

# 28 Beaumont Street Practice

Dr Clare Stephenson MA (Cantab) BM BCh MSc DFSRH LicAc  
Registered London 1988

Dr Chloe Borton MA (Oxon) MBBS MRCGP DFSRH PGCE  
Registered London 1998

Dr Matthew Easdale MA (Oxon) MBBS  
Registered London 2007

Dr Robin Carr MB BS MRCGP DRCOG DGM MSc  
Registered London 1981



28 Beaumont Street  
OXFORD  
OX1 2NP

**Tel: Oxford 01865 311811**

**Fax: Oxford 01865 310327**

**[www.28beaumontstreet.co.uk](http://www.28beaumontstreet.co.uk)**

**email: [beaumontstreet28@nhs.net](mailto:beaumontstreet28@nhs.net)**

Opening Hours: Monday to Friday 8.00am - 6.30pm  
(Open for telephone enquiries only from 8.00-8.30am)

We also offer extended hours clinics once a week on  
Tuesdays (6.30- 8.00 pm) and on alternate Saturdays (8.00-10.00am)

## **New Patients - How to register with a Doctor**

When you register you will be allocated a named GP. However you are welcome to see any of our doctors once you register. New patients will be asked to have a new patient health check with one of the practice nurses.

## **Appointments**

01865 311811

Doctors and nurse appointments are 10 minutes long. To help prevent the clinical team from running late, please ask for a longer appointment if you feel you need more time. Please always inform us if you no longer need an appointment and we can offer it to another patient.

So that the medical staff know you are waiting, please ensure you check in at reception on arrival.

Childhood Immunisation Clinic: Dr Borton and Nurse Helen Hehir  
alternate Friday afternoons

Antenatal Clinic: Midwife  
alternate Friday mornings

Diabetic Clinic: Nurse Catherine Green  
alternate Tuesdays, during the morning

Asthma, Hypertension, Minor Ailments/Smoking Cessation Clinics:  
Appointments throughout the week with Nurse Practitioners

Minor Surgery and Travel Vaccination by appointment

## **Home Visits**

We regret because of time pressures that home visits are not routinely offered to those who have the means to get to the surgery. However, if you are too unwell to travel, please call in the morning to discuss a home visit with the doctor. Non-urgent visits can be booked in advance for those people who, for long term health reasons, cannot travel to the surgery.

## **Other Languages**

Our staff can telephone interpreters so that you can speak in your own language. This service is free and the interpreter will not know your name. The practice website has a translate function for a wide range of languages.

## Your Practice Team

**Dr Clare Stephenson** qualified in 1988 from Cambridge University and Oxford University Medical School. She is experienced in hospital clinical medicine, public health medicine and current interests include mental health, women's health, end of life care and complementary medicine.

**Dr Chloe Borton** qualified in 1998 from St Mary's Hospital Medical School. Clinical interests include women and children's health, sexual health and infectious disease. She trained as a teacher, now teaches medical students and has published web-based materials for patients and health professionals for [www.patient.co.uk](http://www.patient.co.uk).

**Dr Matt Easdale** qualified in 2007 from Oxford University Medical School. He has worked locally at the Oxford Radcliffe Hospital and the Nuffield Orthopaedic Hospital before training as a GP. His interests include mental health, child health and minor surgical procedures and joint injections.

**Dr Robin Carr** qualified in 1981 from St Barts. He recently moved to Oxford from Somerset where he was a GP and senior partner. Robin is the Oxfordshire Lead for respiratory medicine for which he organises clinical study days. He also has wide experience of looking after older patients.

**Practice nurses:** Our practice nurses Catherine Green and Helen Hehir are trained in contraception prescriptions, family health, travel vaccines, wound management, ear -syringing, cervical smear tests, routine blood tests, ECGs, new patient health checks and chronic disease management.

**Practice Manager:** **Jane Belcher** is responsible for the efficient administration of the practice. She liaises with doctors, staff, colleges and patients with the aim of providing a friendly personal health care service. If you wish to make a complaint or suggestion, please address it to Jane.

**Receptionists:** Our team of receptionists is led by **Becky Sheridan**.

**Data Clerk:** **Jayne Manuell** helps maintain the computerised patient records and oversees the analysis and interpretation of medical data.

**Medical Secretaries:** Our medical secretaries type referral letters and liaise with the hospitals and also administer insurance medical reports.

