**SONNING COMMON HEALTH CENTRE**

Wood Lane, Sonning Common, RG4 9SW

****

**PATIENT INFORMATION BOOKLET**  
  
Telephone: - 0118 9722188

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



**WELCOME TO OUR PRACTICE**

Sonning Common Health Centre was opened in 1970 and has been extended over the years.  
We are a GP training practice, so have newly qualified doctors who wish to become GPs. They spend up to a year with us as GP Registrars to gain experience in general practice. We also have medical students for short periods of time.   
We are committed to running an efficient practice that is caring, friendly, safe and responsive for the patients, health partners, staff and GP partners. Our emphasis is on preventative medicine.

In 2019 the Care Quality Commission (CQC) rated us as an outstanding practice. The report can be found on the SCHC website [www.sonningcommonhealthcentre.co.uk](http://www.sonningcommonhealthcentre.co.uk/)

This is a basic Patient Information booklet; more detailed information can be found on SCHC website, or ask one of our receptionists. We have a Facebook page to enable us to quickly update social media users with important news, particularly around the Covid vaccinations.

[https://www.facebook.com/Sonning-Common-Health-Centre](https://www.facebook.com/Sonning-Common-Health-Centre-102840201778840/?view_public_for=102840201778840)

**REGISTERING WITH US**

We welcome patients who live within the practice catchment area, this is a large area, ranging from Nettlebed in the North, North Caversham in the South, Woodcote to the East and Henley to the West.

If you would like to register with us please collect a new patient registration pack for each member of your family from our Reception team. New patients need to complete a registration form, a new patient questionnaire and a Summary Care Record form (see below).

To save time patients can print off blank forms to complete before coming into the surgery. Please click this link: [SCHC registration pack](https://sonningcommonhealthcentre.co.uk/wp-content/uploads/2021/03/Registration-pack.pdf) on the SCHC website. We require these forms and proof of address (a utility bill or bank statement) to complete your registration. If registering a child please bring their red child health book.

**Email addresses and mobile phone numbers for patients**If we have your email address and mobile phone number we can send you reminders and invitations by email or text.

Please also inform us if your email address or mobile number changes, these details can be recorded by phone, in person or by completing the ‘Update your details’ online form on the health centre website.

### Summary Care Record (SCR) The SCR is an electronic record of important patient information, created from GP medical records. It can be seen and used by authorised staff in other areas of the health and care system. Access to SCR information means that care in other settings is safer, reducing the risk of prescribing errors. It also helps avoid delays to urgent care.

At a minimum, the SCR holds important information about:

* current medication
* allergies and details of any previous bad reactions to medicines
* the name, address, date of birth and NHS number of the patient

The patient can also choose to include additional information in the SCR, such as details of long-term conditions, significant medical history, or specific communications needs. For further information about a Summary Care Record please visit the [NHS Digital](https://digital.nhs.uk/services/summary-care-records-scr) website.

**DOCTORS:**

**Senior Partner: Dr Nick Smith BM BCh, BA (Oxon), MRCGP**

### Dr Nick Smith qualified in 2008 from Trinity College, University of Oxford. He is a GP trainer. Dr Smith performs joint injections and minor surgery.

### Partner: Dr Michael Weeks BM BCH (oxon), MA (Cantab) RCGP (2021) Studied 3 years in Cambridge, 3 years in Oxford and trained at Sonning Common Health Centre, Specialities are: Dermatology and Joint injections.

### Partner: Dr Thomas Rockell MB, BCh, BAO, BSc, MRCGP (2023). Studied medicine at Queens University Belfast, GP training in Reading. Interests include mental health, acute medicine and oncology.

### Partner: Dr Peter Mennear MBChB, DRCOG, BSc, MRCGP (2023). Studied medicine at Keele University, GP training in Reading. Interests include Musculoskeletal, joint injections and ENT.

**Salaried GP: Dr Kim Emerson MB ChB (Sheff) 1991 DCH DFFP RCGP**

### Dr Emerson joined the practice in 1995 after her year here as registrar. She has a special interest in paediatrics, obstetrics, well woman issues and family planning. She is an experienced GP trainer.

