



# Newbury Street Practice



*Welcome to our Practice Information Leaflet  
Please find useful details inside about us,  
our opening hours, our staff, the services we offer  
and how to give feedback to the practice.*

*Published May 2023*

# Register as a New Patient

*You are welcome to register with us if you live within our Practice area.*

*Please note, we do not accept “out of area” patients.*

*The Newbury Street Practice covers Wantage and Grove and extends to include these villages – Ardington, Baulking, Charlton, Charney Bassett, Childrey, Denchworth, East & West Challow, East & West Ginge, East & West Hanney, East & West Hendred, Farnborough. Goosey, Kingston Lisle, Letcombe Regis, Letcombe Bassett. Lockinge, Lyford, North & South Fawley, Rowstock (Wantage side only), Sparsholt, Stanford in The Vale*

*If you are not sure if your home is within our area, please ask.*

*To make an enquiry or request an application pack please call the practice and select option 5 or email [newburystreet.admin@nhs.net](mailto:newburystreet.admin@nhs.net)*

*To register you will need to complete a registration form and an Online Services form if required. Please ask at our reception for paper copies or find online versions of both can be found on our website. It would be helpful if you have details of your previous doctor’s name and address. This will enable the Practice to get your medical notes from your last GP.*

*Medical treatment is available from the date of registration.*

*Please note we are not a dispensing practice.*

*You will receive notification of your GP once your registration is complete.*

# Opening Times

## ***Practice Opening Times:***

*Monday – Friday 8.30am – 6.30pm*

*Telephone Number: 01235 639521*

*We sometimes offer extended hours including weekdays until 8pm and Saturday mornings.*

*When the Practice is closed, we advise patients to contact NHS 111 for medical advice by dialing 111 or looking online at the nhs.uk website - <https://111.nhs.uk/>*

## ***Keep Updated:***

*For announcements about the Practice, be sure to look us up on **Facebook**. Search for **Newbury Street Practice** or check out the website:*

*<https://www.newburystreetpractice.co.uk/>*

# *Right Care, Right Place, Right Time*



Minor cuts, bruises and grazes  
Sore throat, coughs and colds  
Common childhood illnesses

**Self Care**  
Keep your  
medicine cabinet  
stocked



Minor illnesses, headache,  
stomach upsets, bites and  
stings, skin rashes etc.

**Pharmacy**  
Your local  
pharmacist can  
provide advice

**MIU**

Deep cuts, broken bones,  
severe sprains, minor burns or  
scalds, minor sports injuries

**Minor  
Injuries Unit**  
Abingdon Hospital  
10.00-22.30  
01865 903476



Supporting people with acute  
& chronic problems with their  
physical & mental health

**Newbury  
Street  
Practice**  
01235 639521



When you need advice or  
medical treatment quickly  
& you can't wait for an  
appointment to see your doctor

**NHS 111**  
<https://111.nhs.uk>

**999**

Life threatening conditions such  
as severe chest pain, suspected  
stroke, breathing difficulties or  
unconsciousness

**Accident and  
Emergency  
999**

# About us

*We are a well-established GP Practice based in Wantage, South Oxfordshire proudly serving a practice population of almost 16,000 patients.*

*Over the years our Team has grown in size, and skill mix to over 45 staff and 12 Primary Care Network colleagues.*

*Having such a diverse range of expertise and experience means we can offer the best possible care to our patients in a safe, effective and compassionate way.*

*Our Patient Co-ordinator team are highly trained to assist in signposting support for patients and allocating the most appropriate appointment to meet their needs.*

*Patients may be offered an appointment with a GP or another member of the Team and this may be a phone call, or a face-to-face appointment.*

*All the team are committed to offering the Right Care in the Right Place at the Right Time.*

# *The Newbury Street Practice Team*

## *Doctors*

**Dr. Patricia Heavens**, BSc, MBBS, MRCGP, PGDip Dietetics  
PGCME (Female), GMC No. 4201520 (Partner),  
Trained at Charing Cross and Westminster Medical School,  
Qualified 1995

**Dr. Frances Watt**, BM BCh (Oxon), MRCP, MRCGP, DFFP  
(Female), GMC No. 4319920 (Partner), Trained at Oxford  
University, Green College, Qualified 1996

