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## PATIENT BROCHURE

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Wood Lane, Sonning Common, Reading, RG4 9SW

**Tel: 0118 972 2188**

Appointments: 0118 972 2745 Fax No: 0118 972 4633

email: [secretary.k84020@nhs.net](mailto:secretary.k84020@nhs.net) (clinical enquiries)

email: [schreception@nhs.net](mailto:schreception@nhs.net) (general enquiries)

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

VAT Reg. No: 878 5374 64



## WELCOME TO OUR PRACTICE

Sonning Common Health Centre was opened in 1970 and was purchased by the partners from West Berkshire Health Authority in early 1993. Our building has been extended at various stages over the years, with a second storey being added in 1998. We aim to run an efficient practice that is caring, friendly, safe and responsive for the benefit of patients, health partners, staff and GP partners alike. In 2019, the Care Quality Commission (CQC) rated us an outstanding practice.

Our emphasis at the practice is on preventative medicine. We offer regular blood pressure checks, health checks (40-74 years old) and, for women, cervical smears as well as comprehensive family planning services, maternity care and baby checks. We have immunisation and vaccination clinics for work and travel.

**REGISTERING WITH US** You can register in person at our reception desk or online via our website. Complete the paperwork on registration as accurately as you can - it will help us to look after you until your notes arrive from your previous GP. Please give us mobile numbers and email addresses for all members of your family. When you join the Health Centre you will be given a 'usual doctor' so that your records and correspondence are administered smoothly. Our patient records are fully computerised on our EMIS Web system, we are fully compliant with Patient Online Access, and our technology enables us to run a computerised recall system. We have an appointment reminder system which uses text messaging and email addresses, and we have the Electronic Prescribing System (EPS). Recall letters will be sent by text or email using the details you give us on registering.

We have a car park for our patients and visitors to the Health Centre. Disabled drivers can park in the reserved spaces closest to reception. All doors at the Health Centre are wide enough for wheelchairs. However, please ask at reception or ring the doorbell if you have any difficulty.

We hope you find this patient brochure useful and suggest you keep it in a safe place for reference. The information may sometimes go out of date so, if in doubt, please check our website for current health campaigns, news and initiatives. Please contact our reception team if you would like any further information.

## THE HEALTH CENTRE STAFF

Partners	- Dr Kim Emerson, Dr Ralph Drury, Dr Nick Smith
Salaried GPs	- Dr Tess Harris, Dr Alison McKinlay, Dr Claire Webster, Dr Sam Muncey, Dr Shams Aljoboori, Dr Kim Wild, Dr Sarah Baker, Dr Manjiri Bodhe
Locum GPs	- Dr Imran Khan
Registrars	- We have up to 4 trainee GPs training with us at any one time
Practice Manager	- Andrea Tsoi
Business Manager	- Ruth Griffiths
Management Assistant	- Lesley Chambers
Finance Officer	- Isabelle Harris
Reception Manager	- Kim Samways
Receptionists	- Catherine Davis, Lorretta Ferris, Lynn Hoptroff, Teresa Huggins, Rita Powell, Leila Smith, Sam Wardle, Julie Young
Secretaries	- Ann Daniels-Smith, Ros Cooke
Administrators	- Sue Abbott, Helen Barker, Donna Edwards, Julia Holtom, Angela Romero, Rosie Taylor
Practice Nurses	- Catherine Cassidy BSc NMP RGN, Caroline Milroy RGN, Lisa Grainger RGN
Dispensers	- Debbie Nash, Kay Eyres
Health Care Assistants	- Kay Eyres, Jane Bateman, Sam Wardle
Phlebotomist	- Jane Bateman
Family Planning Nurse	- Caroline Milroy, RGN
Attached staff	- Counsellor, midwife, private hypnotherapist, private physiotherapist

