

# WOOSEHILL MEDICAL CENTRE

Fernlea Drive, Woosehill, Wokingham RG41 3DR

**Tel: (0118) 978 8689**

**Fax: (0118) 974 0849**

[www.woosehillsurgery.co.uk](http://www.woosehillsurgery.co.uk)



*INFORMATION FOR PATIENTS*

# WELCOME TO THE PRACTICE

## THE DOCTORS

<b>Dr Rishi Anand</b>	MBBS BSc MRCGP DFSRH
<b>Dr Mark Lee</b>	MB ChB DOccMed DRCOG (Sheffield 1982)
<b>Dr Richard Bishop</b>	MB ChB (Hons) MRCGP DCH DRCOG
<b>Dr Peter Rubin</b>	LLM MD MB BCh BAO LRCP&SI

## PART TIME DOCTORS

<b>Dr Bharan Kumar</b>	MD MRCGP
<b>Dr Karen Fairey</b>	MB ChB BMedSc DFSRH DRCOG MRCGP
<b>Dr Reeta Dhunna</b>	MB ChB BSc (Hons) MRCGP
<b>Dr Gaynor Popplestone</b>	MB ChB MRCGP DCH
<b>Dr Aradhana Sharma</b>	MB ChB MRCGP DRCOG
<b>Dr Lindsey Bluett</b>	MBBS BSc MRCGP

## SURGERY OPENING TIMES

The practice is open daily Monday to Friday from 8.00am until 6.30pm.

We offer Extended Hours on two Saturday morning sessions a month for pre-bookable appointments and telephone consultations.

We offer telephone consultations from 7.30 to 8.00am and telephone consultations from 6.30 to 7.00pm Wednesday, Thursday and Friday.

For emergency medical help when the surgery is closed dial **111** free of charge.

Patients offered a telephone consultation must be aware that we need to know if they are operating a 'call barred' service.

We operate a 'number withheld' system in the interests of patient confidentiality.



## ADVANCED NURSE PRACTITIONER

<b>Chris Stone</b>	Dip in Health Studies BA (Hons) Dip in Health and Social Care MSc Advanced Professional Practice Specialist Practitioner.
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## PRACTICE NURSES

<b>Kathie Lillie</b>	BSc Hon, RGN
<b>Amanda Parker</b>	RGN Dip in Health and Nursing, Asthma Dip, Wound Care Management
<b>Sarah Robb</b>	RGN & Casualty Nurse, Asthma Dip, Family Planning, Diabetic Dip
<b>Angela Long</b>	HCA and Phlebotomist
<b>Susanne Wilson</b>	HCA and Phlebotomist

The nursing team are fully qualified to carry out:

- Health promotion and screening
- Taking of blood samples
- Immunisation of children and travellers - advice on travelling abroad
- Dressings and removal of sutures
- Ear syringing
- Minor illnesses
- Family planning and cervical smears

We have a nurse practitioner who assists the doctors. She is qualified to treat and prescribe for minor complaints such as:

Sore throat/Coughs and colds	Fever	Earache
Sinusitis	Hayfever	Rashes/Eczema
Bites and stings	Back pain	

The receptionist will ask if the prescribing nurse can help you or you may be offered a phone call for the nurse or doctor to assess.

## RECEPTIONISTS/ADMINISTRATIVE/SECRETARIAL STAFF

Our staff can help you with appointments, repeat prescriptions and any queries you may have.

## PRACTICE MANAGER

**Chris Allen** deals with the management and smooth running of the practice. She is available to deal with queries and complaints.

## VISITING HEALTH PROFESSIONALS

### Midwife

Our midwife attends the antenatal clinic weekly and works with the doctors to provide care for mothers before and after delivery.

### District Nurses

The district nurses are based at Wokingham Hospital and visit patients at home if they are unable to get into the surgery. They care for the sick and terminally ill and will advise on supplying aids to assist care. They can be contacted through the surgery or directly at their base. Tel: (0118) 949 5084

### Health Visitors

The health visitor is a specially trained nurse who provides care and specialist advice for mothers and their children up to the age of five. They can be contacted through the surgery or directly at their base on: (0118) 949 5133. Messages can be left on the answerphone.

### Macmillan Nurses

Macmillan nurses visit and care for cancer patients in their homes and give advice and support. They are attached to the Cancer Care Day Centre in Wokingham Hospital: (0118) 949 5056/ (0118) 949 5030.

