

**Produced by Hightown Surgery**  
**Revised November 2011**

**HIGHTOWN SURGERY**  
**Hightown Gardens**  
**BANBURY**  
**OX16 9DB**

**Telephone: 01295 270722**  
**Fax: 01295 263000**



**We warmly welcome you to the surgery. Our team here aims to provide you with high quality and accessible care at all times. To maintain the highest standards we welcome your comments and suggestions. Please make them through any member of our staff or via the suggestion box.**

**Surgery Times**

**Monday – Friday**

**Mornings: 08.00am – 11.30am**

**Afternoons: 3.30pm – 6.30pm**

**Early Morning Surgeries 7.30am Tuesdays, Wednesday & Thursdays**

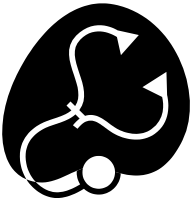
**Late Evening Surgeries 6.30pm-7.00pm Mondays & Thursdays**

**Out of Hours Telephone Number**  
**0845 3458995**

**NHS Direct**  
**0845 46 47**

[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Website: [www.hightownsurgery.co.uk](http://www.hightownsurgery.co.uk)**



## **Doctors**

**Dr Harold Hin - MBChB (Birmingham), MRCP U.K (paediatrics)  
Trained at Birmingham and registered in 1982.**

**Dr Louise Cornwall - MBBS BSc DCH MRCGP, DFFP.  
Trained at Kings College Hospital, London and registered in 1989.**

**Dr Sandar Hlaing MBBS MRCP MRCGP Trained at Institute of Medicine  
2 Myanmar and registered 2001**

**Dr Catriona Stephens - MBBS, Bsc, MRCGP, DCH, DRCOG DFFP.  
Trained at St Mary's Hospital, London and registered in 1993.**

**Dr Rachel Urquhart – MBChB, DRCOG, MRCGP, DFFP  
Trained at Liverpool University and registered in 1991.**

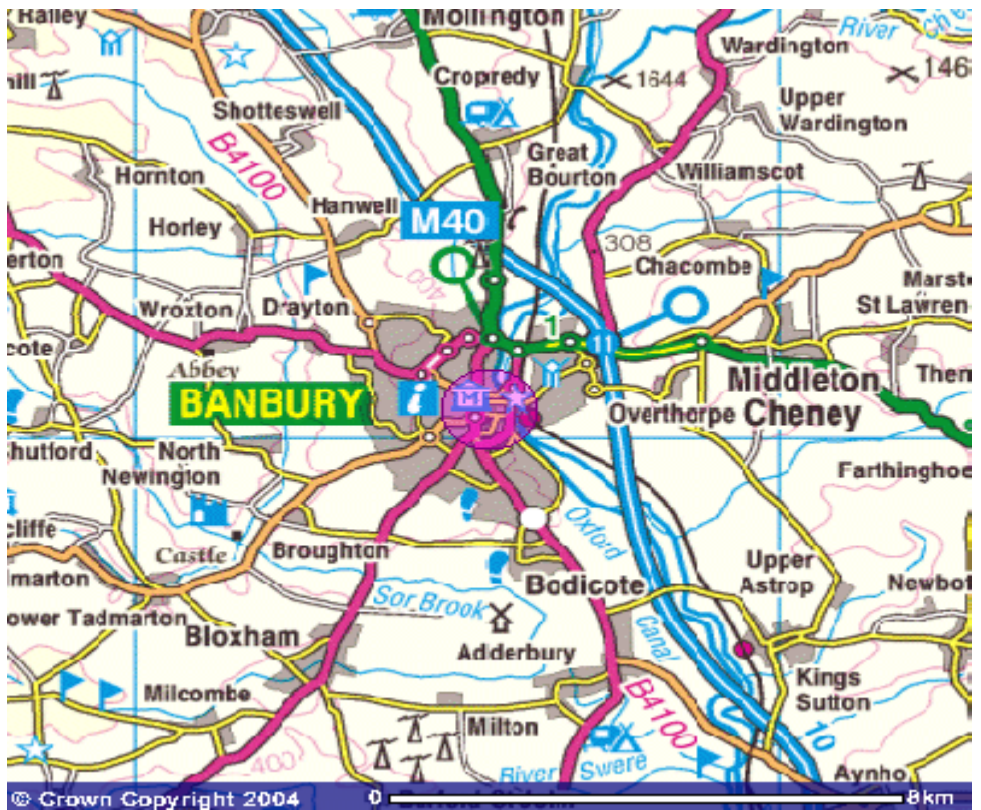
**Dr Sarah Lourenco – B Med Sci, BMBS, DCH, DFFP, DRCOG, MRCGP  
(merit)  
Trained at Nottingham and registered in 2000.**