**Salaried GP: Dr Ralph Drury MB BS (Lond) 1992 MRCGP DFFP**

### Dr Drury joined us in 1999. He has a keen interest in weight loss management and diabetes.

**Salaried GP: Dr Tess Harris MB BS (Lond) MRCGP DRCOG DCh DGM MSc MD**

### Dr Harris qualified in 1988, she joined the practice part time in June 2001. Dr Harris also works part time at St George's University of London as a Professor of Primary Care Research.

**Salaried GP: Dr Alison McKinlay MB, ChB, DRCOG, MRCGP**

### Dr McKinlay qualified in Bristol in 1988. She was an Officer with the Royal Army Medical Corps. She went on to further training and experience in Ophthalmology in Basingstoke. She became a GP Trainer in 2011and joined Sonning Common in 2013.

**Salaried GP: Dr Claire Webster BM (Soton) MRCGP (2015) DRCOG LoC (IUT)**

Dr Webster qualified in 2010 from Southampton University. Dr Webster's particular interests are in family planning and palliative care. Dr Webster is a GP trainer.

**Salaried GP: Dr Samuel Muncey BMedSci BM BS MRCGP (2017)**

Dr Muncey qualified in 2012 from The University of Nottingham. He was a registrar at Sonning Common. His interest is in cardiology and respiratory medicine.

**Salaried GP: Dr Kim Wild MBBS Imperial College London 2012, MRCGP 2018**

Dr Kim Wild joined the team at SCHC after completing her year as a registrar here. Dr Wild has an interest in Elderly care.

**Salaried GP: Dr Sarah Baker MBBCh Cardiff 2011, MRCGP 2018**

Dr Baker joined the practice in 2019. Dr Baker’s clinical interests include women's health (and family planning), including contraceptive implant fitting, and some aspects of dermatology - for example skin lesions.

**Salaried GP: Dr Jennie Nicholson BM BCh, MRCGP, DFSRH, DRCOG**

**Registrars: We are also supported by training GP’s**

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  |  |  |

**Practice Management**

Our **Practice Manager** is Katie Williams

**Operations Manager:** Andrea Mcfarlane

**Management Assistant:** Hannah

**Business Manager:** Ruth Griffiths

**Finance Officer:** Isabelle Harris

**Secretaries:** Ann Daniels-Smith, Sharon Cainesand Andie Bignall**.**

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

We have a dedicated team of **receptionists** and **administrative staff**. For general enquiries, email [schcreception@nhs.net](mailto:schcreception@nhs.net)

**Practice Nurses**

Our surgery has a team of 5 practice nurses, 3 healthcare assistants/phlebotomists and 3 dispensers. Our nurses offer a full range of nursing services, including minor illness, chronic disease management, family planning and travel advice and immunisations.

**Clinical Pharmacist**

Our clinical pharmacists offer Medication, Asthma and Blood Pressure reviews and queries. They provide medication advice, support and hospital discharge follow ups.

**District Nurses**

The district nursing team visit housebound patients. They are now based at Townlands and can be reached on 01865 903177 between the hours of 8.00am and 6.30pm. Saturday and Sunday 8.00 am to 4.00 pm. If they are not available leave a message and they will return your call as soon as they are able.

**Health Visitors**

Health visitors provide support throughout pregnancy and until your child becomes five years old. They can be reached on 0118 9721610 between 9.00am and 5.00pm. You can leave a message on their answerphone or email them at [ChilternVillagesHV@oxfordhealth.nhs.uk](mailto:ChilternVillagesHV@oxfordhealth.nhs.uk)

**Midwife**

We have a midwife at the surgery on Friday afternoons. Patients can book an appointment with the midwife if they think they are pregnant. Patients need to book directly to see the midwife by calling 0118 322 8964 and select option 1. Please note that the midwife is not at the surgery.