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## HOW TO SEE YOUR DOCTOR

### Booking An Appointment

You may consult any of the doctors or minor illness nurses. Appointments can be made between 8.00am and 6.00pm Monday to Friday. You can pre-book your GP appointment up to two weeks in advance. We also have 'on the day' appointments for each GP. When these have been taken and you need to see a doctor urgently the 'sit & wait' or minor illness nurse will be offered.

Please remember: ONE MEDICAL CONDITION FOR A 10-MINUTE APPOINTMENT. If you have more than one condition to discuss please arrange a longer appointment in fairness to other patients waiting.

### Home Visits

If your illness prevents you from attending the surgery, a home visit can be arranged by telephoning the surgery before 10.30am. Urgent calls will be referred to the duty doctor. You may be advised that the doctor will telephone you to discuss your need for a home visit.

## WHEN THE SURGERY IS CLOSED

If medical assistance is required between the hours of 6.30pm and 8.00am or at weekends contact 111 free of charge.

## PATIENT CHOICE

Please tell the receptionist if you wish to see a particular doctor, otherwise you will be offered the first available appointment with any one of the doctors. We will always try and accommodate you but please understand that sometimes it may be necessary to wait longer for an appointment with a particular doctor.

## TEXT MESSAGE SERVICE

We now have a text message service to remind patients of their appointments and future campaigns such as flu vaccinations. It's vital that we have your up-to-date mobile number so we can send you these reminders. Please let reception know of any change to mobile numbers.

## OTHER SERVICES

### Sickness Certificates

A self-certification form (SC1) can be used for the first week of sickness without consulting the doctor and is available from your employer or the DSS. Please do not ask the doctor to provide a certificate if you have been off for less than a week unless you or your employer agree to the standard private certificate fee, which is payable.

If you are still sick after this period, please make an appointment to see a doctor for medical advice and certification, if necessary.

The doctors can provide a doctor's sick note for patients they have seen who are off work for a week or more.

### Repeat Prescriptions

The practice has a computerised repeat prescription system. With the doctor's agreement you may obtain repeat medication by handing in a request slip for collection of prescriptions 48 hours later, by sending a written request enclosing an SAE, requests can be faxed or you can use our on-line services.

Prescriptions can be sent to Morrisons/Boots or your preferred pharmacy for collection, if requested.

Please note we are unable to accept requests for repeat prescriptions over the phone.



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### ***Investigation Results***

Please phone the receptionists after 2.30pm to see if your results are available.

### ***Health Checks***

On registering at the practice, patients will be invited to an appropriate health check with the practice nurse, or the doctor if they are on regular medication.

We are actively engaged in health education and disease prevention.

### ***Antenatal Services***

All the doctors provide antenatal services in conjunction with the community midwife. You should commence maternity care during the first two months of your pregnancy by seeing the doctor in the surgery.

### ***Childhood Immunisations***

Childhood immunisation appointments can be arranged with the receptionists.

**Children who are behind with immunisations should catch up as soon as possible. We feel it is very important to ensure that all children are immunised against these potentially serious illnesses.**

Please contact the health visitor if you have any queries regarding your child's immunisations.

### ***Child Health Clinic***

A clinic is held at Woosehill Community Centre, next to Morrisons, every first and third Wednesday 1.00 - 3.00pm. This is organised by the health visitors and provides an opportunity for weighing and growth monitoring and support on all aspects of childcare. If you have any queries please phone the health visitors.

### ***Travel Vaccinations***

Contact the practice nurse at least three months before your trip and she will advise you of the necessary vaccinations. Some of these are not available on the NHS and you may be charged a fee. You can also use any Travel Clinic if the surgery cannot provide this service in time for your travel.

### ***Family Planning***

A full range of contraceptive methods is available. Confidential advice is available from the doctor or nurses. Emergency contraception can also be provided - please ask for an urgent appointment.

### ***Cervical Smear Tests***

These can be booked with a nurse. Please advise the receptionist that your appointment is for a smear test to allow the correct amount of time.

### ***Dietary Management***

Appointments are available with the nurse. We have referral access to the dietician at Wokingham Hospital.

### ***Diabetic Management***

Newly diagnosed patients should arrange a 1/2 hour appointment with our trained nurse.

### ***Smoking Advice Clinic***

We have a trained smoking advisor at the surgery every Monday by appointment. Please call to arrange a date and time.

### ***Asthma Management***

With the practice nurse. Newly diagnosed asthmatics should make a double appointment with one of our asthma-trained nurses.