**Dr Nicholas Hodgkins – MBBCh (merit) MRCGP trained at University of  
Wales College of Medicine and registered in 2000**

**Dr Kate Smith MBBChir MRCGP DCH DRCOG DFSRH**

## **Training**

**Hightown Surgery is a ‘training practice’. This means hospital doctors wanting to enter general practice spend 12 months with us in order to gain the experience they need to become family doctors. As a training practice, your medical records may be used for educational purposes and services, in this case you will be asked to sign a patient consent form.**



## The Practice premises

Our premises, purpose built in 1988, were developed in 1991 in order to accommodate our expanding patient list and extended range of services. We have designed them for ease of access for wheelchairs and for mothers with young children. The practice has undergone further improvements with more planned for the future.

**Hightown Surgery operates a Zero Tolerance Policy. We will not tolerate any violent behaviour or abuse towards any member of our team. Any such behaviour will result in removal from our list.**

## **Hightown Surgery Historical Background**

Hightown Surgery currently has a practice population of nearly 10,000 patients. We have 3 full-time partners, 1 half-time partner and 4 part-time salaried GP's and as we are a training practice we have a GP Registrar.

In 1974 Dr Michael Sheldon originally founded Hightown Surgery. For the first few months he worked from a portacabin in the grounds of the Horton General Hospital. In 1975 the Practice moved to 65 Oxford Road, Banbury.

In 1976 with a practice population of 2000 Dr Veronica Fisher joined the practice and in 1979 with a population of 2700 Dr Sheldon retired and our now senior partner Dr Richard Lehman became a new partner. The surgery was growing at a steady rate and by 1985 Dr Douglas Boyle had joined the practice.

The surgery was outgrowing the premises on the Oxford road and in 1988 the practice moved to the purpose built premises at Hightown Gardens. By 1991 the population had grown to 6300 and Dr Hin joined as the fourth partner.

In 1992 Hightown Surgery became accredited as a training practice, the GP responsible for training new registrars was Dr Boyle. We were still a growing practice and so in 1996 Dr Louise Cornwall joined the practice as a half time partner. She had previously been with the practice as a GP registrar.

In February 2001 Dr Patel became our 4th Partner and since then we have Dr's Stephens, Urquhart, Lourenco and Hodgkins join the practice working on a half time basis.

In April 2008 Dr Boyle sadly retired and Dr Patel emigrated to Australia we then welcomed Dr Sandar Hlaing to Hightown.

In 2010 Dr Richard Lehman retired after 31 years in General Practice and working all of it at Hightown Surgery.

## Practice Nurses

**Barbara White, Caroline Boulton and Sandra Neal**

Our practice nurses are available for general advice, dressings, injections (travel and immunizations), cervical smears and registration medicals. They are also involved in health education and assisting the doctors with minor surgery and the management of chronic diseases.

### Health Care Assistant

The Health Care Assistant is **Mrs Sonia Williams** she assists the Practice Nurses with some clinical work such as hypertension clinics, phlebotomy home visits, hearing tests and assists with the flu immunization campaigns.

### Phlebotomist

The surgery now has a phlebotomist attached to the surgery. Mrs Tracy Lickorish has clinics on a Tuesday, Wednesday and Friday mornings.

## Health Visitors

**Emma Anderson, Denise Stear, Staff Nurse Carole Harrison and Nursery Nurse Angie Grant**

Our health visitors are involved with all members of the community. They can offer help and advice on matters affecting health to all age groups.

**They can be contacted between 8.45 – 9.30am Monday to Friday on 01295 270704 (an answer phone will be in operation at other times).**

## Community Nurses and Midwives

Our team of district nurses are attached to the practice and look after housebound patients and those who have recently been discharged from hospital. They can be contacted on 01295 816069 (there is an answer phone service in operation if the nurses are not in their office). You can also contact the surgery and leave a message at the reception desk.