**Patient Participation Group**

The patient participation is a group of patients registered with the Health Centre, they act as a liaison group between the community, patients and Health Centre. More information can be found on our website or by emailing [schcppg@gmail.com](file:///C:\Users\kim.emerson\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\1Z6D4XKO\schcppg@gmail.com)

**FISH Volunteer Service**

FISH is a volunteer transport service based in Sonning Common that can take you to your GP or hospital appointment if you have no other means of transport. Please call FISH on   
0118 9723986 for more information.

**At Sonning Common Health Centre we use two Online Services**

1. PA Banner

This is available via the Patient Access website [https://www.patientaccess.com](https://www.patientaccess.com/)

or via the Patient Access App on a smartphone, tablet or iPad.

* Patients can: book and manage appointments online
* order repeat prescriptions
* access some of their medical record information, if approved by a doctor

1. **NHS App**

This is an App on a smartphone, a tablet or an iPad <http://www.nhs.uk/nhsapp>

Patients can:

* book and manage appointments online
* order repeat prescriptions
* view medical records, if approved by a doctor
* check symptoms
* register to be an organ donor

**Repeat Prescriptions**

Please register for this online service via our Reception team - either by telephone or in person. You will need to bring one form of photographic ID with you if you do this in person. We encourage you to register by telephone calling our Reception team to minimise the number of people in the health centre at the present time.

If you prefer the paper way of ordering, your prescription will have a tear-off slip at the right hand side - please use this to order your repeats by clearly marking the item(s) you require and indicate if you want to collect from the chemist. Place it in the box in our foyer, or post to us.

Regardless of the method, please allow 3 days (excluding weekends and Bank Holidays) for your repeat prescription request to be processed. We cannot accept repeat prescription requests over the telephone.

If we dispense for you, then your medication can be collected from our dispensary.

Our dispensing patients are patients who live more than 1.6 km (1 mile) from a chemist. If you require medication urgently outside surgery hours please speak to a pharmacist at one of the pharmacies in our area.

**Managing Appointments at the current time**

Whilst Covid restrictions and social distancing still has to be maintained, there is a limit to the number of patients we can have in the waiting room at any one time. This means we have to prioritise those services that can only be undertaken in person. Therefore the following appointments will continue to be held at the surgery: blood tests (phlebotomy), dressing changes, smear tests, other procedures in the treatment room e.g. ECGs.

All doctor appointments, clinical pharmacist appointments and specialist nurse clinic appointments will be by telephone in the first instance. If the clinician feels they need to see you in order to assess your condition or carry out a procedure, they will arrange it with you for an appropriate time.

Because of the backlog created by the pandemic, the length needed for each appointment is currently very varied. In order to address this and the current unprecedented demand the NHS is

experiencing, we have temporarily adopted an appointment system with a window for a routine telephone consultation rather than a specific time. Once appointment lengths start to become more predictable we will aim to give all patients a more specific time for their routine appointments.

### Routine appointments

### Please call 0118 972 2188. Our call lines are open between 8.30am and 6.00pm.We aim to offer routine appointments with our doctors within 10 days, these are for 10 minutes. This time frame may be longer if you want an appointment with a particular doctor or a double appointment.

### Urgent appointments

Urgent appointments are available on the day. These appointments must be medically urgent for that day. These appointments are offered in order – by the next urgent appointment that is available. Unfortunately by the nature of these appointments we cannot offer a choice of time.

### If you have coronavirus symptoms, do not visit a GP surgery, visit NHS111 online at <https://111.nhs.uk> or call NHS111.

### Try https://lh3.googleusercontent.com/w464YO5GfkPkvEQ4ytwfOILUJ-w6-CvDO_Sl0WJ8regAB7_NkB12SSEWUSt6ErOb89dDYA=s170 [https://sonningcommonhc.webgp.com](https://sonningcommonhc.webgp.com/) for GP advice, self-help information and administrative requests.