## DOCTORS' NORMAL CONSULTING TIMES

		Mornings	Afternoons
Dr Emerson	Monday	✓	✓
	Wednesday	✓	✓
	Thursday	✓	✓
Dr Drury	Tuesday	✓	✓
	Wednesday	✓	-
	Thursday	✓	✓
	Friday	✓	✓
Dr N Smith	Monday	✓	✓
	Wednesday	✓	✓
	Friday	✓	✓
Dr McKinlay	Wednesday	✓	✓
	Thursday	-	✓
	Friday	✓	✓
Dr Harris	Wednesday ( <i>fortnightly</i> )	✓	✓
Dr Webster	Monday	✓	✓
	Tuesday	✓	-
	Thursday	✓	✓
Dr Aljoboori	Monday	✓	-
	Tuesday	✓	-
	Thursday	✓	-
Dr Muncey	Tuesday	✓	✓
	Wednesday	✓	✓
	Friday	✓	✓
Dr Wild	Monday	✓	✓
	Tuesday	✓	✓
	Thursday	Abbeycrest Clinic	✓
Dr Baker	Tuesday	✓	✓
	Thursday	✓	✓
	Friday	✓	✓
Dr Bodhe	Monday	✓	-
	Wednesday	✓	✓
Trainee GPs	Available at the surgery Monday to Friday, dependent on their individual training timetables.		

## CLINICS: NORMAL CONSULTING TIMES

		Mornings	Afternoons	Evenings
Abbeycrest Clinic	Thursday	✓	-	-
Baby Clinic (with the GP)	Thursday	-	✓	-
Baby Immunisations	Thursday	-	✓	-
Cardiac/Arthritis	Wednesday	✓	-	-
Child Health Clinic (with the HV)	Thursday	-	✓	-
Counsellor	Mondays	✓	✓	-
Diabetic	Tuesday	✓	-	-
Diving	Wednesday	-	✓	-
Family Planning	Wednesday	-	✓	✓
Flu	Annual clinics, autumn/winter only			
Health Care/Nurse Assistant	Tuesday	✓	✓	-
	Wednesday	-	✓	-
	Friday	✓	✓	-
NHS Health Checks	Monday	✓	✓	-
	Tuesday	✓	-	-
Midwife	Fridays	-	✓	-
Minor Illness	Monday	✓	✓	-
	Tuesday	-	✓	-
	Wednesday	-	✓	✓
	Thursday	✓	✓	-
Phlebotomy	Monday to Friday, mornings only			
Physiotherapy and Pilates	Monday to Friday (private)			
Respiratory	Wednesday	-	✓	-
Rheumatology	Thursdays	✓	✓	-
Treatment Room	Monday to Friday, please check with reception			
Well Woman	Thursday	✓	-	-

Please speak to a receptionist, either in person at the reception desk or on the phone, to book an appointment.

## SEEING A DOCTOR

All appointments (except in an emergency) can be booked in person at reception or by phoning our appointments line 0118 972 2745 between 8.30am to 1.00pm and 2.00 to 6.00pm. The receptionists will try to fit you in at a time convenient to you. You can also book appointments online using Patient Access (<https://patient.emisaccess.co.uk>). You need to register first and there is a link to Patient Access on our website. The appointments line is separate from the main phone line and is for appointments only; please call our main number 0118 972 2188 for anything else. Each week some of our patients fail to attend their appointments. *Please contact us if you are unable to attend, so the appointment can be allocated to someone else.*

**ROUTINE APPOINTMENTS** are usually available:

<b>Monday</b>	7.40 am to 5.45 pm	<b>Thursday</b>	7.40 am to 5.45 pm
<b>Tuesday</b>	8.10 am to 5.45 pm	<b>Friday</b>	8.10 am to 5.45 pm.
<b>Wednesday</b>	7.40 am to 5.45 pm		

We will book appointments with your usual doctor wherever possible although you have the right to express a preference to receive services from a particular health care professional depending on availability. However, in the case of sudden illness or in an emergency any of our doctors will be happy to see you if your own doctor is unavailable.

**URGENT APPOINTMENTS** If you feel that you need to be seen by the doctor urgently, please make it clear to the receptionist. If you or someone you are bringing feels unwell, has a rash or might be infectious, let the receptionist know so that you can use a private room.

## ADVICE FOR SUDDEN ILLNESS AND EMERGENCIES

**OUT OF HOURS SERVICE** Out of Hours urgent medical care is provided by the NHS from 6.30pm to 8.00am on weekdays and 24 hours a day over weekends and bank holidays, and is accessed by calling 111. If you call our main phone number 0118 972 2188 after we close, you will be directed to the out of hours service.

For sudden life threatening emergencies, dial 999 and ask for an ambulance.

**MINOR INJURIES UNIT** Our nearest minor injuries unit (MIU) is at Townlands Hospital in Henley (phone 01865 903755) and is open from 9.00am until 8.00pm, 7 days a week (including bank holidays). An alternative MIU is at Abingdon Hospital (phone 01865 904346) but all MIUs are for injury and trauma only.

