



**COGGESSURGERY**

# **Patient Information Leaflet**

12 Cogges Hill Road, Witney OX28 3FS

[www.coggesgpsurgery.org.uk](http://www.coggesgpsurgery.org.uk)

# How to contact Cogges Surgery

## Reception



**01993 700505**

**Press One** for Appointments

**Press Two** for Medication

Queries / Prescriptions

**Press Three** for Test Results

**Press Four** to speak to the  
Secretary

## Surgery Opening Times

**Monday 0800-1930hrs**

**Tuesday 0800-1830hrs**

**Wednesday 0800-1830hrs**

**Thursday 0800-1830hrs**

**Friday 0800-1830hrs**

**Saturday 0830-1230hrs\***

\*clinic dates will be published in advance

**Online Consultations are available via our website**

**coggesgpsurgery.org.uk**



**You can get help with**

**Admin Queries** (fit notes, recent tests, repeat prescriptions)

**Medical issues** (ongoing symptoms)

## Out of Hours Treatment and Advice

**For all life-threatening emergencies call 999**

**For non-emergency medical treatment or medical advice call 111**

# The Cogges Surgery Team

## Doctors

**Dr Kirsty Shepherd**  
MBBS (Lond), DRCOG, MRCGP

**Dr Milly Rogers**  
BSc, MBBS (Lond), MRCGP

**Dr Gerald Clancy**  
BSc, BMBCh, DPhil MRSC, MRCGP

**Dr Fiona Peach**  
BM, DFSRH, MRCGP

**Dr William Richards**  
DB BS (York), BSc Hons, MRCGP

**Dr Jo Peskett**  
DRCOG, BM BCh, BSc, MRCGP

**Dr Rosie Parry**  
BSc Hons, MBChB, MRCGP

**Dr Eleanor Bowyer**  
GP Trainee



Providing NHS Services



## Nursing & Health Care Team

<b>Debbie Pegram</b>	Practice Nurse
<b>Louise Jones</b>	Practice Nurse
<b>Cathy Plimmer-Newitt</b>	Advanced Nurse Practitioner
<b>Paula Bolley</b>	Health Care Assistant
<b>Sandra Granger</b>	Health Care Assistant
<b>Bonnie Brookes</b>	Paramedic Practitioner

## Pharmacy Team

**Katarina Vaskova-Whittingham** Clinical Pharmacist

## Administration and Reception Team

<b>Medical Reception</b>	<b>Administration</b>
<b>Alison</b>	<b>Diane</b> Administrator
<b>Amanda</b>	<b>Judith</b> GP Assistant
<b>Caroline</b>	<b>Julie L</b> Administrator
<b>Rachel</b>	<b>Julie M</b> GP Assistant
<b>Karen</b>	<b>Lisa</b> Assistant to
<b>Jeanette</b>	<b>Nikki</b> Secretary
<b>Pam</b>	
<b>Tina</b>	

## Management Team

<b>Vicky Spurs</b>	Practice Manager
<b>Dr Kirsty Shepherd</b>	GP Partner
<b>Dr Milly Rogers</b>	GP Partner
<b>Dr Gerald Clancy</b>	GP Partner
<b>Debbie Pegram</b>	Nurse Manager
<b>Jeanette Woodrow</b>	Reception Manager

# Appointments at Cogges Surgery

## GP Appointments

Please always consider whether the Pharmacy may be able to help you before booking an appointment. GP appointments are 10 minutes and are predominantly face to face however, some telephone appointments are available depending on the reason for the appointment. **If you have more than one problem to discuss, please ask for a double appointment.**

## Nurse Appointments

Nursing appointments are available throughout the week. We allocate specific clinics for immunisations, dressings, chronic disease review and cervical screening (smears). Appointment lengths will vary depending on the reason for being seen.

## Health Care Assistant Appointments

HCA appointments are available throughout the day, and offer a wide variety of healthcare services, such as NHS Health Checks, blood pressure check, annual reviews, urine, and blood tests.

## Medically Urgent Appointments

Are available on the day for urgent health problems that cannot wait. You will either be advised to attend the surgery at which point you must be able to do so in person. You will be given an approximate appointment time, but you should be aware there may be a wait to be seen.

Alternatively, may be advised that the GP or Nurse Practitioner will contact you by telephone. You must be available to take the call and patients are prioritised based on clinical need.

## Appointments with the Clinical Pharmacist

Medication reviews and queries are managed by our practice Pharmacist. These appointments are either on the telephone or face to face.

## Community Based Services

Whilst these are not based within the Practice we do work closely with the local District Nurses, Midwives, Community Matrons, Community Specialist Nurses (eg. COPD and Diabetes) and the Health Visiting team. We will ensure you are referred to the appropriate service when needed, and we will provide you with their details.

# Appointments at Cogges Surgery

## How to Make, Check and Cancel Appointments

1. Telephone our reception team during practice opening hours.
2. Online via PatientAccess or the NHS APP (please note these appointment types are restricted).
3. In person at the practice.

**REMEMBER** TO CANCEL ANY UNWANTED APPOINTMENTS. The appointment can then be offered to another patient.

## Appointment Reminder Text Service

We will send an Appointment Reminder by Text to your mobile phone one week and another one day before your appointment. You can cancel appointments via a link on this message. This service has been very successful in reducing the number of missed appointments and so increasing appointment availability for patients.

## Home Visits

Whenever possible, we encourage patients to attend the surgery where full facilities are available for tests and treatment. All home visit requests are assessed by a doctor and it may be decided that an Advanced Practitioner from the Primary Care Visiting Service is the most appropriate person to visit. The doctor will contact you to discuss and assess the need for the visit and plan this with you.