**Dr. Carrie Ladd**, BM, MRCGP, DFFP, FRCGP (Female) GMC  
No. 6074257 (Partner), Trained at Southampton University,  
Qualified 2003

**Dr Karen Irwin**, MBChB, MRCGP, DRCOG, DTM&H, DFFP,  
(Female), GMC No. 3276743 (Partner), Trained at Dundee  
University, Qualified 1991

**Dr. Katie Brice**, BSC Hon, MBBS, MRCGP (Female), GMC No.  
7151530 (Salaried), Trained at Hull York Medical School,  
Qualified 2011

**Dr. Edwina Ewart**, BSC Hons, MBChB Ed, DRCOG, DCH,  
MRCGP (Female), GMC No. 6146524 (Salaried), Trained at  
Leicester Warwick Medical School, Qualified 2006

# The Newbury Street Practice Team

## *Doctors (cont)*

**Dr. Rebecca Mabbett**, BMedSci, BMBS, DipPallMed, DRCOG, MRCGP (Female), GMC No. 7155853 (Salaried), Trained at University of Nottingham, Qualified 2011

**Dr. Christine Brown**, MBChB, MRCGP, DRCOG, DCH, DTM&H (Female), GMC No. 4294492 (Salaried), Trained at University of Birmingham Medical School, Qualified 2002

**Dr. Jaysal Patel**, MuDr, MRCGP (Male) GMC No. 7334159 (Salaried), Trained at Charles University Prague, Qualified 2012

- Our Practice welcomes Locum doctors and advanced nurse practitioners throughout the year.
- We are a teaching Practice and often have qualified doctors in post graduate GP training posts for various periods of time.
- On occasions we also have Medical Students in the Practice who may be present whilst you consult your own Doctor.
- We may at times run in-house teaching at lunchtimes and so run a reduced capacity but remaining open to emergencies during this time.

# Doctor Timetable

Doctor	Mon AM	Mon PM	Tues AM	Tues PM	Wed AM	Wed PM	Thurs AM	Thurs PM	Fri AM	Fri PM
Dr Heavens			✓	✓			✓	✓	✓	✓
Dr Ladd	✓	✓			✓	✓	✓			
Dr Watt			✓	✓			✓	✓	✓	✓
Dr Irwin	✓	✓			✓	✓			✓	✓
Dr Ewart		✓	✓	✓	✓	✓	✓	✓		
Dr Brice	✓	✓	✓	✓						✓
Dr Mabbet			✓	✓	✓	✓			✓	✓
Dr Brown					✓				✓	
Dr Patel			✓	✓	✓	✓			✓	



# *Allied Health Care Professionals*

## **Physician's Associate:**

Michelle Reston

## **Advanced Nurse Practitioner:**

Alyson Green

## **Practice Nurses:**

Caroline Burgess

Lisa Smith

Jane Fallon – Norris

Caroline Doyle

Kate Powell

## **Healthcare Assistants & Phlebotomists:**

Lauren Woodward

Diane Carter

Eleanor Wilkins

Harry Rimmer

Ellie Kemper

Michelle Hunt

Our Nursing Team are very experienced and able to offer a wide range of services including long term condition support, vaccination and immunisations, cervical smear testing, contraception and sexual health care, travel immunisations, ECGs, blood tests and urine testing.

## ***Non-Clinical Support Staff***

*Our Patient Co-ordinator and Prescription Teams are here to help with lots of knowledge among the team.*

*Their duties include the reception desk in the waiting room, taking phone calls and signposting to other services or allocating the most suitable appointments, repeat prescriptions & liaising with local pharmacies.*

*Our Administrative & Secretarial Teams are highly experienced and helpful. They are involved with patient referrals, insurance and medical reports, and hospital letters as well as patient emails, online access and information requests.*

## ***Management Team***

***Practice Manager: Robin Somers***

***Deputy Practice Manager: Sandra O'Donnell***

***IT & Digital Lead: Gail Wells***

***Patient Co-Ordinator Team Lead – Sue Lay, Chris May***

***Prescriptions Team Lead: Cheryl Oakley***

***Nursing Team Lead: Caroline Burgess***

# Primary Care Network Team (PCN)

*A PCN enables Practices to expand their workforce by recruiting other healthcare professionals who can offer face to face appointments. They cover both Newbury and Church Street Practices.*