## **The Health Visitors:**

01865 903077

The health visitors are specialist nurses who provide information, advice and support for parents and carers of young children. They will visit new mothers and babies. They run a baby clinic for immunisations and baby health care at the local drop in Health Visitor and Health Centre, Walton Street, Jericho, Oxford

## **The District Nurses:**

01865 903075

The district nursing team provides nursing care and support to patients and carers in their own home. They offer a broad nursing service and advice on healthy living and coping with incontinence and caring for relatives at home. They are available from Monday to Sunday from 8.00am - 4.30pm.

## **Practice Charter Standards**

### **Our responsibility to you**

- We will treat you with courtesy, respect and sensitivity at all times.
- We will endeavour to maintain the highest standards of medical practice at all times.
- We will keep the consultation and your computer records confidential.
- We will provide you with emergency care promptly when you need it.
- We will endeavour to offer all patients access to a doctor within two working days, and on the same day if medically necessary.

### **Your responsibility to us**

- We ask that you treat your doctor and staff with courtesy and respect at all times.
- Please understand that doctors have instructed their receptionists to ask certain questions so that they may deal with your request in an appropriate manner.
- If you cannot keep an appointment please let us know as soon as possible as this may allow someone else to be seen.
- The Practice has a NO SMOKING policy within the building. Visitors must not bring drugs, alcohol or dogs (except for assistance dogs) onto the premises. Please switch off your mobile phone prior to your consultation.

Any person who is verbally aggressive or abusive will be asked to leave.  
**WE OPERATE A ZERO TOLERANCE POLICY AND WILL INVOKE OUR RIGHT TO REMOVE ABUSIVE PATIENTS FROM OUR LIST.**

## **Test Results:**

Please telephone after 2pm for test results. 01865 311811

## **Complaints Procedure**

We operate a practice complaints procedure as part of the national NHS complaints system. Our aim is to give you the highest possible standard of service and to deal swiftly with any problems that may arise. For more information see our website or speak to the practice manager  
PALS (Patient Advice and Liaison Services) is part of the NHS plan to improve patient experience. You can contact PALS on: 01865 226785 and NHS ENGLAND complaints service on 0300 3112233

## **Confidentiality**

All information coming through the practice is treated as confidential and our staff members are all bound by strict confidentiality rules. We will not disclose your information to those outside the NHS without your prior written permission, unless there are exceptional circumstances or the law requires the information to be passed on.

You are legally entitled to request information from your records. To enable this you will be asked to put this request in writing to the Practice Manager. Please see our website to download this form. There will be an administrative charge for this service.

## **Medical Students**

As we are a training practice, first, second and fifth year medical students from the university are attached to the practice. You may be asked if one of them can sit in on your consultation. If you do not wish to be seen by a medical student as part of your consultation please inform a receptionist.

## **Access for the Disabled**

There is a parking space and ramped access at the back of the building, and also a ground floor consulting room and disabled access WC. Please telephone in advance to be sure the parking space is kept open for you.

## **Contact details**

Please notify us of any change of address or telephone number. It is very helpful to have an up to date mobile number and email address in addition to a landline.

## **Repeat Prescriptions:**

A repeat order form is attached to your prescription: this can be placed in the box on wall by the the reception desk for collection.

Alternatively you use the prescription request service on the practice website. To do this, you need to register for “Patient Access” at reception. Please see the website or ask at reception for more details

Your prescriptions can now be sent electronically directly to your nominated pharmacy for collection if you wish.

An annual review date on your prescription means your doctor may not issue a repeat prescription without first seeing or talking to you. Please check your review date and allow time for an appointment if necessary.

**If phoning for your prescription please ring in after 11am  
PLEASE ALLOW 2 WORKING DAYS FOR REPEATS TO BE ISSUED**

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## **When we are closed:**

An NHS doctor is always available for emergency problems.

### **Emergency Out of Hours (OOH) GP Service** call 111

The local out-of-hours GP service is open between 6.30pm and 8.00am weekdays, and from 6.30pm Friday to 8.00am on Mondays (the weekend) and 24hrs on Bank Holidays.

