

Oxted Health Centre
10 Gresham Road
Oxted
Surrey RH8 0BQ
Tel: 01883 734000

Patient Leaflet

Email: oxtedhealthcentre@nhs.net

www.oxtedhealthcentre.nhs.uk

Registering with the practice

Joining the practice

We accept new patient registrations from those living within our practice boundary – practice boundary map is available on the website. [Register as a patient - Oxted Health Centre](#)

If you do not have online access or have questions about your eligibility, please contact us.

Please register by using the practice website using the tab. [Register as a patient - Oxted Health Centre](#)

Alternatively you can request a paper copy in person, via telephone or email.

It is helpful if you include a copy of your ID however we can still register you without proof of ID or address.

Accountable GP

Patients registered at the practice have a named, accountable doctor who is responsible for co Ordinator their care. Your named doctor will be allocated by the practice. You can still talk to or make appointments to see any of our doctors or nurses.



As a patient some of your key rights are:

- & To receive NHS services free of charge
- & Not be discriminated against
- & Be treated with professional standards by qualified and experienced staff
- & Expect NHS organisations to monitor and try to improve continuously the quality of their services
- & Be treated with dignity and respect
- & Accept or refuse treatment and only be physically examined with consent
- & Be given information about any test and treatment options open to you, what they involve and their risks and benefits
- & Privacy and confidentiality
- & Have any complaint acknowledged within three days and properly investigated



Some of our key pledges to patients are:

- & Ensure that any transfer between services is as smooth as possible and you are fully involved
- & Provide a clean and safe environment
- & Share with you any letters sent between clinicians about you
- & Treat you with courtesy and give support in the handling of any complaint and ensure it has no effect on any future treatment
- & Identify, acknowledge and learn from mistakes, complaints and claims



Some of your responsibilities are to:

- & Treat NHS staff and other patients with respect
- & Keep appointments or cancel within a reasonable time
- & Give positive or negative feedback about your experiences and the treatment and care you receive



Your personal information (GDPR)

The practice collects information about its patients which is essential for the provision of direct healthcare. All information held about patients is completely confidential. The Practice is registered with the Information Commissioner's Office and is compliant with General Data Protection Regulations (2018). For more details about how we use your data and the lawful basis for its processing, please see the Practice Privacy Notice.

On the Practice Website you can:

- Order prescriptions
- Request/cancel appointments
- Get test results
- Request a sick note
- Register as a patient
- Get on line health advice both routine and urgent

Popular services

[Order a repeat prescription](#)

[Request or cancel an appointment](#)

[Get help and advice online](#)

[Get test results](#)

[Register as a patient](#)

[Request a fit note \(sick note\)](#)

Do more with the NHS App!



-  Order repeat prescriptions
-  Use NHS 111 online
-  Find NHS services
-  View your GP health record
-  Book appointments
-  Get reminders and messages

And much more...

You can also use these services by logging in through the NHS website

Need help?

Get support in the app or visit nhs.uk/helpmeapp



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About us

Our practice & team

We are a general primary care GP practice located in Oxted, Surrey.

We have approximately 17,000 patients.

GP Partners are:

Dr David Hill (male)

Dr David Green (male)

Dr Tharshini Ramalingam (female)

Dr Bahar Maybrey (female)

Dr Kerstin O'Connor (female)

Dr Nicholas Merritt (male)

Our Associate GPs are

Dr Zain Bamber (male)

Dr Anna Mustill (female)

Dr Bethan Forgie (female)

Dr Nila Sathananthan (female)

Dr Amy Weallans (female)

Dr Miriam Dias (female)

As part of our multidisciplinary clinical team we are supported by practitioners in additional roles.