*Our PCN team has significantly grown over the last 2 years and includes Pharmacists, Pharmacy Technicians, a Health and Wellbeing Coach, Mental Health Nurse Practitioner, Physiotherapists, Care Coordinators and Social Prescribers.*

*We very much value our PCN colleagues and recognize the diverse skill mix they bring to NSP to offer more access and expertise for our patients to benefit from.*

*We continue to seek opportunities to work with the community and develop its multidisciplinary team to allow patients to have a consultation with the most appropriate healthcare professional.*

*For more information on Wantage PCN:*

*<https://newburystreetpractice.co.uk/wantage-primary-care-network-pcn>*

# Our Appointment System

*Our Patient Coordinator Team will allocate you the most appropriate appointment taking into consideration the following: Right Care, Right Place and Right Time.*

*This may involve booking in with one of our allied health care professionals, PCN team, Nursing or GP team.*

*We try to keep to Named Doctor appointments as much as possible as this is important for continuity of care. If you do not know who your named GP is then please do let us know.*

*Whilst we appreciate it is not always possible to attend previously booked appointments, we respectfully ask patients to let us know if they are unable to attend so we can open the appointment up to another patient.*

# Chaperones

*If you feel that you would like a chaperone with you during a consultation, please ask the clinician who will be happy to arrange this for you. In certain circumstances a clinician may request one to be present.*

# Booking an Appointment

***Patients can book appointments in the following ways:***

- 1. Online – certain appointment types are available to book ahead such as cervical smear test, postnatal GP check*
- 2. Phoning the practice & speaking to our Team*
- 3. Walking in to speak to our Reception Desk*

*We offer a hybrid system of pre-bookable & on the day appointments with our Clinical Team including GPs, our PA and our Nursing team.*

*Anima is our on-line consultation platform – you can log on at 8am and submit a query for one of the team if you have registered to use this. Please note there is a limited capacity each day – this is intended for non-urgent clinical and admin queries.*

*Please note we do not accept clinical queries via email in the interested of patient safety as there may be a delay in reply.*

## What if I can't get to the surgery for an appointment?

*If you are too ill to come to the Practice and you need to be seen, we may arrange a video appointment or consider a home visit if appropriate.*

# Repeat Prescriptions

*If you need regular medication you may obtain a repeat prescription from us.*

*Please ensure **three full working days' notice** of requiring a repeat prescription.*

*We require the following:*

- **Full name**
- **Date of Birth**
- **Name of the drug as written on the repeat slip**
- **Which Chemist you wish to collect the script from.**

***Requests for Repeat Prescriptions** can be made in several ways:*

- *Leave a suitable request in the prescription box provided in reception or in one of the local chemists. At present repeat prescriptions are left in the letter box outside the Practice.*
- *Post (please ensure request is signed) to Newbury Street Practice, The Health Centre, Mably Way, Wantage OX12 9BN.*
- *Internet: Via Online Patient Access. (see next page)*
- *Email the dispensary at [the.dispensary2@nhs.net](mailto:the.dispensary2@nhs.net)*

## Online Access

*You can make use of online services by downloading the **NHS app** or registering with one of the available online service platforms.*

*There are several to choose from so it is a good idea to look at what is available before deciding.*

*Please see the website and follow the steps on there.*

*You will have access to **repeat prescriptions, health advice and many other services.***

*To have further access to your medical record, you are required to complete an application form. If you are registering with the Practice, the online access form can be completed online via the website and identification documents emailed to the practice at [nsp.onlineservices@nhs.net](mailto:nsp.onlineservices@nhs.net)*

## Carers

*We keep a register of Carers so we can offer extra support, please let us know if you feel you need to join this list.*

## *Useful Hints for using the Telephone System*

*The Practice is contacted on **01235 639521**.*

*On dialing the Practice, you will hear an automated message welcoming your call, letting you know all calls are monitored and reminding you to call 999 if you have a life-threatening emergency.*

*If you wish to speak to a GP or Healthcare Professional, you are advised a Patient Coordinator may ask you for a brief description of your issue so your call can be redirected appropriately.*

*If you stay on the line the automated menu can be accessed by pressing the relevant number on your keypad.*

