



Accessing healthcare when you live on a boat in North Oxfordshire

August 2020



Cherwell

DISTRICT COUNCIL
NORTH OXFORDSHIRE

NHS

Oxfordshire

Clinical Commissioning Group

Everyone is entitled to register with a GP Practice free of charge, even if they do not have a permanent home or proof of address. This includes those who live on boats.

Everyone should register with a GP Practice (doctor's surgery) so that they can access health care at the time that it is needed.

Being registered with a GP Practice can also help keep you well as you will receive invitations to relevant NHS health screening programmes such as breast, bowel and cervical screening, as well as to the NHS Health Check programme, where eligible.

Do I need identification?

Personal identification is helpful – but is not essential to register.

If you have some form of ID this will help with registration and in ensuring your previous medical notes are passed onto the new practice.

Your passport (even if out of date), driving licence or birth certificate are all good forms of identification. Also bills, bank statements, official correspondence etc.

However, GP Practices should still have a policy to support your registration even if you do not have personal ID documents.

Do I need to prove my address?

You do not need a permanent address or proof of one to be registered with a GP Practice.

If you do have a permanent mooring – for instance, with the Canal & River Trust or a private landlord – supporting documentation such as a mooring agreement or letter confirming the location is helpful, but it isn't essential.

If you do not have a permanent mooring, or are passing through the area, you can specify a location where you are staying (e.g. where you are moored) **which must be within the practice boundary**. Practices should then accept the registration.

You do not need to prove your address or mooring location. Where necessary, the Practice can use the Practice address to register you.

Providing contact details:

Providing some contact details is helpful – but is not essential to register.

By giving some contact details to your surgery – either a postal address where you can safely receive mail, a mobile phone number or email – it makes it easier for the GP Practice to contact you, for instance to provide test results or to invite you for appointments.

What to do if you are turned away?

If you experience any difficulty registering with a GP Practice that cannot be resolved through discussion with the Practice staff, you can contact Patient Services at Oxfordshire Clinical Commissioning Group

by email on:

OCCG.patientservices@nhs.net

or Freephone:
0800 052 6088

or in writing to:
Patient Services,
Oxfordshire Clinical Commissioning Group,
Jubilee House,
5510 John Smith Drive,
Oxford OX4 2LH

How to register at a GP Practice:

You can check if your nearest GP Practice is able to take on more patients or if their register is closed because it is full, by going to the NHS web site:

[www.nhs.uk/ service-search/GP/Location Search/4](http://www.nhs.uk/service-search/GP/Location%20Search/4)

Alternatively you can visit the surgery's website.

If you do not have access to the internet, just call or visit the Practice nearest to your location and ask to be registered.

You will then need to go along to your chosen GP Practice in person to register.

GP Practices in North Oxfordshire:

If you are a boat dweller in north Oxfordshire (between Fenny Compton and Thrupp), the following GP Practices are located relatively near the canal or river – you will need to check that your location is within their catchment boundary:

- **Cropredy Surgery, Cropredy** 01295 758372
Catchment: Fenny Compton - Claydon - Cropredy
www.cropredy-surgery.co.uk
- **Woodlands Surgery, Banbury** 01295 368022
Catchment: Claydon - Cropredy - Banbury
www.woodlandssurgery-banbury.co.uk

Continued overleaf

- **Windrush Surgery, Banbury**
01295 251491
Catchment; Claydon - Cropredy - Banbury
www.windrushsurgery.co.uk
- **Banbury Cross Health Centre** (formerly known as West Bar Surgery and includes Banbury Health Centre and Horsefair Surgery), Banbury
01295 256261
Catchment: Cropredy - Banbury - Aynho
www.banburycrosshealthcentre.co.uk
- **Hightown Surgery, Banbury** 01295 270722
Catchment: Cropredy - Banbury - Aynho
www.hightownsurgery.co.uk
- **Deddington Health Centre** 01869 338611
Catchment: Aynho - Lower Heyford
www.deddingtonsurgery.co.uk
- **Gosford Hill Medical Centre, Kidlington**
01865 374242
Catchment: Kidlington - Thrupp
www.gosfordhillmc.co.uk
- **The Key Medical Practice, Kidlington**
01865 842292
Catchment: Kidlington - Thrupp
www.keymedicalpractice.co.uk

Other services that can help:

111 service

This telephone service gives patients access to local NHS healthcare services 24 hours a day, 365 days a year. Calls from landlines and mobiles to 111 are free.

The 111 service is also available via 'Typetalk' for deaf or hard-of-hearing people on number 18001 111.

Local pharmacy

Pharmacies, or chemists, dispense prescribed and off-the-shelf medicines. A fully qualified pharmacist can advise on a range of health issues including minor illnesses and conditions, give advice on how to manage your medicines, blood glucose monitoring, blood pressure and emergency hormone contraception.

You may be referred to a pharmacy for advice after calling NHS 111.

Accident & Emergency department

You should only use the A&E department at the Oxford University Hospitals NHS Foundation Trust in a real emergency.

NHS website:

For further information on NHS services, health and medicine advice and NHS news, visit

www.nhs.uk