



Bury Knowle (Main Site)
207 London Road
Headington
OX3 9JA

Tel: 01865 227788

Email: buryknowle@nhs.net
www.hedenahealth.co.uk



This year we have established our first year of Hedena Health Ltd. With over 25,000 patients, we are continuously striving to improve the services we offer.

At Hedena Health, we have 5 surgery sites.

We offer a wide range of services across North–East Oxford. Our dedicated Patient Services Advisors will sign-post your needs to the most appropriate clinician, whether this be a GP, Advanced Nurse Practitioner or a Nurse from our committed Nursing Team.

This year we relaunched our Patient Participation Group (PPG). We welcome our patients' feedback and suggestions to help us improve our health services. More information on PPG can be found enclosed.

Also enclosed is information about our working terms, the services we offer and useful information on how to use our website.

Surgery Addresses

Bury Knowle Health Centre

(Main Site)
207 London Road
Headington
Oxford
OX3 9JA

Barton Surgery Site

Neighbourhood Centre
Underhill Circus
Headington
OX3 9LS

Hedena Health JR Site

Arthur Sanctuary House
John Radcliffe Hospital
Sandfield Road
Headington
OX2 7RH

Wood Farm Health Centre Site

Leiden Road
Headington
Oxford
OX3 8RZ

Marston Pharmacy Site

Marston Pharmacy
11 Old Marston Road
Oxford
OX3 0JR



Opening Times

Bury Knowle Health Centre

Monday	08:00–18:00
Tuesday	07:30–18:00
Wednesday	08:00–18:00
Thursday	08:00–18:00
Friday	07:30–18:00
Saturday	08:00–12:00
Sunday	Closed

Hedena Health JR

Monday	08:30–13:00 14:00–18:00
Tuesday	08:30–13:00 14:00–18:00
Wednesday	08:30–13:00 14:00–18:00
Thursday	08:30–13:00 14:00–18:00
Friday	14:00–18:00
Saturday / Sunday	Closed

Marston Pharmacy

Monday	08:30–18:00
Tuesday	08:30–18:00
Wednesday	08:00–18:00
Thursday	08:00–18:00
Friday	08:30–18:00
Saturday / Sunday	Closed

Wood Farm Health Centre

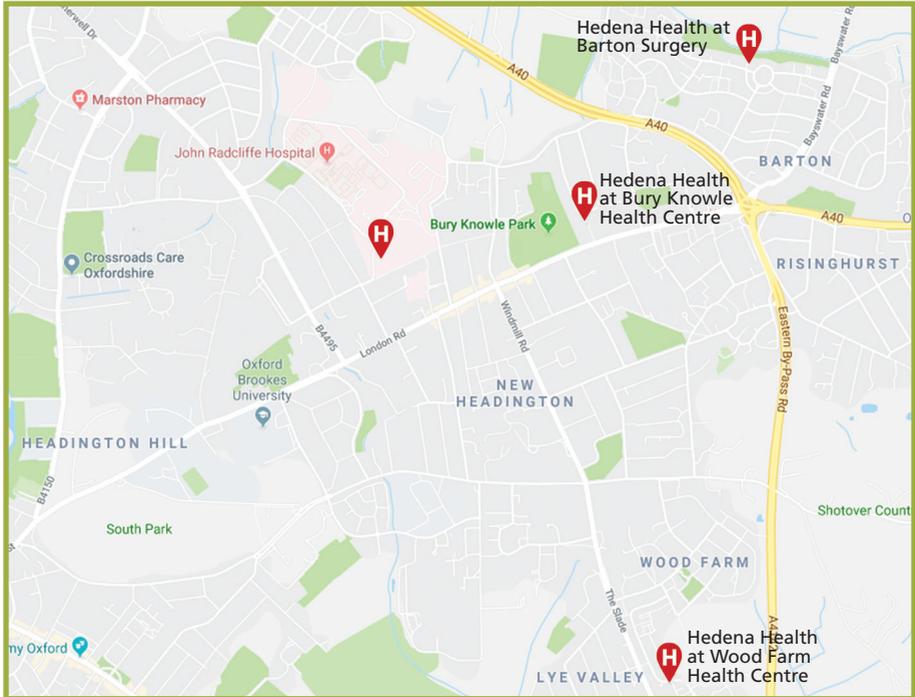
Monday	08:30–19:00
Tuesday	08:00–18:00
Wednesday	08:30–18:00
Thursday	08:30–18:00
Friday	08:30–18:00
Saturday / Sunday	Closed

Barton Surgery

Monday	08:00–13:00 14:00–18:00
Tuesday	08:00–13:00 14:00–18:00
Wednesday	08:00–13:00 14:00–18:00
Thursday	08:00–13:00 14:00–18:00
Friday	08:00–13:00 14:00–18:00
Saturday / Sunday	Closed

Overview

The practice covers the following areas as illustrated on the map below ('H' - Hedena Health Sites)



Our sites have suitable access for wheelchair users and pushchairs, with patient toilets also suitable for disabled patients, most have baby-changing facilities.