- 1. Urgent enquiries This line is for healthcare professionals only.*
- 2. Patient Coordinators To arrange an appointment, a call back, ask for results or general enquiries.*
- 3. Scripts Any enquiries relating to medication and prescriptions.*
- 4. Secretaries Any enquiries relating to NHS/Private referrals and letters.*
- 5. Admin Team Any enquiries relating to registrations, completion of forms and medical records.*
- 6. Pharmacy Team*
- 7. Covid Vaccinations - for more information*



## Useful Hints (continued)

*Once you have selected an option from the menu, you will be automatically put in a queue, you can then select the “call back” option. For example, on dialing the Practice if you select 3 (prescription enquiries), stay on the line and select 1 once prompted for a “call back”.*

*Please note “call back” can be affected by the type of call screening you have in place. Call back will fail if you don’t pick up the phone and don’t have an answering system, so stay close to your phone if you have requested a call back.*

*If the Practice telephone number is blocked in your phone the “call back” will also fail. How the call blocking service works depends on the phone service provider you use, but generally, if the Practice number (01235 639521) is listed in your contacts the “call back” should work.*

# Accessibility

*At Newbury Street Practice we strive to make our premises as accessible as possible for those of our patients who have disabilities.*

*Please note we are undergoing major building expansion works during 2022/23 due to be completed by the end of December 2023.*

*Easy access via the temporary waiting room is in place with new disabled parking nearby and plenty of general parking.*

*We have provided access to a temporary facility to include a disabled toilet and private facilities for baby change and feed facilities.*

*Interpreter Services: If you require an interpreter to attend with you when you see us, please let our Patient Coordinators know and we can arrange this for you.*

*Our practice website is available to access via our translation service if needed.*

*We welcome your suggestions on how we can improve our accessibility to meet the needs of our patients.*

# Services Available

## **Core Services**

*General management of medical conditions*

*Health promotion advice*

*Emergency care if appropriate*

*Referral for other services, if appropriate*

*Urgently required care for temporary residents*

## **Additional services**

*Cervical screening*

*Contraceptive services*

*Vaccinations and immunisations*

*Child health surveillance*

*Maternity services*

*Minor surgery procedures*

## **Enhanced services**

*IUD and subcutaneous contraception Fitting*

*Anticoagulation service*

*Influenza Vaccinations*

*COVID Vaccinations*

## **In addition**

*Registered patients aged 16 -75 who have not been seen for 3 years may request a consultation.*

*Registered patients aged over 75 years who have not been seen in the previous 12 months may request a consultation.*

# Long Term Health Conditions

*If you have been diagnosed with:*

- *High Blood Pressure*
- *Diabetes*
- *Kidney Disease*
- *Heart Disease*
- *Mental Health*
- *Problems Stroke or Mini Stroke (TIA)*
- *Asthma COPD (Smoking Related Lung Disease)*
- *Dementia or Alzheimer's Disease*
- *Epilepsy*
- *Vascular Disease*
- *Rheumatoid Arthritis*

*Then we would like to offer you an annual comprehensive review of your condition(s) and medications in the month of your birthday. This will be mostly nurse-led.*

*Most people will need to have a urine test and a blood test with the healthcare assistant a week before the review. Please speak to reception about booking your LTC appointment.*

*The Practice Team will be in touch with you about any results and actions that may be appropriate afterwards.*

*By signing up to Online Access you can see your test results online including any doctors comments about the results.*

# Patient Participation Group (PPG)

*A Patient Participation Group (PPG) is a group of patients, carers and GP Practice staff who provide a forum for the exchange of information and views between patients and staff at the Practice.*

*Through collaborative working, the PPG are ensuring a better healthcare experience at Newbury Street Practice.*

*All patients over 16 years are automatically members of the Newbury Street Participation Group (NSPG).*

*Look out for details of NSPG activities on the notice board in the Practice and in the Patient Group Newsletter or look for more information on the website:*

*<https://www.newburystreetpractice.co.uk/patient-participation-group>*

*You can contact the NSPG by leaving a letter in an envelope at the Practice or by emailing them using the email: [NSPG@wantage.com](mailto:NSPG@wantage.com)*



# Patient Complaints

*We hope that most problems can be sorted out with the person concerned. If your problem cannot be sorted out in this way and you wish to make a complaint, we would like you to let us know as soon as possible.*

