review at least once a year.

How to register

Registration is open to any person residing within the practice area and intending to be in this country for at least six months. Please call in to complete the necessary registration forms. Details of your last registered doctor and last home address, including the postcode, will be required, together with a document such as a driving licence or passport, which shows your correct name and date of birth. You will be registered with the practice rather than a named doctor, and you are free to consult whichever doctor you prefer, subject to availability of appointments.

Enquiries

The medical centre is staffed by fully trained receptionists during opening hours, who will deal with your enquiries. All information is completely confidential. Please telephone after 11.00 a.m. for routine appointments and general enquiries.

Change of Address

If you change your name, address or telephone number after registering with the practice, please inform reception as soon as possible. If your child is pre-school please inform the health visitor as well.

District Nurses (Tel: 01865 777203—7 days a week)

The district nurses provide care, advice and support for people at home who are unable to attend the surgery. Most of their work is with the elderly, chronically sick and terminally ill. They also deal with minor illnesses and injuries.

Health Visitors and family health (Tel: 01865 788893)

The health visitors provide advice on family health and child care issues. If you have any worries about minor illness in your children then you may wish to contact them first. The health visitors work in partnership with the doctors. There are a number of services available locally for parents and children that offer practical support, advice and counselling.

We run a child health drop in clinic on Tuesday afternoons between 1.30 and 3.00 p.m. We offer help and advice about caring for your child. Appointments with the health visitors are available as well as home visits by arrangement. Locality clinics are also available for advice on Wednesdays 1-3 pm at Temple Cowley Health Centre.

Maternity Services

We provide full antenatal and postnatal care, and work closely with our own team of community midwives who hold a clinic at the surgery every Tuesday and Thursday morning. Antenatal care is shared between the midwife and your doctor. We recommend that you make an appointment to see your doctor as soon as you know that you are pregnant.

Other Services (Please ask for more details)

- **Smoking cessation advice**
- **Asthma, Diabetes and Heart Disease clinics**
- **Minor surgery and wart clinics**
- **Cervical smears**
- **Family planning including morning after contraception**
- **Foreign travel advice**
- **Influenza vaccination**
- **Weight management advice**
- **Psychology and counselling**

Non NHS Services/Fees

Some services you may request from your doctor are non NHS services such as passport form countersigning, private prescriptions, the completion of medical forms for insurance purposes etc. We need to charge you a fee for these. A list of charges is available from reception.

Confidentiality

All health professionals must follow their professional codes of practice and the law. Confidentiality is the duty of a person to not disclose anything learned from a patient who has attended, consulted or been treated, without that person's consent. Confidentiality is the cornerstone of health care and central to the work of everyone working in general practice. All information about patients is confidential, from the most sensitive diagnosis, to the fact of having visited the surgery or being registered at the practice. All patients can expect that their personal information will not be disclosed without their permission (except in the most exceptional circumstances when disclosure is required if somebody is at grave risk of serious harm).

Data Protection Act and Freedom of Information Act

Our practice is registered under the 1998 Data Protection Act and also under the Freedom of Information Act. You have the right to view your medical records under the Data Protection Act. If you wish to do so, you should put your request in writing to the Practice Manager. There is a statutory fee for this service.

Suggestions and Complaints

We welcome your comments and suggestions about the service we provide. There is a suggestion box located in the waiting room or you can e-mail comments to us on hollowwaymedicalcentre@nhs.net

We aim to provide the best care possible, but we know that sometimes problems do arise. If you are unhappy with any aspect of our care, you can make a formal complaint to our Practice Manager, either in writing or in person. We have a complaints procedure and your complaint will be investigated promptly in line with NHS guidance. If you are not satisfied with our response to your complaint, you have the right to refer it to the Health Service Ombudsman.

The Patient Advice and Liaison Service is available to give support and advice on any NHS services. They are based at Oxfordshire PCT and can be contacted on 01865 336787.

Zero Tolerance

Please treat members of our practice team with respect and courtesy. Instances of abusive behaviour will be treated seriously and may result in those responsible being removed from the practice list.

Oxfordshire Health

Oxfordshire Health is responsible for all community services and for overseeing all GP practices in Oxfordshire. They can be contacted at Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford, OX4 2LH Telephone: 01865 336800