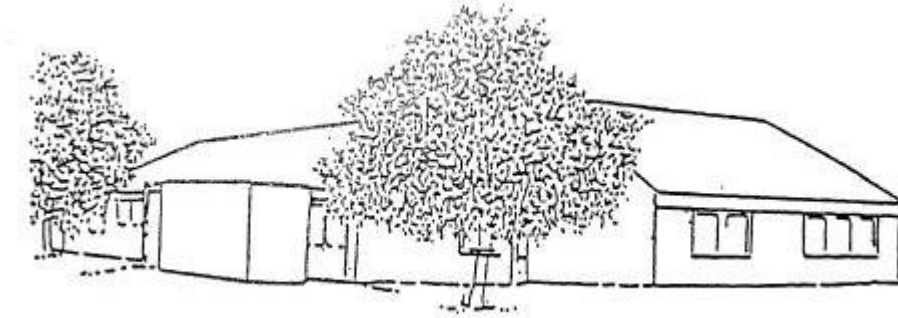


## **BERINSFIELD HEALTH CENTRE**

Practice information leaflet for current or prospective patients  
(Updated 17<sup>th</sup> May 2023)



Berinsfield Health Centre, Fane Drive, Berinsfield, Wallingford, Oxon OX10 7NE  
Website - [www.berinsfieldhealthcentre.com](http://www.berinsfieldhealthcentre.com)

Telephone: 01865 340558 (Weekdays 8am-6.30pm)

Fax: 01865 341973

Outside our opening hours, if you require NHS medical help or advice which cannot wait until the practice next opens, please telephone 111

Dr Jonathan Crawshaw MA (Oxon) BM BCh (Oxford 2005) MRCP DGM MRCGP

Dr Helen Clark B. MED Sci BMBS MRCP FRCP MRCGP

Dr Fran Fieldhouse MBChB (1998) DRCOG DFFP MRCGP PGCE

Information is also available at <https://berinsfieldhealthcentre.co.uk/>

## Welcome

Berinsfield Health Centre offers a timely, local service which combines modern medical science with traditional values of compassion and respect for all our patients.

This NHS health centre was built in 1970 to serve the needs of the local community and has been extended and modernised during subsequent decades. The health centre provides a caring environment for patients, doctors, practice nurses, and administrative staff, as well as other community healthcare teams including district nurses and midwives.

We offer a full range of primary medical services to the residents of Berinsfield, Burcot, Dorchester-On-Thames, Shillingford, Warborough, Drayton St Leonard, Stadhampton, Toot Baldon, Marsh Baldon and Nuneham Courtenay.

Your feedback is a key tool in developing and improving your local services. We have an active patient participation group, and all are welcome at their regular meetings which are also attended by practice staff.

Berinsfield Health Centre has been a training practice since 1972, and Dr Clark, Dr Savin, Dr Mack and Dr Crawshaw are both qualified GP trainers. We believe that patients also benefit from our active involvement in training the next generation of GPs (and sometimes other doctors and nurses).

## Practice team

### Doctors

Dr Jonathan Crawshaw (GP and Senior Partner)

Dr Helen Clark (GP and Partner)

Dr Fran FieldHouse ( GP and Partner)

Dr Helena Savin (GP)

Dr Johanna Mack (GP)

Dr Sarah Martin (GP)

Dr Shaheen Sultana (GP Registrar)

Dr Matthew Willett (GP Registrar)

Dr Lizzie Parsons ( GP Registrar)

### Practice Nurses and Clinical Pharmacist

Sarah Williams            Nurse

Lucy Bailey                Health Care Assistant

Rachel Smith              Nurse

Ayo Adebawale      Clinical Pharmacist

### **Practice Manager and non-clinical team**

Rita Cabrita,	Practice Manager
Tracey Bunyan,	Senior Receptionist
Jackie Hill	Senior Receptionist
Joanne Walker	Senior Receptionist
Julia Knibbs	Receptionist
Ieuan Belcher	Receptionist

Social Prescribers      Ann Mitchell and Claire Carrera

### **Other community healthcare professionals**

(Working in the health centre, often in partnership with the GPs, but belonging to other organisations)

#### **District Nurses**

The local district nursing team is based in the health centre. District nurses are available to give nursing care to patients confined to their homes. They can also give help and advice to carers of housebound patients. Arrangements for visiting can be made by the doctors, or directly with the district nurses (01865 904980.)

#### **Community Midwife**

Pauline Ellaway, Community Midwife, sees patients for antenatal care on Wednesday afternoons at the health centre.

#### **Health Visitors**

The Health Visiting Service is run by Oxford Health NHS Trust and looks after families with children under 5 years of age.

The Health Visitors are based in Wallingford but now cover Clifton and Berinsfield surgeries also.

