

Bicester Health Centre clinicians are a team. A GP may not be the best person to help you.

In addition to the GPs in the practice there are other clinical staff who you may see or speak to about your health or medications.

This Includes:

- Advanced Nurse Practitioners
- Clinical Pharmacists
- Dispensers
- Health Care Assistants
- Paramedics
- Pharmacy Technicians
- Physician Associates
- Physiotherapists
- Practice Nurses
- Wellbeing Workers

More information about our staff can be found on our website: bicesterhc.co.uk

Ordering Repeat Prescriptions

If you are requesting a prescription, please do so via the following options, in order of preference:

- 1) Patient Access or the NHS mobile App
- 2) Through your nominated pharmacy
- 3) Paper request through our letter box including your name, date of birth, address and details of medication requested.

Useful App and Websites:

NHS Mobile App or access from www.nhs.uk/app



This app from NHS Digital has health information, and once registered, access to your Covid Pass & your health records. You can also order repeat prescriptions.

Patient patient.info

Started by GPs and now owned by EMIS, the computer system provider for GPs, it has just the right level of detail on health and medicines.

Healthtalk healthtalk.org

Patients are recorded talking about their conditions, from heart problems to arthritis.

Great for finding out what it's really like to have a long-term illness.

Join our Patient Participation Group (PPG)

Have a voice in the development of your practice. Sign up on the practice website bicesterhc.co.uk via the "Patient Participation Group" link. at the bottom of the home page, or email us directly at: BHC.PPG.F2F@gmail.com.

Not Happy with Your Care?

Clinicians are people too. We are also patients. We don't always get it right. We do our best under pressure, but sometimes things do, and will, get missed. So, please come back and tell us your worries and work with us to make things right for you, or to help us learn how to do better next time.

HOW DO I GET AN APPOINTMENT?



This leaflet is a simple guide to contacting your surgery, getting an appointment, and managing your prescriptions.

*This leaflet is one of the projects by the **Bicester Health Centre PPG** to help the practice and patients. Each GP practice in England has a Patient Participation Group which you can join.*

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bicesterhc.co.uk

Contacting the Surgery

1. By e-Consult



Find the eConsult link on the home screen of the practice website.

bicesterhc.co.uk

This allows you to get clinical or administrative support for medical problems and sick notes. It is a quick and easy way to contact the surgery at any time. If you submit your form before noon, you will get a response the same day, normally by phone and usually by 6 p.m.

Please do not use eConsult for repeat prescription requests. (See “Ordering Repeat Prescriptions” overleaf).

All eConsults - and phone calls - are screened by the Triage GP to ensure you are placed in the best appointment for you. This could be a phone call, face to face appointment, or an appointment with one of our many clinical staff.

Providing as much information as possible on the e-Consult will allow our Triage GP to put you in the most appropriate appointment.

2. By Telephone

01869 249333

The Patient Coordinator will ask you the reason for the call and possibly some more specific questions. Please do not feel offended if they ask you for details. Your information is treated in confidence by everyone at Bicester Health Centre.

We take urgent calls at any time up to 6:30pm. We ask that if you are calling about an ongoing issue or your problem is not urgent, you call us **before midday**. This allows us to ensure there is enough clinical time at the end of the day for emergencies.

Providing information to the Patient Coordinator will help our Triage GP make sure you are given the most appropriate appointment.

Let the Patient Coordinator know if you have a preferred clinician, or a time that is better for your call-back. Please be aware that it may not always be possible to accommodate this.



This is a BHC PPG patient information leaflet.

Tell your clinician your Ideas, Concerns and Expectations (ICE).

Ideas: What do you think the illness could be? Are you worried about cancer?

Concerns: What worries you about this problem or how it will affect your life?

Expectations: What were you hoping the clinician could do for you (reassure, tests, treatment, or referral)?

If you may need to be examined, please dress sensibly.

Loose trousers to show your knee or slip-on shoes if you'll need to take them off.

Work in partnership to help your clinician to help you.

Try asking “What can I do to help myself?”

Many simple problems can be dealt with by the local chemist, e.g. warts, athlete's foot, head lice, threadworms and minor illnesses such as coughs and colds.