

To ensure you are using our services to your full benefit, please read the enclosed information and keep it safe so you may refer back to it if necessary.

Everything detailed here is current and up to date information as of 1st April 2022.

IMPORTANT INFORMATION ABOUT OUR SERVICES

Practice opening Times

Monday to Friday 8.00 – 18.30

Our doors open at 8.00 & close at 18.00

Our telephone lines open at 8.30 & close at 18.30

If you are calling us for test results it is best to call after 15.00. However, if you register an account with the NHSapp you won't ever have to call us for test results again as you can access them yourself via the patient online access portal. You will find more information about this later in this letter.

If you wish to cancel an appointment please do this with as much notice as possible so the appointment may be made available to another patient, by calling 01608 642742 or by emailing cnhc.reception@nhs.net, or by using our website 'cancel an appointment' form.

Emergency appointments

We run a daily emergency telephone triage service.

You must call as soon as you can in the day and must be able to receive a telephone call back at any time the same day. You will be added to the emergency telephone triage list. Patients are prioritised for triage in order of **clinical urgency**.

If you are housebound and feel you may need a home visit, please call as early in the day as possible to request this.

We have more than 15,500 patients registered and recognise that sometimes getting an appointment may not be easy. We ask that you trust our Care Navigation Team to offer you the most appropriate appointment for your condition. Every member of our team has your best interests at heart.

Useful websites links

Visit our website:

<https://www.chippingnortonhealthcentre.nhs.uk/>

Our Patient Participation Group has a Facebook page:

<https://www.facebook.com/CNHCPPG/>

<https://www.nhs.uk/pages/home.aspx>

<https://patient.emisaccess.co.uk/account/login>

Booking a routine appointment

Our phone lines open at 8.30am & close at 6.30pm

When you call with a medical concern, the care navigator handling your query will ask you some very specific questions in order to signpost you to the most appropriate appointment and clinician for your condition.

They will ask similar questions to –

- What symptoms are you experiencing today?
- How long have you had your symptoms for?
- Are the symptoms new or part of an ongoing or re-occurring problem?
- What treatment have you already tried to alleviate the symptoms?

They will then advise you of the most suitable appointment, with the most suitable clinician to help you with your symptoms.

The clinicians or services you may be signposted to are listed below –

- GP
- Emergency on the day triage team
- Clinical pharmacist
- First contact physio
- Minor eye condition service
- Minor injuries unit
- Community pharmacy
- Accident & emergency department
- Social prescribing service

When signposting you to the right appointment the following is taken into account

- Clinical urgency
- The skills of the clinician
- The importance of continuity of care with the same clinician
-

All initial appointments with a GP will be a booked telephone call and you will be given a timeframe of morning (between 8.30am & 12.30pm) or afternoon (14.30 & 18.00) within

which they will call on a specific date. If the GP would like to see you in clinic to examine you they will book the appointment with you directly after they have spoken with you.

Administrative Queries

If your query or question is an administrative one, meaning you do not need to speak with a clinician for it to be answered, you can visit our website to complete a query form. Examples of suitable queries are

- Specific advice regarding a medication – dose etc.
- Follow up queries after an appointment – maybe a question you forgot to ask
- Who your named GP is
- Requests for specific details from your medical record
- Advice for services you could contact yourself for assistance (self-referrals)

Online Access

We encourage you to sign up for patient access or the NHSapp in order to view test results, order medication and to view parts of your medical record. Having this access can often save you having to contact with the Health Centre by phone.

Hospital Test Results

When you have diagnostic tests in a hospital setting, the results of these tests are returned to the hospital consultant or team.

When should I contact the hospital clinic or specialist consultant?

- If you are receiving treatment from a hospital clinic or your condition is being managed by a specialist consultant, they will immediately understand your condition and be able to answer your questions.
- If you are awaiting results requested by a hospital team, please contact the hospital directly. Test results are reported back to the requesting clinician and their team will be able to talk you through the results.
- If you have been referred to a hospital clinic and you need to change or cancel an appointment, then contact the individual clinic directly as rearrangement cannot be done by us on your behalf.