### Cancelling your appointment

### Please call us if you are unable to keep your appointment. It means that we can offer your appointment to another patient. Call us on 0118 9722188 or email [schcreception@nhs.net](file:///C:\Users\kim.emerson\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\1Z6D4XKO\schcreception@nhs.net)

**Out of hours service**

Out of hours urgent medical care is provided by the NHS from 6.30 pm to 8.00 am on weekdays and 24 hours a day over weekends and bank holidays, this is accessed by calling 111. If you call 0118 9722188 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.  
Test Results**

Please log in using the online service or telephone us on 0118 972 2188 after 5 working days for your test results to come back from the hospital, unless your doctor has stated otherwise. If you can, please phone outside our core hours, ideally between 10.30am to 1pm and 2pm to 5.30pm.

**Home Visits**

Home visits are for patients who are incapable of coming to the surgery, please call the Health Centre on 0118 9722188 as early as possible in the morning, ideally before 10.00am as visits normally take place after morning surgery. The GP will phone to triage the visit first.

**Text Message Reminders**

We have a text message system which will send reminders for clinical appointments by text. If your patient record contains your mobile number you will receive a notification when you make your appointment followed by a reminder 48 hours before the appointment. Please provide Reception with your mobile number or advise us by email [schcreception@nhs.net.](file:///C:\Users\kim.emerson\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\1Z6D4XKO\schcreception@nhs.net)

This automated system is currently turned off due to Covid and there being more appointments by telephone rather than face to face.

**Sickness Certificates**

If this is your first sick note for an illness and you have been suffering with it for 7 days or less then you don't need to see a doctor.  
You can complete a self-certification form yourself.  
Download the form from this weblink:<https://www.gov.uk/government/publications/statutory-sick-pay-employees-statement-of-sickness-sc2>

**Chaperones**

We have clinical staff who have been trained to act as chaperones. The role of a chaperone is to provide reassurance and emotional support for a patient whilst undergoing a procedure they may find embarrassing or uncomfortable. All patients are entitled to have a chaperone for any consultation, examination or procedure where they consider one is required.

**Privacy Notice**The privacy notice explains why we collect information about you, how that information may be used, how we keep it safe and confidential and what your rights are in relation to this. You can find a copy of this on the Sonning Common Health Centre website.

### ****Our code of behaviour for patients and visitors****

The practice aims to give its patients high quality care in a secure environment.  
Whilst you are in our care or visiting our premises you have the right to expect courtesy and consideration from our staff and from other patients and visitors, and they have the right to expect the same courtesy and consideration from you.

**Accessibility** The surgery has easy access for disabled patients and there are disabled parking spaces next to the surgery.

**Car Park** We have a car park for patients and visitors to the Health Centre.

**Fees** Many services are provided free under the NHS. Some additional services are not covered by the NHS and these will be charged for, a list of our fees can be found on our website.

**Rights and Responsibilities**

As a patient you can expect to be treated with courtesy and respect and to receive the appropriate care. In return we would ask that you treat all our staff with the same courtesy and respect and for you to attend your appointments on time. We will always make sure we have your informed consent before starting treatment. It is your responsibility to follow the treatment plan recommended by the doctor or nurse; you do however have the right to refuse any medical treatment.

**Violent and Aggressive Patients**

We strongly support the Zero Tolerance Policy adopted by the NHS. Any patient shouting, swearing or being abusive to practice staff will not be tolerated and will risk being removed from the practice list.

**Comments, Suggestions and Complaints**

We always want to hear how we are doing, if you have any comments, suggestions or a complaint please write to our Practice Manager. Alternatively, speak to a member of staff, who will take some details and either try to resolve the matter for you or pass it on to the Practice Manager for further investigation.

**Patient Advice and Liaison Service (PALS)**

PALS will provide you with information about the NHS and help you resolve any concerns or problems you may have. They can provide you with information about the complaints procedure and how to get independent help if you decide you may want to make a complaint. Please visit our website for more information.

**Interpreter** We can arrange an interpreter for our patients who do not speak English. Please ensure you advise our receptionist at the time of booking your appointment so arrangements can be made.

**Useful Telephone Numbers**

**NHS information**

NHS 111First **Call 111** or visit [111.nhs.uk](https://111.nhs.uk/).

Contact NHS 111 First if you are thinking of attending an Emergency Department.