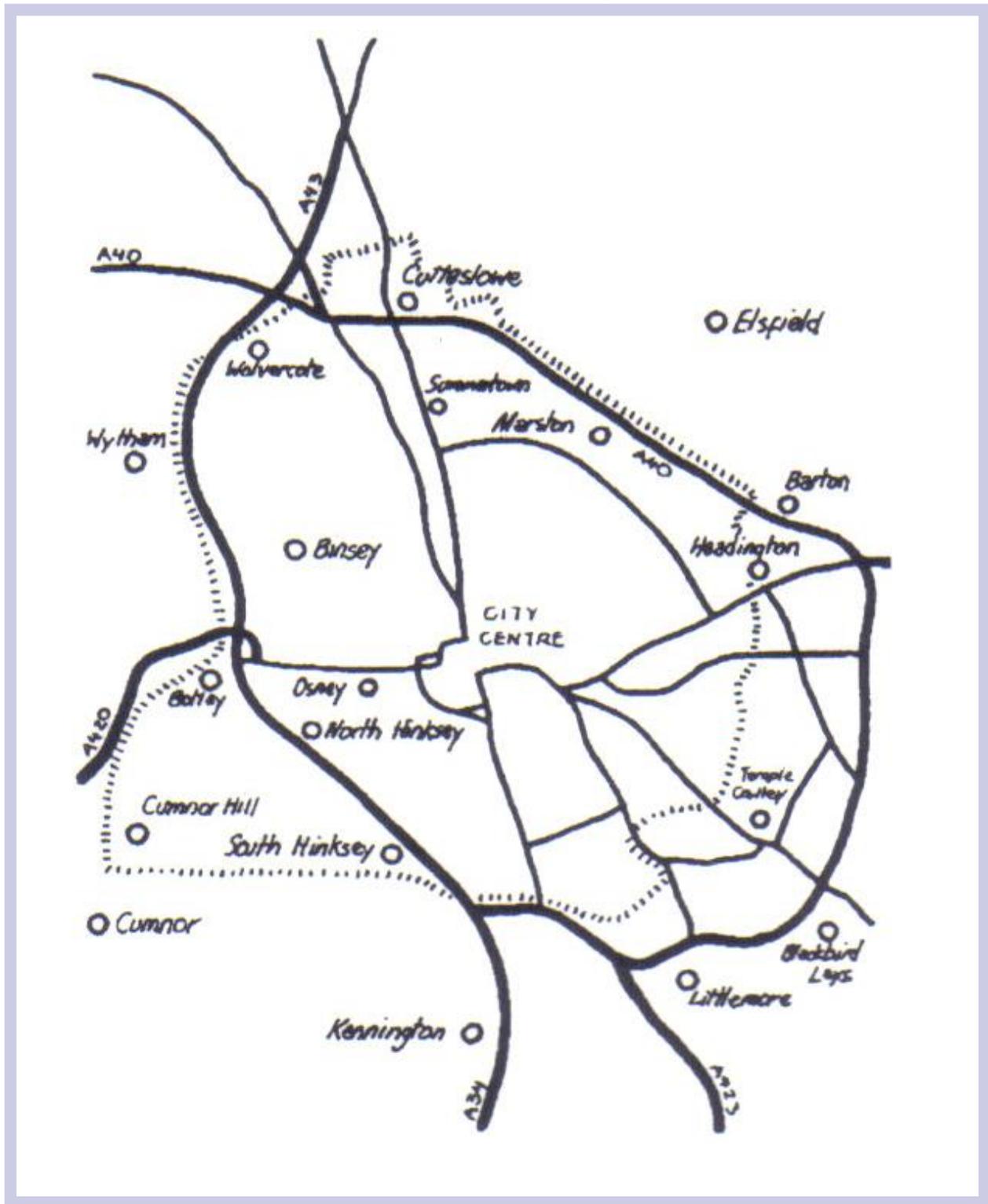
You can only access this service having spoken to a 111 service operator for telephone advice about your medical problem. You will automatically be put through to this service if you call the practice when the office is closed or if you dial 111 directly.

Call 999 in the event of an extreme medical emergency.

### **Accidents and Emergencies (A&E)** 01865 741166

The A&E Department at the John Radcliffe Hospital is open 24 hours a day for major emergencies. Patients with minor conditions may face a long wait, and you are strongly advised to first contact your own GP or call the 111 advice number if you have a minor medical problem to be directed to the most appropriate medical service for your condition.

The 28 Beaumont Street Practice covers an area largely within the Oxford ring road, as indicated by the dotted line on this map.



If you are not sure whether we cover your address, please do call us or the Thames Valley Primary Care Agency on 0118 918 3333. Web: [www.tvpca.nhs.uk/](http://www.tvpca.nhs.uk/)