**HOME VISITS** If you or a relative are too ill or disabled to come to the Health Centre and you would like a home visit from the doctor, please call on 0118 972 2188 ideally before 10.00am to help us schedule a visit.

**ADVICE AND OTHER QUERIES** If you wish to speak to a doctor on the phone, please call on 0118 972 2188 before 1.00pm and let the receptionist know that you wish to be called back. The doctor will try to phone the same day. If you call after 1.00pm the doctor may not call back the same day, unless it is an emergency.

## **TELEPHONING THE SURGERY FOR**

*Test Results* Please call on 0118 972 2188 between 10.30am to 1.00pm and 2.00 to 5.30pm after the following time lapse:

BLOOD TEST	1 week	URINE TEST	5 working days
STOOL TEST	1 week	X-RAY	2 weeks

If the result is complicated or if the doctor wants to see you about the result, we will offer you an appointment. Please note that we cannot give your results to family members without your written consent. Results for patients under the age of 16 will be given to their parents unless we receive instruction not to.

*Secretaries* You can contact our secretarial team from Monday to Friday from 9.00am to 4.00pm.

**TRAVEL IMMUNISATIONS.** If you are going abroad and would like to know which vaccinations you need, please visit our website and follow the link from the overseas travel advice section to [www.fitfortravel.scot.nhs.uk](http://www.fitfortravel.scot.nhs.uk), where you will find up-to-date advice on vaccinations. Some of these may be chargeable. Please fill in our Travel Form (any charges are detailed on the form), which you can either collect from reception or download from the overseas travel advice section on our website. Return the completed form to reception and call us 2 to 3 days later on 0118 972 2188. We will make an appointment for you with the treatment room nurse as appropriate.

Please allow plenty of time before you travel. Courses of travel immunisations such as Rabies require three weeks before travel. Most single vaccines require a minimum of one week before travel.

**CHILD IMMUNISATIONS** For further information, please speak to your Health Visitor if you have a newborn baby. Our Practice Nurse will see your child for their first appointment at 8 weeks old and onwards through the immunisation programme.

**DISPENSARY** Patients who live more than 1 mile from a pharmacist “as the crow flies” are able to obtain their medication from our dispensary. It is open Monday to Friday from 8.30am to 1.00 pm and 2.00 to 6.00pm. NHS regulations prevent this service from being available to other patients, who should take their prescription to any pharmacy.

**REPEAT PRESCRIPTIONS** We use the Electronic Prescribing Service (EPS) for non-dispensing patients only, which sends your prescription electronically to your nominated pharmacy without the need to print it. This stays in your medical record so your prescriptions always go to that pharmacy. If we dispense for you, then the medication can be collected from reception.

If you take regular medication, your prescription will have a tear-off slip on the right-hand side. Please use this to order further repeats by clearly marking the item(s) you require and either placing it in the box in our foyer or posting it a few days before you need your medication. Alternatively, your prescription request may be faxed to us on 0118 972 4633 or requested online. Please ask at reception for more details. **Please be aware: we cannot accept prescription requests over the phone, and you should allow up to 3 days for prescriptions to be processed.**

**MINOR ILLNESS CLINIC** Our nurse-run minor illness clinics is for:

- Acute Asthma
- Allergies
- Colds
- Flu-like virus and tonsillitis
- Coughs
- Diarrhoea and vomiting (phone only)
- Earache
- Emergency contraception
- Hayfever
- Infected wounds
- Minor eye injuries
- Minor injuries
- Minor skin conditions
- Red and painful eyes
- Sinusitis
- Thrush
- Urinary tract infections

Please contact reception to book an appointment in the minor illness clinic.

## YOUR RIGHTS AND RESPONSIBILITIES AS A PATIENT

### AS A PATIENT YOU CAN EXPECT:

- To be treated with courtesy and respect.
- To choose to have a relative or friend with you during consultations and examinations.
- To have prompt and reasonable responses to your questions and requests.
- The right to privacy - all communications and records pertaining to your care will be treated confidentially. No one is entitled to information about your medical history without your written approval.
- The right to review your medical records and have the information explained or interpreted as necessary.
- The right to refuse any medical treatment, except as otherwise provided by law.
- Staff to understand that you might be feeling anxious and vulnerable and that this may affect the way you behave.
- To have the right to complain if you are unhappy with the treatment you receive.