### ***Disabled Access***

Our clinical services together with patient toilet facilities are located on the ground floor and accessible to wheelchair users. However, users of very large wheelchairs may require special provision.

There is a loop hearing facility available on request for patients who are hard of hearing.

### ***NHS Health Checks***

For patients aged between 40 and 74, who aren't currently being monitored or on medication for heart problems, diabetes, stroke or kidney disease.

## **PATIENT INFORMATION**

### ***Violent And Abusive Patients***

All members of our team have the right to carry out their work without threat of violence.

Like the rest of the NHS, we operate "zero tolerance" and will remove from the list any patient who is physically or verbally abusive or threatening towards any team member or other patients.

### ***Access To Patient Information***

Your medical records are confidential. You have the right to access them in accordance with the Access to Records Act 1990. We will need your signed consent if you wish any of your records to be divulged to a third party (such as an Insurance Company).

The only exceptions are the provision of information when making a referral to another doctor or disclosure required by statute.

## **COMMENTS AND COMPLAINTS**

The practice has a complaints procedure. This does not deal with matters of legal liability or compensation. It does not affect your right to make a formal complaint.

Any comment or complaint should be addressed to our practice manager, Mrs Chris Allen who will ensure that it is investigated thoroughly and speedily.

## **HELP US TO HELP YOU**

NHS resources are precious and it is in everyone's interest to use them in a responsible manner Please:

- Only use the emergency service in a genuine emergency.
- Treat all the members of the team with respect and courtesy at all times.
- Reduce delays by remembering appointments are for one person only and are limited to 10 minutes.
- Keep your appointment and always let us know if you wish to cancel or change it.
- Notice helps, but even knowing at the last minute when a genuine problem prevents you from coming can help us fit someone else in.

## PRIMARY MEDICAL SERVICES

Details of primary medical services in this area may be obtained from:

NHS Berkshire West

57-59 Bath Road, Reading RG30 2BA

**Tel: (0118) 982 2829**

### ***Accident And Emergency Departments***

Royal Berkshire Hospital, Reading Tel: (0118) 322 5111

Frimley Park Hospital, Frimley Tel: (01276) 604604

Heatherwood Hospital Tel: (01344) 623333

Bracknell Urgent Care Centre, Royal Berkshire Bracknell Healthspace, London Road, Bracknell RG12 98G

Tel: 01344 55 11 00

8.00am until 8.00pm every day of the year.

For urgent but not life threatening injuries. Staffed by nurse practitioners and supported by doctors. It has a dedicated children's clinic every weekday evening but children can also be seen anytime during opening hours.

Sprains, broken bones, minor burns, scalds, minor head and eye injuries, bites, stings (as an example).

NO APPOINTMENT JUST TURN UP

### ***Emergency Dental Service***

Wokingham Dental Centre is open from 9.00am - 5.00pm Monday to Friday for emergency pain relief treatment. **Tel: (0118) 979 1501**

## REGISTERING WITH THE PRACTICE

If you live within our catchment area you may register with the practice (see map on back cover).

Please come along to reception with your photographic proof of ID and address.

You will also need to complete forms with details of a brief medical history, including immunisations, operations, regular medication and details of your previous GP.

New patients will be asked to make an initial appointment with our nurse for a health check or one of the doctors if you are taking regular medication.

## PATIENTS' FORUM

We introduced a patients' participation group in January 2007. The aim of this group – our Patients' Forum – is to work with the practice in the pursuit of the following objectives: helping other patients to take more responsibility for their health; to suggest ways in which practice services might be improved; and to build relationships between patients and practice staff.

Your attention is drawn to the 'Patients' Forum' notice board on display at reception which shows the latest news and information, including contact details of the Chairman of the forum.

We would like to invite patients to be a member of our Patients Reference Group (PRG). From time to time we will approach you to take part in our practice survey. If you are willing to take part please let us have your email address and consent to contact you. Patients without email can also take part by agreeing in writing and we will post surveys.

Many thanks for your help in trying to improve our services to you.

Email address to send permission is [woccg.woosehillmedicalcentre@nhs.net](mailto:woccg.woosehillmedicalcentre@nhs.net)

Please note we can not respond to any medical information via this website. This information will not be used for any other purpose, in accordance with the Data Protection Act.

We will publish the results of our patients' survey on our website, plus our forum meeting minutes.

## 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.

## ACCESSIBLE INFORMATION

Please let us know if you have any information or communication needs by completing a form at reception.

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## OUR PRACTICE AREA



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