13:00 to 14:00 – Our phone lines are closed (the emergency line is still active)

[For all OUT OF HOURS emergencies please call 111 or 999](#)

To help our team find the most suitable service for you - **think CARE**

C ondition	Your Care Navigator will ask you a few questions regarding the problem you are calling about
A ssessment	Your Care Navigator will need your help to assess the timeframe in which you will need to be seen for a safe outcome
R eferral	Your Care Navigator, alongside yourselves, will decide which healthcare professional you need to see
E xamination	Your Care Navigator will book your appointment with the most appropriate clinician for you

Days our GP's are in clinic

Information correct as of 1st April 2022

Dr Pargeter	Monday, Wednesday & alternate Thursday mornings
Dr Hall	Tuesday, Wednesday morning ONLY and Friday
Dr Chasser	Currently on extended leave
Dr Hlaing	Tuesday, Thursday and Friday
Dr Eyles	Wednesday morning ONLY and Friday
Dr Gaydon	Monday, Tuesday and Thursday morning ONLY
Dr Lewis	Monday and Tuesday
Dr Atterby	Tuesday morning ONLY, Wednesday and Friday
Dr Hanan	Currently on extended leave
Dr Mulraine	Monday and Thursday
Dr Kelly	Monday, Wednesday and Thursday
Dr Benjamin-Smith	Wednesday and Friday
Dr Palmer (covering for Dr Chasser)	Monday and Thursday
Dr Carter (covering for Dr Hanan)	Thursday and Friday
Dr Murphy (covering for Dr Hanan)	Monday and Tuesday

We are a training practice so also offer appointments with our trainee GP's. Qualified doctors that are training to working within general practice as opposed to a hospital setting.

Our Multidisciplinary Team

At Chipping Norton Health Centre we have built a **Multidisciplinary Team** which includes allied professionals that you might not usually find within general practice.

As well as our GP, Practice Nurse and Health Care Assistant appointments we can also offer appointments with:

- A Clinical Pharmacist
- First contact physio
- Chipping Norton Opticians – for Minor eye conditions
- Advanced clinical practitioners

These highly skilled clinicians collaborate with our GP's so if any information needs to be delivered to your named GP as result of their consultation with you, it will be.