### AS A PATIENT YOU HAVE THE RESPONSIBILITY TO:

- Treat the staff who care for you with courtesy and respect at all times.
- To attend appointments on time, or give reasonable notice of inability to attend.
- To provide accurate and complete information about your present conditions and any other matters relating to your health.
- Follow the treatment plan recommended by your doctor or nurse.
- Tell staff if you are uncertain or do not understand any aspect of your treatment.
- Pay for any treatment and/or service not covered under the NHS. A list of fees is available on our website and at reception.

## MORE ABOUT US

**ACCESS ONLINE** We offer patients the ability to manage appointments and repeat prescriptions and see a summary of their medical record online via the Patient Access website. Please speak to our reception team for more information.

**CARE QUALITY COMMISSION (CQC)** We were rated as an outstanding general practice in 2019 following a visit and assessment by the CQC. We have information on our website for our CQC rating. Assessments are normally scheduled every five years, but can depend on the outcome of the previous visit. Please speak to our Practice Manager for more information.

**CHAPERONES** We have clinical staff trained to act as chaperones. A chaperone's role is to provide reassurance and emotional support for a patient undergoing an embarrassing or uncomfortable procedure. If you would like a chaperone to be present, please ask the doctor or nurse.

**CONFIDENTIALITY** Confidentiality is taken very seriously at the surgery. We hold your medical records on our computer and/or in written form. Security on our computer system is tight and access to the information is restricted. All the Health Centre staff are bound by strict rules of confidentiality.

You have a right of access to your health records. With your written agreement, your relatives, friends and carers can be kept up to date with the progress of your treatment.

We are sometimes involved in research projects which have been approved by the Local Research Ethics Committee. If anything to do with research would involve you personally, you would be contacted to see if you were willing to participate.

All healthcare professionals and Clinical Commissioning Group (CCG) employees are bound by the same rules of confidentiality as our own staff. If any healthcare/CCG employees temporarily work at the Health Centre and may have access to confidential information, they will be asked to sign a confidentiality agreement.

If you have any concerns about confidentiality, please speak to your doctor or our Practice Manager.

**COMMENTS, SUGGESTIONS AND COMPLAINTS** We are always interested to hear about what you think of the services we offer and realise that there are times when you may want to comment about our work and other times when you may have cause for complaint. We believe that the better we understand your needs, the better service we can provide. If you have a comment or suggestion, please write to our Practice Manager.

If you are not satisfied with our service, please tell any member of staff. You will be asked for a few details and these will be passed straight to the Practice Manager. You will also be given a copy of our complaints procedure, which explains the process.

**FEES** Many services are provided free of charge under the NHS. A number of additional services that we are asked to provide do not form part of the NHS core services. Charges may be made for work which is not part of a doctor's normal NHS responsibility. The charges that are made at our practice are displayed in Reception and are available on our website.

**FISH VOLUNTEER SERVICE** FISH is a volunteer transport service based in Sonning Common that can help you to get to your GP or hospital appointment if you have no other means of transport. Please call the FISH office on 0118 972 3986 for more information.

**NEWSLETTER** We publish newsletters for our patients several times a year. They are designed to inform people about the services we offer, and provide news of some of the latest health issues, community services and other topics that we feel may be of interest. The newsletter is available at the reception desk, in the waiting room, and on our website where you can also subscribe to receive the newsletter electronically.

**NURSING STAFF** On weekdays, a qualified nurse is available in our Treatment Room. With the exception of emergencies, please phone to make an appointment in the same way as for doctors. We also have nurse led diabetic, family planning, minor illness, and respiratory clinics.

The *District Nursing* team visit housebound patients. They are available from 8.00am to 4.00pm on 01865 903177. If they are not available, you can leave a message on their answerphone. If you need to see one of them, try to phone as soon as possible after 8.30am or leave a message on the district nurses' answerphone. Messages received after 4.00pm for home visits will be dealt with the following day.

*Health Visitors* are qualified nurses or midwives with specialist training in public health, child development and protecting children. They provide support during pregnancy and once baby is born, and until the child becomes five years of age. Health visitors work to promote equal health opportunities, promote health and provide services to individuals, families and communities. The team includes community staff nurses, nursery nurses and health care support workers and is contactable between 9.00am and 5.00pm on weekdays, by either calling in at the Health Centre or by phoning 0118 972 1610. If they are not available you can leave a message on their answerphone or email them at [occg.chilternvillageshv@nhs.net](mailto:occg.chilternvillageshv@nhs.net).

