

PATIENT INFORMATION BOOKLET



UPDATED 2026

Welcome to Our Practice



Sonning Common Health Centre
opened in 1970.

We are committed to running an efficient practice
dedicated to safe, responsive and friendly care for all
patients and staff.

We are a GP training practice. Newly qualified doctors and
medical students with a range of experience are supported
in the surgery to provide best practice for our patients.

The Care Quality Commission (CQC) rated us as
outstanding in 2019.

REGISTERING WITH US



We welcome patients who live within the practice catchment area. We accommodate a large area, ranging from Nettlebed in the North, North Caversham in the South, Woodcote to the West and Henley to the East. To see if you fall in our catchment area, go to the Sonning Common Health Centre website and search by postcode on the register page map.

To register, please complete our online form. If you are unable to access the online form, please speak with our friendly reception team to get a printed copy.

Patient Contact Details

The surgery sends reminders, invitations, requests and updates via email and mobile SMS. Please keep your contact details up to date using the 'Update your details' form online or speak with the Reception team.

Online Services

You can download this on any smartphone, tablet or access via <http://nhs.uk/nhsapp>

The App will verify your ID.

Patients may need to obtain codes from reception team to link App with surgery.

App allows access to:

- book and manage appointments
- order repeat prescriptions
- view medical records
- If medical forms are not immediately available, please complete online request form and the surgery will update this for you.
- see test results (must complete online access to your medical record)
- check symptoms
- register to be an organ donor

NHS App



DOCTORS



Dr Nick Smith, Senior Partner
BMBCh, BA (Oxon), MRCGP

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



Dr Michael Weeks, Partner
BMBCh (Oxon), MA (Cantab), MRCGP

Studies 3 years in Cambridge, 3 years in Oxford and trained at Sonning Common Health Centre. Specialties include Dermatology and joint injections.



Dr Peter Mennear, Partner
MBChB, MRCGP, DRCOG, BSc

Studied medicine at Keele University, GP training Reading, Interests include Musculoskeletal, joint injections and ENT.



Dr Tom Rockell, Partner
MBBCh, BAO, BSc, MRCGP

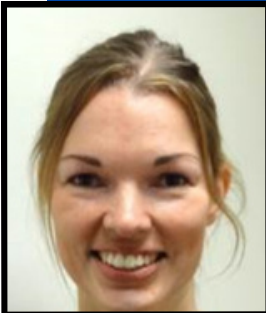
Studied medicine at Queens University Belfast, GP training in Reading. Interests include mental health, acute medicine and oncology

DOCTORS



Dr Kim Emerson, Salaried GP
MBChB (Sheff) 1991 FRCGP

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.



Dr Claire Webster, Salaried GP
BM, MRCGP, DRCOG

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



Dr Samuel Muncey, Salaried GP
BMBS, BMedSci, MRCGP

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



Dr Kim Wild, Salaried GP
MBBS, BSc, MRCGP

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

DOCTORS



Dr Jennie Nicholson, Salaried GP
BMBCh, MRCGP, DFSRH, DRCOG

Trained at the University of Oxford and Guy's and St Thomas' s in London . A GP trainer with an interest in Women's Health including fitting coils and contraceptive implants.



Dr Corrie Bruce, Salaried GP
BMedSci MBChB (Glasgow 2018) MRCGP (2024)

Studied at University of Glasgow, MBCHB. GP training via the Reading VTS Scheme. Areas of special interest – elderly care, palliative care, dermatology, joint injections.



Dr Lauren Ramsbottom
Salaried GP

Graduated from University of East Anglia in Norwich I have a particular interest in empowering patients to make strong lifestyle changes that can improve their long-term health.



Dr Kiran Grewal
Salaried GP

Qualifications:
MBBS, King's College London, GKT School of Medicine
BSc (Hons) Women's Health - First Class Honours

PRACTICE MANAGEMENT

Practice Manager: Katie Williams
Practice Manager: Andrea Mcfarlane
Business Manager: Ruth Griffiths
Management Assistant: Hannah
Finance Officer: Jo



PRACTICE NURSES



Catherine - Nurse Lead, Practice Nurse, Minor Illness & Diabetic Clinic, Vaccination Lead
Caroline - Practice Nurse, Well woman and family planning nurse. Minor Illness Clinics
Nikki - Practice Nurse. Asthma clinics
Annabel - Practice Nurse. Minor Illness and Diabetic clinics
Eli - Practice Nurse
Louisa - Phlebotomist
Nathalie - Phlebotomist & Nurse assist clinics

REGISTRARS & MEDICAL STUDENTS

We are also supported by training GP's. 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.



PHARMACY & DISPENSARY TEAM

Vidya Shah - Clinical Pharmacist
Emily Coppin -Harris - Clinical Pharmacist
Ann-Marie - Dispensary Manager
Sharron - Dispenser



image by Freepik

Repeat Prescriptions

The surgery requires that prescription requests be submitted 5 Full working days before you run out.

Here are the steps required before a prescription can be fulfilled:

- Prescription request needs to be reviewed and signed by GP - once completed the NHS App will update with 'prescription approved'
- Dispensing team (at surgery or elsewhere) review prescription request
- Medication is ordered (not all medication is kept in stock and sometimes stock runs out)
- Medication will be processed by Dispensing team and stored for collection

Most patients now use the NHS App or NHS app online to submit a repeat prescription request.