## Repeat Prescriptions

Medications required on a repeat prescription can be ordered via:

1. The NHS App or PatientAccess online
2. Online Consultation via our website
3. Completing the 'Prescription Request' form attached to your prescription and leaving with reception.
4. Writing a request and leaving with reception.

Prescriptions are sent electronically to your nominated pharmacy.

***We do not accept requests for medication by phone or email.***

***Requests take up to three working days to process.***

**You must allow enough time for this process so that you are not without medications.**

## Test Results

Please call for test results after 2.00pm when the phone lines are less busy.

Results can only be given to the patient (or a child's parent/guardian). The receptionist can only report what has been authorised by the doctor.

You will be asked to confirm who took the test, the reason, and when it was done.



# Choosing The Right Treatment



## NHS 111 and Local Pharmacy

**The best choice to treat very minor illnesses, ailments and injuries.**

Self care is how you can treat everyday minor illnesses and injuries in your own home by simply combining a well stocked medicine cabinet with support and advice from your Pharmacist and other services listed when required. NHS 111 can provide advice and direct you to appropriate care.



## Treatment at a Minor Injury Unit (MIU)

**MIUs are for injuries, such as deep cuts, eye injuries, broken bones, severe sprains, minor head injury, minor burns and scalds.**

If your injury is not serious you can get help from an MIU rather than going to the GP or A&E. The units are run by specialist practitioners who have extended skills in the management of injury care.



## Make an appointment with your GP for medical advice

**For illnesses or injuries that aren't responding to self-care or advice from your Pharmacist.**

Your GP can treat your illnesses or injury that has been treated with self-care but just won't go away. Call the Practice to make an appointment.



## For serious illnesses, injuries and conditions that may be life threatening choose A&E or 999

**Do I really need to attend A&E or call 999?**

Many visits to Accident and Emergency can be resolved by other NHS services. If your condition is not critical then please choose another service to get the best possible treatment.

If the condition is not serious and the surgery is closed you may wish to contact 111, who will be able to advise.

# Annual Checks at Cogges Surgery

## If you have been diagnosed with....?

**High Blood Pressure**

**Diabetes**

**Kidney Disease**

**Heart Disease**

**Mental Health Problems**

**Stroke or Mini Stroke (TIA)**

**Asthma**

**COPD**

**Dementia or Alzheimer's Disease**

**Epilepsy**

**Vascular Disease**

**Rheumatoid Arthritis**

We will offer you an annual comprehensive review of your condition(s) and medications in or around the month of your birthday. Generally, these appointments will be with either the Nurse or Pharmacist.

You will be sent a text inviting you to book these appointments, please follow the instructions provided. If you have opted not to receive text messages you will be invited by letter.

## Services available at Cogges Surgery

### Cervical Smears

Routine screening is offered as part of the national programme. You will receive an invitation to make an appointment when your next smear is due.

### Contraception

We provide emergency and long-acting contraceptive services (i.e coils) in addition to advice on pre-conception and all other contraceptive services.

### Immunisations

We hold a clinic on Mondays for young children who are eligible for immunisation in line with the national vaccination campaign.

### Travel Medicine

Our nursing team provides advice and immunisation (NHS vaccines only) for patients travelling abroad. Contact us as soon as you know your destination to allow adequate time for appointments and vaccinations to be offered.

### Health Checks

On registration or when you reach the age of 75 years, you are eligible for a brief health check with our HCA. Eligible patients aged 40-74yrs will be offered an NHS Health Check appointment.



# Important Information for Patients

## Privacy Notice

Our Privacy Notice explains why we collect your information and how that information may be used. Under the Data Protection Act 1998 we must ensure that your personal confidential data (PCD) is handled in ways that are transparent and that you would reasonably expect. The Health and Social Care Act 2012 has altered the way that personal and confidential data is processed. To view our full Privacy Notice please visit our website [www.coggesgpsurgery.org.uk](http://www.coggesgpsurgery.org.uk)

## Interpreter Services

The purpose of the Interpreting and Translation Service is to provide equity of access to health services for patients whose first language is not English. This service is completely impartial and aims to offer an accurate and confidential communication between health professionals and patients.

If you require an Interpreter at your appointment, please inform reception and they will ensure this is made available to you.

## Patient Feedback and Complaints

If you are happy with the service you receive at the practice, please let us know. If you are unhappy, then we would like to know so that we can learn and improve. Comment cards are available in the waiting room, and you can submit feedback online. We also send surveys electronically after appointments periodically throughout the year.

If you wish to make a **complaint**, please write or arrange to speak confidentially to our Practice Manager. A copy of our Practice Complaints Leaflet is available from reception or on our website [www.coggesgpsurgery.org.uk](http://www.coggesgpsurgery.org.uk)

## Accessing your medical record

If you have access to your GP health record, you'll be able to see your summary record using the NHS App or PatientAccess. To see more information in your record, such as test results and immunisations, please contact us to request.

## Patient Participation Group

The Patient Participation group exists to provide a voice for the patients of the practice. Meeting quarterly with the practice team, the group actively contributes to the development of the practice, as well as raising issues of concern from patients. It is a positive collaboration between patients and staff and a great forum for the sharing of ideas. If you are interested in finding out more, - please email [bobicb-ox.coggesppg@nhs.net](mailto:bobicb-ox.coggesppg@nhs.net) or speak to the Practice Manager.