They can be contacted on 01865 904438 or 01865 904213 or Email: [wallingford.berinsfieldhv@oxfordhealth.nhs.uk](mailto:wallingford.berinsfieldhv@oxfordhealth.nhs.uk)

They also attend the Berinsfield Children's Centre each Monday afternoon for weight clinic by appointment with Health Visitor (FYI: the Children's Centre's number is 01865 341310).

For further information please visit <https://www.oxfordhealth.nhs.uk/health-visitors/>

### **Counselling**

Psychological therapies are available via telephone consultations by a trained counsellor, and by a clinical psychologist. Clare Crossley and Kate Hack, from Riverside Counselling, and from Mind, respectively, offer a counselling clinic once a week.

### **Social Prescribers**

Ann Mitchel and Claire Carrera are our Social Prescribers. They are a fundamental link with the community resources and a key person in helping patients overcoming their difficulties.

## **Appointments**

You will be registered either with Dr Crawshaw, Dr Clark, Dr Savin, Dr Mack, or Dr Martin but you are welcome to consult with any doctor. For ongoing or long-term problems, you will probably find it easier and more effective to consult with just one doctor for routine appointments.

On the 29th of January 2018, the Health Centre introduced GP Access, a Telephone Triage Appointment System, in which all patients' requests for a consultation with a doctor will be triaged by a GP.

This means that patients will receive a phone call from the doctor within a few hours of contacting the Health Centre, and, if mutually agreed, patients will be seen face to face on the same day (or another day, to be mutually agreed).

You can book appointments in two ways:

1. Telephone 01865 340558 and choose option 1.

If you are making a routine appointment, please note that our phone lines are very busy from 8.00-9.30am. Please call later, if possible.

2. Come into the Health Centre and speak to our reception team.

Our medical receptionists are a highly experienced team and are subject to a strict confidentiality policy just like doctors and nurses. To help you make best use of our services, they may ask you for brief details of why you require an appointment. The receptionist is not responsible for determining the urgency or importance of any problems but may be able to offer you a range of options if they understand why you are calling.

For routine appointments, it is helpful if you call on the day your GP is working (see below). For urgent matters, please ring any day (Monday – Friday) and you'll be added to one of the doctors' telephone lists.

	Monday		Tuesday		Wednesday		Thursday		Friday	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Dr Jonathan Crashaw	X	X	X	X			X	X	X	X
Dr Helen Clark WEEK A	X	X	X	X	X	X	X	X		
Dr Helen Clark WEEK B	X	X	X	X	X	X				
Dr Fran FieldHouse	X	X			X	X			X	X
Dr Johanna Mack					X	X			X	X
Dr Sarah Martin	X	X					X	X		
Dr Helena Savin			X			X	X			

## Home visits

Home visits will be determined by the GP after a phone call has taken place. It is possible that one of the paramedics from the Home Visiting service run by the Abingdon Federation will visit you instead of the GP. The paramedic will then update your GP regarding any course of actions.

## Practice Nurse Appointments

These may be booked in advance and some appointments are reserved for urgent problems.

Practice nurses can help you with a wide range of things, including:

Minor injuries (e.g., cuts, sprains) and dressings

Routine reviews of stable long-term conditions such as high blood pressure, diabetes, asthma and COPD.

Cervical smears

Immunisations

Blood tests

Health checks

Smoking cessation

Dietary/weight loss advice

Family Planning advice

Advice and immunisations for travellers

Removal of sutures

Other tests and procedures which your doctor may recommend (e.g., lung function testing, ECG)

### **Healthcare assistant appointments**

Our Healthcare Assistant Lucy Bailey has clinics on Monday to Friday. She is available for blood tests, health checks, and smoking cessation advice and to help with some other tests that your doctor may recommend.

### **Chaperoning**

Chaperoning can be made available in any consultation.

### **Cancelling Appointments**

Missed appointments cause unnecessary delays for other patients. Please cancel any appointment that is no longer wanted, or you cannot attend, with as much notice as possible by phoning the health centre and selecting option 1 (appointments line) and speak to the receptionist.

### **Getting to appointments**

Car services are operated by volunteers on the following mornings to bring elderly or infirm patients to the Health Centre. These services operate on the following days:

From Warborough each weekday

From Dorchester every Wednesday

From Drayton St. Leonard every Thursday

Anyone wishing to use the car service should reserve a place by booking at their village Post Office. A voluntary car driver will take you from your home to the Health Centre where an appointment will automatically have been made for you. Repeat medicines

can be transported to the village post offices by the car services, but please allow 2 working days notice for the prescription to be dispensed.

### **Abingdon and District PCN**

Primary Care Networks (PCNs) are a key part of the NHS Long Term Plan, with all general practices required to be in a network since June 2019.