If you prefer the paper way of ordering, you may get a prescription request slip in with your repeat order or you can complete a repeat prescription request slip at reception or dispensary stations. Please clearly mark the item(s) you require or write out the needed medications. Place it in the box in our foyer.

We cannot accept repeat prescription requests over the telephone. If we dispense for you, then your medication can be collected from our dispensary.

CARE COORDINATORS

The team work alongside GPs and nurses to ensure the best and most up to date care is provided to all of our patients.

They also work with patients to support making informed decisions about what health prevention steps are available.

The team support patients with:

- Blood Pressure Monitoring
- Cholesterol Monitoring
- Diabetes checks
- Asthma review
- NHS Health Checks
- Co-ordinating the Covid vaccine campaign

Contact details:

Manager: Charlotte

bobich-ox.schc_care_coordinators@nhs.net

Our office hours are 10:00 – 14:00 Monday to Friday



MEDICAL SECRETARIES

Ann
Sharon
Sarah

For clinical enquiries:
secretary.k84020@nhs.net



Bandage Stock photos by Vecteezy

ADMINISTRATION

For medical record queries, registration queries and prescription requests:
schc.admin@nhs.net

For general enquiries:
schcreception@nhs.net

OUTSIDE SUPPORTING SERVICES

District Nurses

The district nursing team provide nursing care to housebound patients 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.

South Oxfordshire Duty Desk: 01865 903750

Health Visitors

Health visitors provide support throughout pregnancy and until your child becomes five years old. They can be reached between 9.00am and 5.00pm. email them at ChilternVillagesHV@oxfordhealth.nhs.uk

Midwife

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 schcpgg@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.

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](#) website.

APPOINTMENTS

Routine appointments

Please call 0118 9722188 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. Unfortunately by the nature of these appointments we cannot offer a choice of time.

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.

SURGERY SERVICES

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 lab. If you can, please phone outside our core hours, ideally between 10.30am to 1pm and 2pm to 5.30pm.

Home Visits

Home visits for patients are offered after only after a GP has spoken with the patient over the phone and has deemed they are incapable of coming to the surgery or if they are registered as a housebound patient.

image by Freepik



<https://www.vecteezy.com/free-photos/hospital-administrator> Hospital Administrator Stock photos by Vecteezy/a-

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.

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.

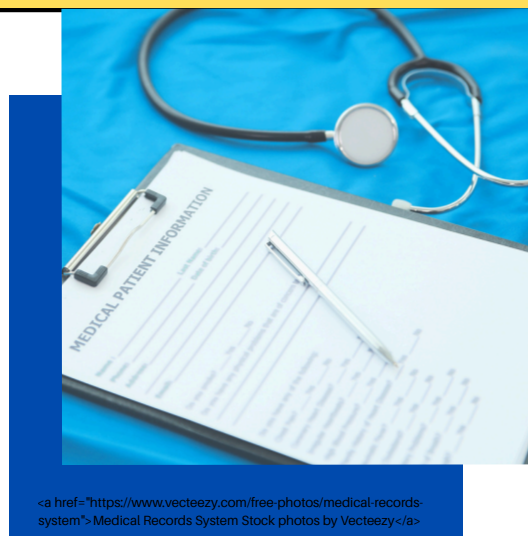
You can complete a self-certification form yourself.

You can find the sick certificate form on the surgery website.

PRIVACY & SUPPORT

Chaperones

We have staff trained to chaperone. 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. Please ask at reception when you sign in, or your clinician at any stage.



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. Please use only when visiting the surgery.

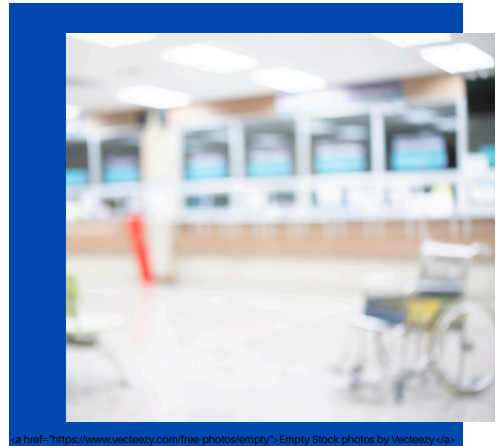
Fees

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.

PRIVACY & SUPPORT

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 of course 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

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.

NHS 111

First Call 111 or visit 111.nhs.uk.

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

NHS Thames Valley
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 Hospital, Oxford 0300 304 7777

Services

Births, Marriages & Deaths (Reading) [0118 937 3787](tel:01189373787)
Births, Marriages & Deaths (Henley) [0345 241 2489](tel:03452412489)
Citizens Advice Bureau (Henley) [0808 278 7907](tel:08082787907)
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
South Oxfordshire district nursing service through the Oxford Health NHS
Foundation Trust: 01865 903750

South Oxfordshire Palliative Care Hub 03300 536 092
Email:enquiries.southoxfordshire@sueryder.org

CONTACT US

39 Wood Lane
Sonning Common
Reading
South Oxfordshire
RG4 9SW

Telephone: 0118 9722188

www.sonningcommonhealthcentre.co.uk



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



[Facebook](#)