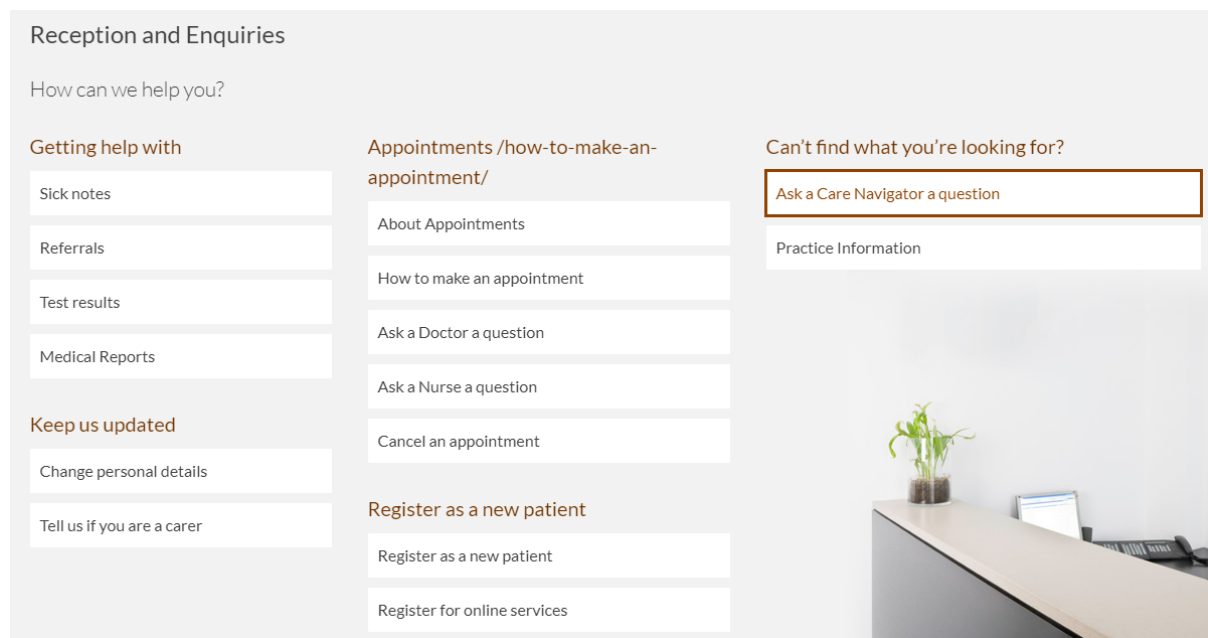
Social prescribing

Age UK provide a social prescribing service on behalf of the Health Centre. If you are feeling lonely, you need some support or you are just unsure of where to go for help, please ask our team for more information about this service.

Our website

www.chippingnortonhealthcentre.nhs.uk

There are a number of administrative forms you can complete online via our website. Please consider using the website to make contact with us instead of the telephone if it is suitable. The website forms should not be used to request appointments.



Reception and Enquiries

How can we help you?

Getting help with

- Sick notes
- Referrals
- Test results
- Medical Reports

Appointments /how-to-make-an-appointment/

- About Appointments
- How to make an appointment
- Ask a Doctor a question
- Ask a Nurse a question
- Cancel an appointment

Can't find what you're looking for?

- Ask a Care Navigator a question
- Practice Information

Keep us updated

- Change personal details
- Tell us if you are a carer

Register as a new patient

- Register as a new patient
- Register for online services

CNHC Dispensary (within Chipping Norton Pharmacy)

We have an onsite dispensary that can fulfil your prescription requests.

Opening hours:

Monday	7am - 10pm
Tuesday	7am - 11pm
Wednesday	7am - 11pm
Thursday	7am - 11pm
Friday	7am - 11pm
Saturday	7am - 10pm
Sunday	10.30am - 4.30pm

You can order your repeats prescriptions by;

- Email your prescription request to: cnhc.prescriptions@nhs.net
- Call 01608 642742 and select option 2 then option 1 to leave a voicemail with your request.
- You can order your repeat prescriptions securely on-line through Patient Online Access (more information about this later in this document).

Chipping Norton Pharmacy offer a FREE medicines delivery service. Please visit their website for more information <https://www.chippingnortonpharmacy.co.uk/deliveries>

Text messaging

When you register with us you will automatically be opted in to our text basic messaging service, unless you have expressly opted out. This includes appointment 'reminders' and will allow our team to contact you by text should we need to when we have not be able to reach you by telephone call. If you would like to 'opt out' of receiving text reminders, please speak to our Care Navigation team about this. You may occasionally be contacted with generalised service and practice based information.

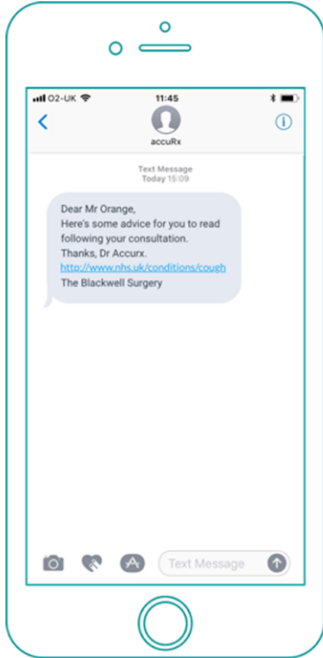
If you are happy to receive DETAILED information (like test results or details from your medical record) via text from your clinician or any member of the Health Centre team, please complete the consent form below and return this to the Health Centre.