Within the car park at Bury Knowle there are designated spaces for disabled patients.

Our waiting rooms offer a range of literature for all patient groups. We welcome breastfeeding, please ask one of our Patient Services Advisors for further information.

A portable induction loop is available at reception for use by patients; again please ask a Patient Services Advisor for further information.

Out Of Hours

When the practice is closed, patients are advised to contact the NHS 111 service for all non-life-threatening cases. The 111 operative will advise you accordingly.

The NHS service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to access your symptoms, then give you the healthcare advice you need or direct you straightaway to the local service that help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or walk-in-centre, a community nurse, an emergency dentist or a late-opening chemist.

You can also get general health advice 24 hours a day by calling 111. Where possible, the NHS 111 team will book you an appointment or transfer you directly to the people you need to speak to.

In an emergency, dial 999 and ask for the ambulance service. Chest pain and shortness of breath are classed as emergencies.

Prescriptions

Repeat prescriptions can be ordered in the following ways:

Online – By registering for Electronic Prescription Service through the Hedena website
www.hedenahealth.co.uk/navigator/electronic-prescription-service

[www](http://www.hedenahealth.co.uk/navigator/electronic-prescription-service)



In person – By ticking the required medications on your prescription slip or in any written format and bringing it into one of our surgeries

Please allow 48 hours (excluding weekends and bank holidays) when ordering repeat prescriptions.

Patient Responsibilities

Our Patient Services Advisors are here to help and will always try to accommodate your requests and give you an appointment with your named GP or other appropriate clinician you have requested.

We request that you arrive promptly before your appointment,.

If you are unable to keep your appointment, please telephone us as soon as you know. Cancelling will enable us to offer your appointment to another patient who needs to be seen.

We may not be able to see you if you are more than 10 minutes late for your appointment.

Zero Tolerance

This practice operates a zero-tolerance policy, and the safety of staff is paramount at all times. Staff have a right to care for others without fearing being attacked physically or verbally. We will not tolerate abuse towards our staff under any circumstances.

Abusive patients will be asked to leave the practice and may be removed from the practice list. We will have no hesitation in calling the police if any patient acts in an abusive manner and is deemed to be a threat to staff and/or patients. A good doctor-patient relationship is fundamental to excellent patient care. The removal of a patient from the practice list is not commonplace and is a measure that is taken as a last resort.

Training Practice

We are a Training Practice, therefore, we will on occasion have student nurses, pharmacy technicians and other allied healthcare professionals working on-site. You will be advised if this is the case and asked if you are happy for them to be present when you are being seen. You may be seen by a qualified doctor training to be GPs working in the practice for prolonged periods of time.

Complaints and Comments

We strive to offer an excellent service to our patients but do acknowledge that sometimes things can go wrong. If you are concerned about the service you have received or want to make a complaint, please speak to a member of the team. The complaints manager is the Operations Manager, Laura Shaylor or the Patient Services Manager, Fiona Morrison, who will talk to you about the complaint procedure.

You will be given information about the complaint process and how we respond to and manage complaints. Our aim is to resolve all complaints in a timely manner and we will aim for local resolution each time. If this is not possible, you will be advised of other ways of dealing with your complaint.

Equally, if we do something well, we would very much appreciate your feedback. Comments cards are available in reception and are discussed at practice meetings. We display all comments cards on the dedicated noticeboard in reception. Please ask for a card at reception.

Patient Information

Your information is held on our secure system; we can only disclose this information to a third party with your consent. All information is covered by the Data Protection Act (2018) and the General Data Protection Regulation (GDPR).

You are able to access your health record online; please ask at reception for further information. You can request a copy of your medical records using a Subject Access Request form.

The national data opt-out programme will afford patients the opportunity to make an informed choice about whether they wish their confidential patient information to be used just for their individual care and treatment or also used for research and planning purposes. Patients who wish to opt out of data collection will be able to set their national data opt-out choice online. An alternative provision will be made for those patients who are unable to or do not want to use the online system.