We also have a team of Community Midwives attached to the Practice. They can be contacted on 01295 229190 for advice. They also run an am /pm surgery on Thursday at the Practice.

## **Administration Team**

### **Practice Manager – Diane Stringer**

Our practice manager is Mrs Diane Stringer. Her role is the overall responsibility for all administrative and financial aspects within the practice and to ensure the smooth running of the surgery. If you need to contact her she will be able to assist you with any complaints, queries or suggestions. You can do this via the website feedback page or by contacting the surgery.

The Practice Manager is also responsible for the administrative team. Their jobs are to deal with the every day running of the surgery including processing prescription requests, appointments, referral letters, patient registrations and patient transfers out of the practice.

### The Admin Team



IM & T / Commissioning Manager

IM & T Assistant

Administrator

Secretaries

Data/IT Administrator

Data/Scanning Administrator

Lesley Source

Kelly Green

Sheena Smith

Sue Busby&Carolyn Greasby

Catherine Nicholls

Helen Allen

### **Reception Team – Reception Team Leader: Mrs Sue Hornett**

We have a team of experienced receptionists. When telephoning for medical attention the receptionist may ask for a few details. They have been trained to make these enquiries, so that you can be helped in the most appropriate way. They are here to help our patients and their job is often a very busy one. To help them to help you, please be patient and remember a smile and a thank you are always appreciated. We attach great importance to confidentiality and this is respected by all staff.

**Help and information on local NHS services can be found by contacting:**

**Oxfordshire PCT  
Jubilee House  
5510 John Smith Drive  
Oxford Business Park South  
Cowley, Oxford  
OX4 2LH**

**Tel: 01865 336800**

**Website: [www.oxfordshirepct.nhs.uk](http://www.oxfordshirepct.nhs.uk)**

**Patient Advice and Liaison Service (PALS) North Oxfordshire**

This service specialises in queries and concerns related to Oxfordshire Primary Care Trust.

PALS provide confidential, on-the-spot advice and support, helping you to sort out any concerns you may have about the care we provide and guiding you through the different services available from the NHS.

The Patient Advice and Liaison Service aim to:

- Listen to your concerns, suggestions and queries
- Advise and support patients, their families and carers
- Inform about local NHS services and how to access them
- Help resolve concerns and sort out problems on your behalf

PALS acts independently when handling patient and family concerns, liaising with staff, managers and relevant organisations to negotiate immediate or prompt solutions. If you require help please contact:

**Sue Atkinson  
Jubilee House  
5510 John Smith Drive  
Oxford Business Park South  
Cowley, Oxford  
OX4 2LH**

**Freephone: 0800 052 6088**

**Tel: 01865 336787**

## **SERVICES**

**Antenatal Clinic** – the Community Midwife runs this on a Thursday.

**Cervical Smears** –These are normally carried out on a three/five yearly basis in accordance with National Screening Policy. The practice will inform you when your next smear is due and also when you have had your smear the practice will inform you by letter your result (please be aware that this may take a few weeks).

**Child Health Clinics** – Tuesday's 1.30pm – 3.30pm Doctor and Practice nurse for immunisations and routine child health checks by appointment. **Health Visitor** Thursday 1.30pm-2.30pm by appointment 2.30pm – 3.30pm drop in clinic.

**Coronary Heart Disease Clinic** – Held every month. This clinic offers assessment of patients with Coronary Heart Disease and is Practice Nurse run.

**Counselling** – A trained counsellor works part time in the practice. Your doctor will refer you if appropriate. This is primarily a private service but with a provision for partly funded NHS referrals. This assessed on an individual basis.

**Diabetic clinic** – Held 1<sup>st</sup> /3<sup>rd</sup> Wednesday of every month. This clinic offers routine care and follow up to patients with Diabetes in order to optimise control.

**Family Planning** – We offer advice on all methods of contraception at the surgery, including the fitting of the IUCD (coil) and the Diaphragm (cap). We also offer advice and counselling on male and female sterilisation.

**Minor Surgery** – This can be provided by the practice by arrangement with the doctor/ Nurse.

**New Parent Group** – Please contact the health visitor for dates and times of the sessions.

**Smoking Cessation** – At Hightown surgery we do provide help with smoking cessation. Please ask for a booklet at reception.