Berinsfield Health Centre is in the Abingdon and District PCN which also includes Clifton Hampden, Marcham Road and Long Furlong Health Centre.

Since its inception, the Health Centre has benefited from the contribution of a Social Prescriber, who links the patients with the community resources, according to their needs.

Abingdon PCN Staff Members:

- Clinical Pharmacists- Joanne Hales-Owen and Nicola Shankland
- Social Prescribers: Emma Backlund and Ann Mitchell

### **Patient Participation Group**

Our Patient Participation Group was formed in 1972, making it one of the first in the country. Twice annual meetings act as a forum for discussion between our patients, GPs, and staff about our services at the Health Centre. Wider issues are also sometimes discussed, such as changes in the NHS and national/regional health policies.

We encourage as many patients as possible to become involved in this group and every registered patient is welcome! If you are interested, please ask reception for further information, or email the Practice Manager [ritacabrita@nhs.net](mailto:ritacabrita@nhs.net); alternatively, just turn up at our next meeting. Dates of forthcoming meetings (and previous minutes) are available on our website and in the waiting room.

### **Test Results**

The doctor or nurse who orders your test will tell you when the result is likely to be available; patients are expected to follow up their own results although you will be notified of any significant results requiring further action. Please telephone for results after 11 am. Please telephone us on 01865 340558/9 and select Option 2.



## **Fitness to Work/Medical/ Sickness certificates**

Fitness to Work Sickness certificates, also known as "sick notes" or "doctor's notes" are sometimes required to claim sick pay or incapacity benefit. They are only issued if someone is medically unfit for work for more than 7 working days.

When requesting a sickness certificate, please bear the following in mind:

Patients requesting a sickness certificate should normally be seen by the certifying doctor, unless we have received a written report from another healthcare professional. It is not essential that the certificate is provided for an employer immediately it becomes due. On the other hand, we cannot certify illness retrospectively by more than a couple of days, unless the patient has already been seen by a GP or a hospital doctor. Patients should provide a self-certificate to their employer for sickness absence of up to 7 days (most employers have self-certificates for employees to complete). If an employer is not happy to accept self-certification, there is an information leaflet on our website which you can pass to your employer. A private certificate may be issued for an absence of 7 days or fewer. An appointment must be made with a GP.

## **Repeat Prescriptions**

Please allow 72 hours for repeat prescriptions

You can order repeat prescriptions in the following ways:

Online with Emis Access (register via our website)

Return your slip to the pharmacy or send an email to: [Berinsfield.pharmacy@nhs.net](mailto:Berinsfield.pharmacy@nhs.net)

The Pharmacy is not open on Saturdays, Sundays or bank holidays.

Training within the practice

## **GP Trainees/Registrars**

GP registrars are doctors undergoing specialist GP training. As part of their training programme, they spend 6-12 months working in the practice before they are assessed to become fully qualified GPs. The trainee will see most patients independently but has a GP Trainer (Dr Clark or Dr Crawshaw) to supervise their work and education.

## **Foundation Year 2 doctors**

We are also sometimes involved in training recently qualified doctors. The rest of their two-year foundation programme is spent working in hospitals. "F2" doctors see some patients independently but will always discuss their patients with a supervising GP.

### **Video recording of consultations**

GPs in training are required to video record consultations with patients at times for further training, and assessment of consultation skills. No patient is obliged to participate, and signed consent before and after a recorded consultation must be obtained from any patient. The video recording is deleted once the training and assessment is completed.

### **Review of confidential patient notes**

From time to time the practice is subject to a "training approval visit" by an external team comprising other Oxfordshire GPs and practice managers. This team will check that we are sufficiently well-organised, and providing care of the high standards required, to train other doctors. Part of this process will involve doctors from this external team viewing a small sample of patient notes. No records will be removed from the premises for these purposes; doctors involved in this process are subject to the usual strict standards of patient confidentiality. If you have any further questions, please direct your enquiries to the practice manager.

### **Useful telephone Numbers**

Berinsfield Health Centre .....	01865 340558
Option 1 -Appointments and urgent problems	
Option 2 - Other enquiries and blood results	
(Please be prepared to leave a voice message for us to return you call)	
Option 3 - Pre booked telephone appointments	
Emergencies only (8.00am-6.30pm Mon-Fri)	07776013532
District Nurse Answer Phone	01865 342171
Health Visitors Answer Phone	01865 407372
Out of Hours GP service	111
Berinsfield Pharmacy	01865 341114
Dental Helpline	01865 226532
John Radcliffe Hospital	01865 741166
Churchill Hospital	01865 741841

