

disability or age. However, we do not register young people under the age of 16 as we feel it is not in their best interest.

Patient Participation Group (PPG)

The surgery has an active PPG and we welcome all comments and suggestions for service improvements and the care we provide.

Surgery opening times

Mondays to Fridays 9am- 5pm.
Closed on Thursday afternoons; 2pm - 5pm.
New registrations: 9am-10.30am daily.

Daily schedule

8am-9am

Booked appointments with GPs.

9am-12.30pm

Drop in or book on the day appointments with GPs, nurses and the social practitioner.

12.30pm-2pm

Closed.

2pm-5pm

Booked appointments with GPs, nurses and social practitioner.

5pm-6.30pm

Collection of prescriptions.

If you cannot keep an appointment or no longer need it, please let us know so that we can offer it to someone else.

Concerns and complaints

We aim to provide you with a high quality service at all times. However, if you have any concerns, complaints or comments about your experience of our service then please contact the practice manager or contact the Patient Advice and Liaison Service on free-phone 0800 328 7971.

Care Quality Commission — Luther Street Medical Centre was awarded outstanding in April 2016.

If you need the information in another language or format please ask us

Nëse ky informacion ju nevojitet në një gjuhë apo format tjetër, ju lutem na kontaktoni

आपनि यदि এই তথ্যাদি অন্য কোন ভাষায় বা মাধ্যমে (ফরমেট) পেতে চান তবে দয়া করে আমাদেরকে বলুন

ନି ନମନି ଆ ଶାନ୍ତିନି ଲୀଳା ଖୋଷାଙ୍କୁ ଅଥବା ଲୀଳା ଆକାଶଙ୍କୁ ଲିଖିତ ଭାବେ ନି ଦୃଷ୍ୟା କରିବି ଅମନେ ପୁଞ୍ଜି

यदि आपको यह जानकारी किसी दूसरी भाषा या आकार में चाहिए हो तो कृपया हम से पूछें

若您需要本信息的另一种语言或格式的版本，请与我们联系

ନେବ ବ୍ରହ୍ମାଣ୍ଡ ଚିତ୍ତ ମାତରାଣୀ ବିନା ସୁନା ବ୍ରାହ୍ମା ନାଁ ମତେ ବିଂଚ ଚରାଣୀ ଚଢ଼ି ବାଁ ବିରଥା ଧବ ଶି ମାତୁଁ ପୁଞ୍ଜି

اگر آپ کو یہ معلومات کسی دوسری زبان میں یا کسی دوسرے طریقہ سے درکار ہیں تو براہ کرم ہماری نم سے پوچھیں۔۔

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Email: lsmc@nhs.net

OH 006.20



Adult Directorate

Luther Street Medical Centre

Welcome to Luther Street Medical Centre. We are a specialist medical centre for people experiencing homelessness.

We aim to provide an excellent standard of medical care and specialised social support in a friendly, accessible setting.

Can I see a doctor?

Yes. Our morning surgeries are 'open access' so you do not have to book an appointment in advance. You can drop into the surgery anytime from 9am to 12.30pm and will be seen as soon as possible, or you can make an appointment for later that day.

The number of patients who can be seen in 'open access' in the morning is limited, so it is always a good idea to get to the surgery as soon as you can. Booked appointments are arranged for between 2pm-5pm.

To book an appointment you can visit us or telephone 01865 726008.

What happens when the surgery is closed?

Contact NHS 111 anytime for medical advice by phoning 111. There is always a doctor on call for emergencies. If you need to see a doctor out of normal surgery hours, please also phone 111.

Can I see a nurse instead of a doctor?

You can see a nurse without having to see the doctor for immunisations, wound care, dressings, blood tests, blood pressure checks

and long term medical problem monitoring.

Where can I get support on housing, debts, family, and drug misuse?

A social practitioner is available to help you with non-medical issues such as housing, benefits, advocacy, debt, employment, training, family and any other social issues.

How can I get help with my addiction?

You can get support for smoking cessation, drugs, alcohol, and gambling addiction by talking to the GP, who may refer onto other services. We also recommend self-referral to Turning Point, who work with us to provide opiate substitution therapy at Luther Street.

What other services are available?

- Mental health practitioner
- Dentist
- Podiatrist - for your feet
- Psychiatrist
- Midwife
- Acupuncturist

Please ask if you would like to see any of them.

Who do I contact for my repeat prescriptions?

Repeat prescriptions take 24 hours. Please contact the receptionist before 12 noon to

request one. You can pick it up from the surgery the following day.

How do I get my medical test results?

Come in and see the nurse or doctor in the morning or leave a message at reception with your contact number.

I am settled in housing, what next?

Once you are stably housed and more settled, you will need to register with a GP closer to your home. The social practitioner can help you with this and other social support for up to six months after registering with your new GP.

Will my details be kept confidential?

Everyone in the practice follows a strict code of confidentiality and we are registered under the Data Protection Act.

If you would like to see or have copies of your medical records or information held on the computer system, please contact the practice manager, who will be happy to explain how we do this.

Equality and diversity

We take equality and diversity seriously and provide an equal service to all people experiencing homelessness, regardless of ethnicity, gender, sexuality, religion,