Patients have the option to request access to their medical records.

Please request this at reception or alternatively via our website: www.hedenahealth.co.uk/navigator/online-services-terms-of-use

Booking an Appointment

We believe that continuity of care is important and so every patient has a named doctor who is in charge of their care.

Making A Non-Urgent Appointment

Please telephone **01865 227788** or visit any of our sites (except Marston Pharmacy) if you wish to book an appointment in advance.

How To Make An Urgent Appointment

If you need to be seen for an urgent problem, you will be given a same day telephone appointment and one of our trained advanced nurse practitioners will be in touch as soon as possible. They will then decide if you need to be seen by one of our supporting duty doctors. **To make an urgent appointment call: 01865 227788.**



Booking Online

You can book non-urgent GP appointments online. For more information on how to register for this service please ask at reception or visit

www.hedenahealth.co.uk/digitalpractice/consulting-room

In order to allocate you the most appropriate clinical resource, the Patient Service Advisor may ask you about the nature of your appointment. If you would like to speak with a member of staff privately at reception, please ask at the desk.

Home Visits

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues.

Nurse Minor Illness

We provide a service for acute minor illness issues. We offer these clinics every day and they are mostly at the Bury Knowle site. Please note that these appointments are bookable on the day only. To see one of the nurses, please call one of our Patient Advisors for further advice.

The practice also offers the following services:

Family Planning

All of our GPs and the Practice Nurses offer a full range of family planning services.

Immunisations

The nursing team are responsible for the administration of both adult and child immunisations. The Practice Nurses have set vaccination clinics, please check with Hedena Health for these times.

Minor Operations

Simple minor surgery such as the removal of skin lesions, joint injections, etc. can be performed by your GP. Please discuss your requirements with your GP who may recommend a minor operation; this will be carried out at the practice.

Cervical Screening

This is carried out every three years for women aged 25 – 65, and the tests are undertaken by the nursing team. You will be contacted by the practice when you are due a test; this is a preventative test, aimed at stopping cancer before it starts.

Private Medical Examinations and Certificates

These are not covered by the NHS and include insurance, occupational driving and sports medicals. Please ask the receptionist who will tell you if any fee is involved and arrange a special appointment.

NHS Health Checks

The NHS Health Check is a health check-up for adults in England aged 40-74. It's designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

If you're in the 40-74 age group without a pre-existing condition, you can expect to receive a letter from our surgery inviting you for a free NHS Health Check every five years.



Please visit our website or contact us at Hedena Health for other Services available.

www.hedenahealth.co.uk
Tel: 01865 227788

Travel Assessment

The practice does not currently offer a travel advice service. We can provide you with a print out of your vaccination history free of charge by request, but for advice you will need to go to a private travel clinic of which there are plenty of in the Oxfordshire area.

Some local Travel Clinics are:

Walk in Travel Clinic – 11 Old Marston Road, Marston, OX3 OJR – 01865 243824

The Manor Hospital, Beech Road, Headington, OX3 7RP – 01865 767150

Superdrug, 11 Market Street, Oxford, OX1 3EF – 0333 122 6987

When you have received your travel advice and know which vaccinations you require, the surgery can give Hepatitis A, Typhoid, Diphtheria, Polio and Tetanus vaccinations, we have a limited number of appointments available and at popular travel times there may be a delay before we can offer you an appointment so please book as early as possible.

Directors

Mrs Claire Bovingdon (F) – Managing Director

Qualifications: BSc Joint Honours Biology & Exercise & Health & MSc Management in Health & Social Care

Dr Justin Amery (M) – General Practitioner

Qualifications: MBBS, DCH, DRCOG, DFFP, MRCGP

Dr Melissa Holden (F) – General Practitioner

Qualifications: BA hons Physiological Sciences DFFP, MRCGP

Dr Andrew Collins (M) – General Practitioner

Qualifications: MSc Tropical Medicine and International Health, MB BCH MICGP

Ms Kirsty Edmunds (F) – Advanced Nurse Practitioner

Qualifications: Msc Advanced Clinical Practice, Advanced Paediatric Life Support, Diploma in Children's Nursing

Mrs Stacy Shepherd (F) – Advanced Nurse Practitioner

Qualifications: Dip/HE (adult nursing), NMP, RCN accredited diploma in minor illness