NHS England Customer Contact Centre 0300 311 2233

[england.contactus@nhs.net](mailto:england.contactus@nhs.net)

Buckinghamshire, Oxfordshire & Berkshire West

Integrated Care Board 01865 336800

**Hospitals**

Royal Berkshire Hospital, Reading 0118 322 5111

Townlands Memorial Hospital, Henley 01865 903 703

Townlands Minor Injuries Unit 01865 903 755

(Open 9.00am-8.00pm 7 days a week inc Bank Holidays)

Wallingford Hospital 01865 901 000

Abingdon Community Hospital 01865 904 346

Abingdon Minor Injuries Unit 01865 903 476

John Radcliffe Infirmary, Oxford 0300 304 7777

**Services**

Births, Marriages & Deaths (Reading) [0118 937 3787](https://www.google.com/search?q=reading%20registry%20office&rlz=1C1DIMC_enGB872GB872&oq=Reading+registry+office&aqs=chrome.0.69i59j0j46i175i199j0l3j0i457.8426j0j15&sourceid=chrome&ie=UTF-8&tbs=lf:1,lf_ui:2&tbm=lcl&sxsrf=ALeKk03HxTBFxChrr0RFsV5VSGYALqxjNA:1615479372308&rflfq=1&num=10&rldimm=6567456741983937723&lqi=ChdyZWFkaW5nIHJlZ2lzdHJ5IG9mZmljZUiN4eLT-6-AgAhaOgoPcmVnaXN0cnkgb2ZmaWNlEAEQAhgAGAEYAiIXcmVhZGluZyByZWdpc3RyeSBvZmZpY2UqBAgDEAGSAQ9yZWdpc3RyeV9vZmZpY2WqARcQASoTIg9yZWdpc3RyeSBvZmZpY2UoAA&ved=2ahUKEwjLgoPR0ajvAhWQYsAKHVttBuMQvS4wBnoECAQQLg&rlst=f)

Births, Marriages & Deaths (Henley) [0345 241 2489](https://www.google.com/search?rlz=1C1DIMC_enGB872GB872&tbm=lcl&sxsrf=ALeKk004_7Lehw6HORaGz9soQlgLAfFznA%3A1615479429117&ei=hUJKYKjXBsaUgQaHnYfoCw&q=Henley+registry+office&oq=Henley+registry+office&gs_l=psy-ab.3..35i39k1j0j0i7i30k1j0i8i30k1l2.141413.147829.0.148736.15.15.0.0.0.0.168.1315.8j5.13.0....0...1c.1.64.psy-ab..2.13.1315...35i304i39k1j0i13k1j0i433i67k1j0i433k1j0i8i7i30k1.0.um7pk5cjV28)

Citizens Advice Bureau (Henley) [0808 278 7907](https://www.google.com/search?rlz=1C1DIMC_enGB872GB872&tbm=lcl&sxsrf=ALeKk03zirfhGj5oHGXfuWnYD4R7gKyaJw%3A1615479578585&ei=GkNKYMWuI9DdgQbfr5CICA&q=CAB+Henley&oq=CAB+Henley&gs_l=psy-ab.3..35i39k1.143194.149278.0.150048.12.11.1.0.0.0.233.1284.6j4j1.11.0....0...1c.1.64.psy-ab..0.12.1282...0j0i273k1j0i433k1j0i433i131k1j0i67k1j0i433i67k1j0i457i67k1j0i22i30k1j0i457i22i30k1j0i13k1j0i13i30k1j0i8i13i30k1.0.Qz-Ozo0vaO8)

Day Lewis Pharmacy, Sonning Common 0118 972 2306

FISH (Volunteer Services) 0118 972 3986

Multi Agency Safeguarding Hub (Oxon) 03450 507 666

Multi Agency Safeguarding Hub (West Berks) 01635 503 030

Sue Ryder Hospice 01865 773 752   
South Oxfordshire Palliative Care Hub 03300 536 092  
Email:[enquiries.southoxfordshire@sueryder.org](file:///C:\Users\Sue\AppData\Local\AppData\Local\Temp\enquiries.southoxfordshire@sueryder.org)

**July 2023 edition**