# **Patient Information**

## **Appointments**

We operate an appointments system and for your convenience we ask you to book one whenever possible. Appointments are kept flexible and urgent cases (particularly young children and the elderly) will be seen on the same day. Please make your appointment through the receptionists by contacting the surgery on: 01295 270722 or at the main desk at the following times:

Tuesdays, Wednesdays & Thursdays:	07.30am surgeries
Mondays & Fridays:	08.00am – 6.30pm
Mondays & Thursday:	6.30pm – 7.00pm

If you cannot keep your appointment please let us know promptly to allow the appointment to be booked by another patient.

## **Ask for Telephone Advice?**

If you require non-urgent telephone advice please contact the surgery reception team on the main practice telephone number. We try not to interrupt a surgery consultation unless it is urgent so therefore you will be asked for your details and a brief description of the problem, the receptionists will then pass this to a doctor who will contact you back normally at the end of their surgery.

## **Request a Home Visit?**

Care is better given at the surgery if at all possible. We try to restrict home visits to those who are elderly and housebound or to those too ill to travel to the surgery. If you require a home visit please try to make your visit request before 10.30am. It is helpful if you can give the receptionist an idea of the problem to enable her to alert the doctor to the urgency of your call.

## **Ask for a Visit After Hours**

If you require urgent advice or visit from a doctor after the surgery has closed please call 0845 345 8995. If you require urgent immediate medical attention please dial 999 for an ambulance. You can also get general health advice by contacting NHS Direct on:

**0845 46 47.**

## **Register With a Doctor?**

We are currently open for new registrations for patients living in the practice catchment area (as indicated on the practice map). In order to register with us please request a new patient registration pack from one of our receptionists. If you have an NHS medical card, bring it along. You will also be asked to provide some form of identity and proof of address (e.g a utility bill no more than 3 months old). To complete your registration you will be asked to complete the questionnaire inside the pack and return it to the surgery. You will be registered with the practice which has a pooled list and not with a specific GP and you can book an appointment with any GP of your choice. Please be aware that for a particular GP you may have to wait longer for an appointment. GP notes from your last Practice can take up to 6 – 8 weeks to get to us.

## **Change of Address**

In order to maintain accurate records we ask you to tell us of any change in your particulars: name, address or telephone number etc. If you move outside the practice area, please do not assume that we can continue to care for you.

## **Confidentiality**

All patients' records are confidential. All our staff are trained in accordance with the Data Protection Act and work under strict rules of confidentiality.

## **Freedom of Information Act 2000**

The surgery has produced a publication in accordance with the FOI. If you have a request for any information in line with the Act please contact the Practice Manager.

## **Make a Complaint/Compliment or Suggestion**

If you have a complaint in the first instance please contact the Practice Manager. For Compliments or suggestions you can log on to the practice website and use the patient feedback page or we have a patient suggestion box in the main waiting area.

## **Request a Prescription?**

To avoid error we do not take prescription requests over the telephone. You can request a prescription either by post (please enclose an s.a.e. if you would like it returned to you) by fax on 01295 263000 or by e-mail at [hightown.prescriptions@nhs.net](mailto:hightown.prescriptions@nhs.net) or in person. When requesting please tick the required medication on the prescription counterfoil. If you would like a nominated chemist to collect your prescription please indicate this on the request. Please allow 48 hours before collection.

## **Obtain My Result?**

If you have been asked by your doctor to ring to obtain your test result please ring in after 10.00am on a weekday.

The reception staff can only tell you if your test is normal. If you require any further information or discussion they will refer you to your doctor.

## **Sick Notes**

Certificates for sickness for periods of less than a week should be signed by the patient themselves, using a Self Certification Form available from your employer. If an employer insists on the production of a medical certificate for an illness within the 7 day self certification period a fee may be charged for this.

## **Non NHS Services**

There are several services for example the signing of passport forms, HGV and taxi medicals that are not covered under the NHS. There is a charge for these services and you will be advised of this beforehand. If you require any information on non NHS service charges please contact the reception team who will advise you.

## **Disabled**

There is a reserved disabled parking space in front of the surgery building. All patient services are provided at ground floor level but if any assistance is required please ask at reception and a member of staff will be happy to help.