Management Team

Operations Manager: Laura Shaylor

HR Business Partner: Nicola Coppuck

Patient Services Manager: Fiona Morrison

Patient Services Deputy Manager: Marlene Banting



Practice Doctors

Dr Karen Bateman (F) – General Practitioner – Associate Director

Qualifications - MBBS, DRCOG, DFFP, JCTGP, MRCGP

Dr Ruth Imrie (F) – General Practitioner – Associate Director

Qualifications: BA hon's Physiological Sciences, MRCP, MRCGP, DFSRH

Dr Alexander Finlayson (M) – General Practitioner

Qualifications: BMedSci hon's, MBBS (hons) with distinction, MRCGP, MRCP

Dr Shameq Sayeed (M) – General Practitioner

Qualifications: MSc in Epidemiology (LSHTM)

Dr Margaret Stewart (F) – General Practitioner

Qualifications: MB ChB, MRCGP

Dr Arun Thiyagarajan (M) General Practitioner – Associate Director

Qualifications: MBBS BSc (Hons), MRCP, MRCGP, MPH (in progress)

Dr Emily Gleave (F) – General Practitioner

Qualifications: MRCGP, DRCOG, DFFP

Dr Marcus Gleave (M) – General Practitioner

Qualifications: MB ChB, MRCGP

Dr Niroschan Neminathan (M) General Practitioner

Qualifications: BSc Hons Medical Sciences with Management, MBBS, MRCGP in progress – AKT and CSA Passed

Dr Rosa Avino (F) General Practitioner

Qualifications: MBBS in Medicine and surgery

Dr Rainu Neminathan (F) General Practitioner

Qualifications: BSc Basic Medical Sciences with Pharmacology, MBBS

Dr Talia Peracha (F) General Practitioner

Qualifications: MRCGP, MBChB, Intercalated BSc

Dr Meriel Raymond (F) General Practitioner

Qualifications: MRCGP, BMBCCh, DRCOG, DTMH, DipHIVmans

Patient Participation Group (PPG)

We have an active Patient Participation Group (PPG), ensuring that our patients are involved in decisions about the services provided by the practice. Further information about our PPG is available online at www.hedenahealth.co.uk. Alternatively, contact Fiona Morrison, who is the nominated point of contact for all PPG matters.

We want to proactively engage with our patients and at all times maintain an effective working relationship between the practice and our patients.

Clinical Commissioning Group

The local Clinical Commissioning Group (CCG) for this area is:

Oxfordshire Clinical Commissioning Group
5510 John Smith Drive, Oxford Business Park South, Cowley,
Oxford, OX42LH

Tel: 01865 336800

Web: www.oxfordshireccg.nhs.uk

Further information about local services can be found by visiting the NHS Choices website.

Local Pharmacies

Boots Bury Knowle London Rd 01865 765559

Boots London Road 01865 762518

Boots Cornmarket 01865 247461

Boots Cowley Retail Park 01865 717699

Rowlands (Wood Farm) 01865 766978

Rowlands Ivy Close 01865 777089

Marston 01865 243824

Roundway 01865 766994

Ahmeys 01865 770121

Northway 01865 763706

Cowley Road 01865 251700

Barton Underhill Circus 01865 763 106

Useful Information

The following telephone numbers may prove useful:

Out of hours Service (6.30pm - 8.00am) + weekends	111
John Radcliffe Hospital	0300 304 7777
Churchill Hospital	0300 304 7777
Nuffield Orthopaedic Centre	0300 304 7777
Horton Hospital	0300 304 7777
Abingdon Minor Injuries Unit	01865 903476
Henley Minor Injuries Unit	01865 903755
District Nurses	01865 903061
Midwives	01865 220457
Health Visitors	01865 761068



How to Register

www



We are pleased to accept all patients from North-East Oxford and the surrounding areas. You can register online, by visiting:
www.hedenahealth.co.uk/navigator/register-for-online-services

Please ensure you allow 3 working days to complete the registration process.

All patients will have a named GP. You can find out who your named GP is by asking a Patient Service Advisor; this information is also shown on your repeat prescription form.

Once you are registered with us, you will be able to book appointments online, order repeat prescriptions and access your health record (a separate form is required for this). Full details are available online at www.hedenahealth.co.uk or by phoning or speaking to a member of the reception or administrative teams.

If you change address or change your name, please ensure you contact the practice as soon as possible; this will enable us to update your records.

You can amend your address or contact number online at www.hedenahealth.co.uk

If you have any questions about the registration process, please speak to a member of staff who will be able to help you.

Please visit our website or contact us at Hedena Health for information.

**www.hedenahealth.co.uk
Tel: 01865 227788**

