

PRACTICE INFORMATION BOOKLET



FOR PATIENTS

Westwood Road Health Centre

66 Westwood Road, Tilehurst, Reading, Berks. RG31 5PR
Tel: 0118 942 7421 Fax: 0118 945 3537

Whitley Wood Lane Surgery

96 Whitley Wood Lane, Whitley, Reading, Berks. RG2 8PP
Tel: 0118 987 6522 Fax: 0118 975 7067

Overdown Road Surgery

6 The Colonnade, Overdown Road, Tilehurst, Reading, Berks. RG31 6PR
Tel: 0118 942 5432

Welcome To The Practice

This booklet is designed to tell you about the practice and the services that we offer. Please keep it in a safe place for future reference. Should you require further information, please contact the practice manager.

THE DOCTORS

Dr C Tiwari (female) MB BS

SURGERY OPENING TIMES

Westwood Road Surgery

Monday	7.30am to 6.30pm
Tuesday	7.30am to 6.30pm
Wednesday	7.30am to 6.30pm
Thursday	7.30am to 8.00pm
Friday	7.30am to 5.00pm

Whitley Wood Lane

Monday	8.00am to 12.30pm and 2.00 to 6.00pm
Tuesday	8.00am to 12.30pm and 2.00 to 6.00pm
Wednesday	8.00am to 12.30pm
Thursday	8.00am to 12.30pm and 2.00 to 6.00pm
Friday	8.00am to 12.30pm and 2.00 to 6.30pm

Overdown Road

Monday	CLOSED
Tuesday	8.00am to 12.30pm
Wednesday	CLOSED
Thursday	8.00am to 12.30pm
Friday	CLOSED

For the latest information click to: www.thewestwoodroadpractice.co.uk

OUT-OF-HOURS SERVICE

In the case of emergencies when the surgery is closed, please call NHS 111 on 111 for medical assistance and advice. Only call this number if the problem is urgent and will not wait until 7.30am the next morning.

APPOINTMENTS

An appointment may be booked 'on the day' or in advance.

For an appointment 'on the day' please telephone the surgery between the hours of 8.00 - 10.00am and 2.00 - 3.00pm.

Our qualified practice nurses will triage your call and give you an appropriate appointment with either a nurse or doctor.

Routine appointments can be booked two weeks in advance but are limited due to our advance access system.

Patients can now book their own appointments on our website.

HOME VISITS

If you require a home visit, please contact the surgery and give the receptionist details of your illness so that the doctor can assess the urgency of your call. Except in an emergency, please phone before 10.00am.

As a matter of routine you will be asked if you are able to come to the surgery.

This is because facilities for examination and treatment are better at the surgeries, and the less time a doctor spends in travelling the more time is available for patients. Nevertheless, we appreciate that some patients will need to be seen at home when they are too ill to come to the surgery.

REPEAT PRESCRIPTIONS

If you are on regular treatment your doctor may arrange for you to have computerised repeat prescriptions without an appointment. Please make your request in person or in writing (with a self-addressed envelope), allowing 48 hours' notice, excluding weekends and bank holidays. Please do not telephone requests for repeat prescriptions as this can lead to errors. Your medication will be reviewed regularly and you may be asked to see the doctor before further prescriptions are issued.

RESULTS

Please allow seven to ten working days before phoning for results unless your doctor has told you otherwise. Please phone after 2.00pm.

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One part of life's rich tapestry is that things are constantly changing. Perhaps one of the more difficult things to cope with is admitting that we, or our loved ones, are growing older and are, perhaps, finding it difficult to cope with living alone. At such times thoughts turn to residential care. This is a big decision so it's very important to make the right choice.

Generally there are two types of home: a Residential Home provides assistance with personal care such as dressing and washing if required and staff can care for residents during short periods of illness. Nursing Homes are better suited where more committed medical attention is needed, sometimes constantly. The aim in all cases is to ensure that care is flexible and tailored according to the needs of the individual.

Some homes now cater for both nursing and residential care. This means avoiding the trauma of having to move again if the patient's health deteriorates and nursing care becomes necessary.

Normally, in either case, there is a programme of activities available to all residents who wish to take part. The objective in most homes is to encourage residents to retain their interests and enjoy life in general as much as they can.

The quality of accommodation and care can vary significantly between homes and exploring the various options may be difficult. So arrange a visit and ask your questions personally. Treat your visit as if you were buying a house and trust your feelings and instincts. The choice is YOURS - it is your right to choose!

ADVERTISING FEATURE

Attract more business by placing your advert here. Simply call 0800 0234 196.

THE PRACTICE TEAM

The Practice Manager

The practice manager is Mrs Jane Goddard who has been with the practice for 28 years. She is here to ensure that all our patients are met with a high quality service and that the consistently high standards that the practice aims for are met and maintained. Jane is also your first line of contact should you have any queries or problems concerning the practice.

Advanced Nurse Practitioner

Chris Stone is a highly experienced Advanced Nurse Practitioner. She can be seen, by appointment throughout the week, for minor illnesses and is able to prescribe medication. She also has a wide range of skills in disease management.

Practice Nurses

Sara Lang is our highly experienced practice nurse. She can be seen, by appointment, throughout the week. She will perform routine nursing procedures that include wound/ulcer dressing, injections, blood tests, suture removal and health checks. She has also developed a wide range of skills in the field of asthma, diabetes, family planning and travellers' health.