Texts will be signed from an individual person and 'Chipping Norton Health Centre' will be at the bottom of the message. In some cases you will be able to reply to the text and your response will be picked up by the sender.

The care navigators may send you a text message with a link to send photographs of your condition if it will help the clinician make a decision about your care.

Help us to help you by **opting in** to receive detailed text messages. Your number will not be used for marketing purposes and will never be passed onto a third party.

Please complete the below form and tear off and **return to Reception**. If you wish to scan this form and email back to us please send the email to cnhc.reception@nhs.net



Please tick the relevant boxes and return to a member of the CNHC team

Name: _____

DOB: _____

Mobile phone number: _____

I consent to receive test results and other detailed information regarding my medical record via text message

I acknowledge it is my responsibility to keep Chipping Norton Health Centre informed of any change to my contact details including my mobile number

Signed: _____

Patient Online: Records Access

We recommend you register for online access to your medical records.

We advise you register with the NHSapp, the app will check your identity and you will just need to let us know that you have registered. Please email cnhc.reception@nhs.net to notify us. We will then enable access to your medical record for you. We will need to ask your GP to enable FULL record access, so this is not always immediate. Please let us know if you wish to have FULL record access.

Once you are registered you will be able to use this service to:

- Order your repeat prescriptions
- Review your medications and known allergies
- View test results

If you do not have a smart phone you can register with an online portal called Patient access. Visit www.patientaccess.com to register.

Once you have registered online you will need to complete an application form and produce two forms of identification. One must be photo identification and the other must be proof of your address. You will find the form at the end of this document.

Please email a photo of yourself holding your ID plus your completed form and scanned copies of your ID and proof of address to **cnhc.reception@nhs.net**

Please take the photo with good lighting, on a plain background and avoiding glare from the ID. You MUST be able to see the identifying image clearly on the ID when you look at the photo.

Our Care Navigation team will then check all documents. They may make a follow up phone call to you to double check information. Once they are satisfied that all the information provided confirms your identification, they will issue you with a username and password. This will be sent to the email address you have provided when completing the form. You cannot use an email address that is being used by another person for an existing patient online access account. You must use your own email address.

Patient online access is easy, convenient and will save you precious time.

Patient Online Access: Registration Form

Surname			
First name			
Date of birth			
Address			
Email address (You must use a different email address to your partner or any other family member)			
Telephone No.		Mobile No.	

Access to GP online services

I wish to have access to the following online services (tick all that apply):

1. Booking appointments (Only available for routine blood appointments)	<input type="checkbox"/>
2. Requesting repeat prescriptions	<input type="checkbox"/>
3. Accessing my medical record	<input type="checkbox"/>

Application for online access to my medical record

I wish to access my medical record online and understand and agree with each statement (please tick)

1. I have read and understood the information leaflet provided by the practice	<input type="checkbox"/>
2. I will be responsible for the security of the information that I see or download	<input type="checkbox"/>
3. If I choose to share my information with anyone else, this is at my own risk	<input type="checkbox"/>
4. I will contact the practice as soon as possible if I suspect that my account has been accessed by someone without my agreement	<input type="checkbox"/>
5. If I see information in my record that it not about me, or is inaccurate I will log out immediately and contact the practice as soon as possible	<input type="checkbox"/>

Signature		Date	
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For practice use only

Identity verified (tick all that apply)	Vouching <input type="checkbox"/>	Vouching with information in record <input type="checkbox"/>
	Photo ID <input type="checkbox"/>	Proof of residence <input type="checkbox"/>
Name of Verifier / Authoriser		Date
Date account created		Date registration letter sent / emailed
Passed for scanning	<input type="checkbox"/>	GP agreed access to detailed record Y N
Notes / data summarised		