Eye Hospital Casualty	01865 224800
Nuffield Orthopaedic Centre	01865 741155
Abingdon Community Hospital	01235 205744
South Oxfordshire District Council	01491 835351
South Oxfordshire Housing Association	01235 515900
Citizen's Advice	01865 247578
Relate (Marriage Guidance)	01865 242960
Alcoholics Anonymous	01865 242373
Samaritans	01865 722122
Oxford Rape Crisis Centre	01865 726295
NSPCC Child Protection Helpline (Freephone).	0800 800 500
Childline (Freephone)	0800 1111
Family Planning Alec Turnbull Clinic	01865 456666
Abbey Sports Centre, Berinsfield	01865 341035
Voluntary Car Service (Monday to Friday 9.30 11.30) (For hospital appointments)	01491 836345

### Useful websites

Berinsfield Health centre	<a href="https://berinsfieldhealthcentre.co.uk/">https://berinsfieldhealthcentre.co.uk/</a>
Self-help & information about medical conditions	<a href="http://www.patient.co.uk">www.patient.co.uk</a>
Berinsfield Pharmacy	<a href="http://www.berinsfieldpharmacy.co.uk">www.berinsfieldpharmacy.co.uk</a>
Advice about foreign travel including immunisations	<a href="http://www.nathnac.org.uk">www.nathnac.org.uk</a>

### Homely remedies

Many minor illnesses and minor injuries will get better on their own and can be managed safely at home. It is advisable to keep a supply of common treatments in your medicine cabinet for these situations. These are all available over the counter at a pharmacy (often at less than the cost of a prescription), or from a supermarket shelf. We recommend that you keep a supply of the following:

#### Children:

Paracetamol mixture and/or ibuprofen syrup for fever or pain.  
Antihistamine mixture (e.g., Piriton) for itchy skin conditions

#### General:

Plasters  
Antiseptic solution or cream  
White soft paraffin (e.g., Vaseline) for dry skin

Hydrocortisone cream for mild eczema and insect stings  
Paracetamol tablets 500mg - 2 four hourly for fever or pain  
Aspirin soluble tablets 300mg 0 2 four hourly for fever or pain OR 2 dissolved in water as a gargle for sore throats (caution in children, asthmatics, indigestion sufferers)  
Ibuprofen 400mg - 1 after meals up to three times a day for aches and pains, sprains, bad backs etc (caution in asthmatics and those with indigestion or history of peptic ulcer)

NB: Paracetamol may be combined with aspirin OR ibuprofen if a stronger painkiller is required.

Decongestant nose drops (e.g., xylometazoline) for blocked nose associated with a cold (do not use continuously for more than 1 week)  
Antacid tablets or liquid for indigestion or heartburn  
Antihistamine tablets for itchy rashes or insect stings (may be sedating)

## **Confidentiality & Medical Records**

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

To provide further medical treatment for you e.g., from district nurses and hospital services.

To help you get other services e.g., from the social work department. This requires your consent.

When we have a duty to others e.g., in child protection cases anonymised patient information will also be used at local and national level to help the Health Board and Government plan services e.g., for diabetic care.

If you do not wish anonymous information about you to be used in such a way, please let us know.

Reception and administration staff require access to your medical records to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

## **Freedom of Information**

Information about the General Practitioners and the practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the practice manager.

## **Access to Records**

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records about you (you may have to pay a fee)

Your request must be made in writing to the organisation holding your information

There may be a charge to have a printed copy of the information held about you

We are required to respond to you within 40 days

You will need to give adequate information (for example full name, address, date of birth NHS number etc.,)

You will be required to provide ID before any information is released to you. If you think anything is inaccurate or incorrect, please inform the Health Centre.

You may access your records if you have an account with Patient Access. For further details in how to apply please contact reception or visit our website.

### **The Notification**

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from the Information Commissioner:

Wycliffe house

Water Lane Wilmslow, Cheshire

SK9 5AF Tel: 01625 545745

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

## **Complaints Procedure**

The doctors and staff at the Health Centre always try to give you the best service possible. However, there may be occasions when this does not happen.

We have an in-house procedure to follow up any complaints, comments, or suggestions.

To pursue a complaint please contact the practice manager, who will deal with your concerns appropriately.

Should you require further information, please contact the reception staff or Practice Manager, or see information at [www.berinsfieldhealthcentre.com](http://www.berinsfieldhealthcentre.com)

### **Policy on violent or abusive Patients**

The NHS operate a zero-tolerance policy about violence and abuse, and the practice has the right to remove violent patients from the list with immediate effect to safeguard practice staff, patients, and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

### **Fees for non-NHS services**

Most employment-related reports, medical examinations for work or special activities, insurance forms and signing documents such as passport application forms are not part of the NHS work and so usually attract a fee. A list of these charges is available in reception.