Health Care Assistants

We have one HCA, Rosemary Charlton. She is well qualified to take routine blood tests and carry out health checks, spirometry, diabetic foot pulses, ECGs and some dressings. She can be seen by appointment throughout the week.

Phlebotomists

We have two phlebotomists who are able to take routine blood tests. They can be seen by appointment throughout the week.

Medical Secretary

We have two medical secretaries who deal with the doctors' referral letters to hospitals and liaise with hospital staff regarding queries for appointments.

If you have any queries about your referral to hospital they will be pleased to help.

Receptionists

Our receptionists are a team of highly professional individuals who are your first point of contact when you are dealing with the practice. They are there to ensure you receive the best possible service.

District Nurses

Our attached district nurses can be contacted through the surgery.

The district nurses are highly skilled and experienced. They provide a wide range of community nursing services for patients and carers in their own homes.

Visit our website on: www.thewestwoodroadpractice.co.uk

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Ken understands that, for many people, having builders in their house can be stressful, which is why he does all he can to take away any hassle or inconvenience. We take care of everything from design to completion. We only use a local workforce with qualified plumbers and electricians which helps to ensure continuous working progress and that jobs are completed on time and, hopefully, to budget.

"In fact, Cresswell Construction are happy to work on any type of job," said Ken.

For a free, no-obligation quotation, call (01491) 874301.

ADVERTISING FEATURE

Health Visitors

Our health visitors can be contacted through the surgery.

Health visitors have expertise in a wide range of health care fields, particularly expectant mums, young children and the elderly.

If you have a problem with your health or welfare they can often put you in touch with sources for help and advice.

Community Midwives

There are community midwives attached to the surgery. They hold booking clinics, antenatal clinics and do home visits as requested. They can offer advice about pregnancy, childbirth, the postnatal period and any problems that arise.

Our midwives can be contacted through the surgery.

SERVICES PROVIDED BY THE PRACTICE

Family Planning

A full range of contraceptive services are available (eg pill, cap, intra-uterine device). You can be seen by making an appointment with one of our practice nurses. Please contact reception for further details.

Cervical Smears

When a cervical smear is due you will be contacted by the surgery. The practice nurse performs the test although your doctor will do so if you wish.

Medical Examinations

We offer a full range of medical examinations including driving medicals, employment medicals, sports medicals etc.

Examinations are by appointment and the current fees are listed in the waiting room.

Travel Vaccinations And Advice

Travel vaccinations and advice are available from our practice nurse. Please make an appointment well in advance, preferably at least eight weeks before you travel. When you make your appointment you will be asked to complete a "travel form". This helps the nurse to determine what vaccinations you should have.

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Patients Over 75 Years

If you are over 75 years you should be seen annually by your doctor, the practice nurse or district nurse. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

New Patients

All newly registered patients are offered a health check. This gives us the opportunity of taking a brief medical history before we receive your medical records.

Non-NHS Services

Certain services offered by the practice are not provided by the NHS and attract a fee. These include private sick certificates, insurance claim forms, council housing letters etc. Full details of current fees are listed in the waiting room.

Payments must be made before letters and certificates are released.

Complaints

The practice operates an informal in-house complaints procedure in accordance with NHS guidelines. If you have a complaint about any aspect of the service you have received you should address it to the practice manager, Mrs Jane Goddard.

Confidentiality

All patients' records on file or on computer are confidential. Information will not be given to others without your written consent and information kept on the computer is protected under the Data Protection Act (1984).

Disabled Access

Disabled facilities are available at all sites.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

Visit our website on: www.thewestwoodroadpractice.co.uk

PRACTICE PATIENT PARTICIPATION GROUP

Do you want to improve health and health services in your local community?

Do you want to have the opportunity to have a voice and get involved in the way your health service is run?

Do you want to help shape and improve services and even get involved in shaping and delivering new and exciting services?

If you answered YES to any of the above questions then you may be the right person to join our Practice Patient Participation Group.

Let us hear about your experiences, views and ideas for making services better.

The Practice is looking for people from all ages and backgrounds who are enthusiastic about influencing and improving the way that local healthcare is delivered.

If you are interested, please ask for the Practice Patient Participation Group Application Form at Reception.

If you have any questions or queries please do not hesitate to contact Jane Goddard on 0118 942 7421.

Notes

USEFUL LOCAL TELEPHONE NUMBERS

Hospitals

Royal Berkshire Hospital	322 5111
Spire Dunedin	958 7676
West Berkshire Hospital	01635 273300
Dellwood Hospital	955 0415

Pharmacies

Triangle Pharmacy	942 7523
Tilehurst Pharmacy.....	942 7353
Overdown Road Pharmacy	942 8990
Boots Meadway	958 0477
Asda Meadway	951 4710
Sainsburys Pharmacy	938 2265

Other Useful Numbers

Walk-in Centre	902 8300
Health Visitor (Children 5 and under).....	938 2132
Patient Advice and Liason Service (PALS)	322 8338
Grovelands Travel Clinic	957 5101
Dentist (Out of hours)	0845 6020 701
Readibus	931 0000
Citizens Advice	0344 4111 306

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HOW
TO
FIND
THE
SURGERIES