Ms Sarah Muller – Urgent Care Practitioner & Mr John Stygle – Advanced Clinical Practitioner (Paramedic)

Mrs Askila Dungarwalla & Mr Kam Patel – Clinical Pharmacists

Practice Nursing Team

Mrs Katy Irons – Lead Nurse

Mrs Croia Reilly & Mrs Tracy Reynolds - Practice Nurses

Mrs Debbie Hinton and Ms Antonela Husar – Health Care Assistants

We also have at the practice First Contact Physiotherapists who can assess, diagnose, treat and manage musculoskeletal problems. First Contact Physiotherapists can be accessed directly by patients or via referral from other members of staff.

Practice Manager – Ms Ronnie Godfrey

Operations Manager – Mrs Donna Pacey

Patient Services Manager – Ms Paulina Lepska

The practice is supported by a front of house team consisting of Patient Navigator Assistants and Prescription Clerks as well as an extensive administrative support teams.

Services

Our nursing team provide the following services: phlebotomy, blood pressure, chronic disease management clinics, cervical screening, mother and baby checks, child immunisations, ear syringing, wound care, family planning, anticoagulation management. This list is not exhaustive and subject to change.

The practice also provides LARC (long-acting reversible contraception) clinics – please enquire at reception.

Opening Times

Monday	8.00am-6.30pm
Tuesday	8.00am-6.30pm
Wednesday	8.00am-6.30pm
Thursday	8.00am-6.30pm
Friday	8.00am-6.30pm
Saturday	Closed
Sunday	Closed
Bank Holidays	Closed

Please note that the practice provides additional appointments outside of the above hours – please enquire at reception for more information

Practice Access: • Disabled Toilets on site • Induction Loop • Translation Services available (pre book) • Wheelchair Access	Parking: • Local parking on streets – please ensure you check street signage • Disabled car park bays on site
Bringing in children • Baby changing facility on site • Breast Feeding room	Please enquire at reception

Out of hours Contacts

Call 111 if you need urgent advice

NHS 111 can help if you have an urgent medical problem and you're not sure what to do. To get help:

- go to 111.nhs.uk (for people aged 5 and over only)
- call 111

Available 24 hours a day, 7 days a week.

Call 999 or go to A&E in an emergency

Medical emergencies can include:

- loss of consciousness
- an acute confused state
- fits that are not stopping
- chest pain
- breathing difficulties
- severe bleeding that cannot be stopped
- severe allergic reactions
- severe burns or scalds

Minor Injury Unit at Caterham Dene Hospital – information below on their service

What conditions does the MIU diagnose and treat?

Adults and children over the age of 5 can attend with the following conditions:

- Wounds that need closing (including staples, stitches, glue and steri-strips)
- Limb injuries including fractures
- Bites and stings
- Infect wounds
- Head injuries (excluding those aged over 65, had a previous history of loss of consciousness or those taking blood thinners)
- Eye problems such as infections or scratches
- Sports injuries
- Minor burns and scalds
- Emergency contraception
- Minor illnesses for adults aged over 18 such as sore throat or ear pain. **Please note children cannot be seen for minor illnesses**

The MIU is nurse led and there is NOT a doctor on site. If you are in doubt whether a person's condition is appropriate to be dealt with at the MIU service – please call before visiting.

Feedback and Comments

Making a formal complaint

Most issues can be sorted out at the time they happen and with the person involved.

We would always like to resolve the issue this way before you submit a complaint.

If you cannot resolve the issue this way, you can then submit a formal complaint.

Your written complaint will need to include:

- Your full name
- Your date of birth
- Details of the incident, including dates, times and name of those involved if this is known to you.

You can send the complaint into the practice via the email address oxtedhealthcentre@nhs.net, by post or in person.

The practice will acknowledge your complaint and following on from investigation will respond within 10 working days. Any extension to this timeframe will be notified to you.

Getting Involved

Patient Participation Group (PPG)

The PPG is all about the patient views and sharing feedback on the services you receive.

The PPG is the voice of our patients and an important element of general practice, ensuring that GP Practices meet the needs of its patients in the services they provide to the best of their ability.

If you would like more information on the PPG please enquire at reception.