**PATIENT PARTICIPATION GROUP** A patient participation group (PPG) is a group of patients registered with the Health Centre who have an interest in the services we provide. They act as a liaison group between the community, patients and Health Centre. Please see the PPG's page on our website for more information (found via the main menu under feedback). The PPG can be contacted by email at [schcppg@gmail.com](mailto:schcppg@gmail.com).

**PATIENT ADVICE AND LIAISON SERVICE (PALS)** In particular, PALS will:

- Provide you with information about the NHS and help you with any other health-related enquiry
- Help resolve concerns or problems when you are using the NHS
- Provide information about the NHS complaints procedure and how to get independent help if you decide you may want to make a complaint
- Provide you with information and help introduce you to agencies and support groups outside the NHS
- Inform you about how you can get more involved in your own healthcare and the NHS locally
- Improve the NHS by listening to your concerns, suggestions and experiences and ensuring that people who design and manage services are aware of the issues you raise
- Provide an early warning system for NHS Trusts and monitoring bodies by identifying problems or gaps in services and reporting them

Please visit our website for more information, including website links. There is a link for more information about PALS, the functions it provides and the standards it should strive to achieve, and also links for the PALS service at the Royal Berkshire Hospital and the John Radcliffe Hospitals.

**TRAINING NEW DOCTORS AND NURSES** Fully qualified doctors, intending to become General Practitioners, spend up to one year with us: they already have some years of experience working in a hospital. Occasionally, medical students from London and Oxford spend time at the Health Centre and may sit in on consultations, with a patient's consent.

Health visitors and student practice nurses in training are often attached to the practice as well. Consultations are occasionally recorded on video tape, with the patient's written consent, solely for teaching purposes. Intimate physical examinations will not be recorded. You are free to ask for the camera to be switched off at any time during the consultation.

As part of the approval process we undergo as a teaching practice, a team of doctors visit the practice once every few years. One of its tasks is to inspect a sample of medical records, which is always done in strict confidence. If you have any objection to your records being seen by a healthcare professional from outside the practice, please let us know.

**VIOLENT AND AGGRESSIVE PATIENTS POLICY** Sonning Common Health Centre supports the Zero Tolerance policy adopted by the NHS. The Practice is committed to taking all reasonable precautions necessary to ensure the health, safety and welfare and well-being of its employees, patients and visitors, and endeavours to ensure that all employees are protected from physical and verbal abuse while they are working.

With this in mind:

- Our practice staff are here to help you.
- Our aim is to be as polite and helpful as possible to all patients.
- If you consider that you have been treated unfairly or inappropriately, please ask the reception staff to contact the Practice Manager, who will be happy to address your concerns.
- However, shouting and swearing at practice staff will not be tolerated under any circumstances and patients who are abusive may be removed from the Practice List.
- Please help us to help you.

## USEFUL TELEPHONE NUMBERS

### FURTHER NHS INFORMATION

NHS 111	111
NHS England Customer Contact Centre	0300 311 22 33
Citizens Advice Bureau (Henley)	01491 572129
Oxfordshire Clinical Commissioning Group (CCG), Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford, OX4 2LH	01865 336800

### HOSPITALS

Royal Berkshire Hospital, Reading	0118 322 5111
Townlands Memorial Hospital, Henley	01865 903079
Wallingford Hospital	01491 208500
Abingdon Community Hospital	01235 205700
John Radcliffe Infirmary, Oxford	01865 741166

### SERVICES

Births, Deaths & Marriages (Reading)	0118 951 0483
Births, Deaths & Marriages (Henley-on-Thames)	08451 295900
Day Lewis Pharmacy, Sonning Common	0118 972 2306
FISH (Volunteer Service)	0118 972 3986
Funeral Directors:	
Cyril Lovegrove, Caversham	0118 946 1393
Tomalin & Son, Henley	01491 573370
A B Walker & Son, Reading	0118 957 3650
Multi Agency Safeguarding Hub (Oxon)	0345 050 7666
Multi Agency Safeguarding Hub (Berks)	0118 937 3641
Sue Ryder Hospice, Nettlebed	01491 641384