*Should you wish to make a formal complaint please address it either verbally or please see the website to fill in a complaints form.*

*In response to any formal complaint received:*

- We will acknowledge your complaint within 3 working days*
- We will treat you with respect and courtesy*
- You will receive a timely and appropriate response to your complaint*
- You will be told the outcome of any investigation*
- You will be told about any action taken arising from the outcome of your complaint.*

*If you are dissatisfied with the result of our investigation. You should contact:*

*Parliamentary and Health Service Ombudsman*

*Customer helpline 0345 015 4033  
(8:30am – 17:30 pm Monday to Friday)*

*<http://www.ombudsman.org.uk/home>*

## *Zero Tolerance*

*The NHS operates a zero tolerance to violence and abuse against its staff and any incident where staff are abused, threatened or assaulted may result in the patient being reported to the police and no longer allowed to receive medical services from this Practice.*

## *Equality and Diversity*

*The practice is committed to both eliminating discrimination and encouraging diversity amongst our workforce and in relation to our patients and service users. The practice and its staff will not discriminate on grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age.*

## *Confidentiality & Privacy*

*We respect your right to privacy and all our staff are bound by our confidentiality policy. Our calls are recorded for training and monitoring purposes. We also have CCTV on site for security reasons.*

## *More about our Practice*



**Armed Forces veteran  
friendly accredited  
GP practice**

<https://www.newburystreetpractice.co.uk/edit/we-are-an-armed-forces-veteran-friendly-practice>

*We are an accredited veteran friendly GP practice – if you are a veteran, please enquire as to the extra support we can offer.*



**SAFE SURGERIES**

<https://newburystreetpractice.co.uk/new-patients-2>

*We welcome refugees or asylum seekers to register with the practice – please see the above link for more information.*



## *Research at the Practice*

*We are a Royal College of General Practitioners accredited “Research Ready” practice and take part in a number of research trials throughout the year. We share details of research projects that are active, and patients can decide if they want to take up the offer to get involved – there is no obligation. Look out for more information on our Social Media Outlets and our Website.*

## *Physical Activity at the Practice*

*We are a Royal College of General Practitioners accredited “Active Practice.”*

*We have a strong focus on exercise activity and social connection in the community*

*We have recently registered as a Parkrun Practice – happens weekly on site <https://www.parkrun.org.uk/grovefields/>*

*Look out for more information on our Social Media Outlets and our Website.*



# Newbury Street Practice

*We are continually working to improve our services to meet the needs of our patients.*

*Therefore, we very much value your feedback and would like to highlight that you can share your suggestions in a number of ways:*

*Feedback forms in the Waiting Room*

*<https://www.newburystreetpractice.co.uk/feedback-suggestions--complaints>*

*<https://www.newburystreetpractice.co.uk/suggestion-form>*

*Leave a review -*

*Newbury Street Practice - NHS (<https://www.nhs.uk/>)*

*We would like to thank all our patients for their kind support over the last few years including those who have been with us for a long time, and those more recently joined and to those considering us in the future – welcome!*

# Useful Phone Numbers

<b>Newbury Street Practice Number</b>	<b>01235 639521</b>
Community Nurse Team	01865 904980
Health Visiting Team	07312 263081
The Midwife Team	01865 904832
Emergency Dentist	111
John Radcliffe NHS Trust Hospital	0300 304 7777
Churchill NHS Trust Hospital	0300 304 7777
Nuffield Orthopaedic Centre NHS Trust	0300 304 7777
South Central Ambulance NHS Trust	01869 365000
Police – Non-Emergencies	101
Social Services	0845 050 7666
Vale Community Impact	01235 765348
Samaritans	01865 722122
Marriage Guidance Council - Relate	116 123 (FREE)
Childline	0800 1111
BPAS - British Pregnancy Advisory Service	0345 730 4030
Oxfordshire Health NHS Trust	01865 901000
Alcoholics Anonymous	0800 917 7650
Citizens Advice Bureau	03444 111 444
Oxford Cruse Bereavement Care	01865 245398
Oxfordshire Sexual Abuse & Rape Crisis	0800 783 6294
Turning Point (Alcohol & Drug Service)	01865 261690
Oxfordshire Sexual Health Clinic	01865 231231
Oxfordshire Mind	01865 363730