

ROUTINE CONSULTATIONS

To make an appointment to see a clinician, you can book online (requires registration)

www.readinguniversitymedicalpractice.nhs.uk, by telephone on 0118 9874551 or come into the Health Centre.

In general, a GP can only deal with one problem in a standard 10 minute appointment. If a patient needs to discuss more than 1 problem, they should book a double appointment, to allow time for this. If you have two small issues the GP may be able to deal with these in a standard 10 minute appointment but please mention this at the start of your consultation.

When you book, you will be asked to state briefly the nature of your appointment to enable us to direct you to the most appropriate member of the health care team.

TELEPHONE CONSULTATIONS

You can also make an appointment to speak to a doctor or nurse on the phone by calling 0118 9874551

URGENT APPOINTMENTS

If you have an urgent problem, you should phone us as early as possible, as we always release some appointments for patients who need medical attention on the same day. We ask you not to arrive unannounced at the Health Centre unless the matter is extremely urgent.

CANCELLING APPOINTMENTS

If you have registered for the online appointment service, you can cancel through our website:

www.readinguniversitymedicalpractice.nhs.uk or by telephone on 0118 9874551

TEST RESULTS Doctor Comments may be obtained by emailing bobicb-bw.umg@nhs.net or telephoning on 0118 9874551 between 10am -5pm. Patients must provide their name, date of birth and date of test.

REPEAT PRESCRIPTIONS (48 hr service)

If you need a further supply of medication that we have put on our repeat prescription system, you can request this online through our website:

www.readinguniversitymedicalpractice.nhs.uk

You can also request repeat prescriptions in person at reception, in writing preferably by using the computer generated side-slip ticking each item required or by email to bobicb-bw.prescriptions@nhs.net - providing the patients full name, date of birth and medication required.

TEXT MESSAGING

We will use your mobile telephone number to send SMS text messages about the surgery and to remind you about appointments. If you do not wish to receive text messages from the surgery please let reception know. Please note – you must remember to let us know if you change your contact telephone numbers, home or mobile.

HOME VISITS

Please do not ask the Doctor to visit unless the patient is genuinely too ill to come to the surgery. Home visits take the Doctor a great deal more time and often full examinations and tests cannot be done in the home. Please let us know if the problem is urgent and we will arrange for the doctor to speak to you.

NAMED GP

All Patients are allocated a named accountable GP who will be responsible for your overall care. You are still free to make an appointment with any GP at the practice.

CONFIDENTIALITY

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keep accurate and up to date records about your health and treatment so that those treating you can give you the best possible advice and care.

Personal data is stored electronically and in paper format. We adhere to the requirements of the Data Protection Act. All staff members are bound by strict rules of confidentiality.

On an anonymous basis some information may be used for: Looking after the health of the general public. Managing and planning the NHS

Audit and research purposes to ensure quality standards

Training and educating staff.

Sometimes the law requires us to pass on information, for example, to notify communicable diseases.

Please inform us if you object to your data being used for audit purposes

COMMENTS & COMPLAINTS

We aim to give a friendly and professional service to all our patients. If you have any comments, suggestions, or complaints about any aspects of the way we work, the Complaints Manager will be happy to discuss them on 0118 9874551 or by emailing bobicb-bw.umg@nhs.net. We have a formal complaint procedure in line with national guidelines. Please visit our Website or ask at Reception for further details.

BOB ICB Patient Advice and Liaison Team (PALS) 0118 982 2720

PRACTICE SERVICES

Please make an appointment with a nurse for the following services :

- Asthma/respiratory reviews
- Blood pressure checks
- Blood tests
- Cervical smears
- Contraception
- Dressings/stitch/staple removal
- Hypertension reviews
- Immunisations/injections
- Over 40's checkup – a blood test will need to be arranged prior to this appointment

Special features for students during term time

- Psychiatry – referral by GP

OTHER SERVICES

The following services are available by appointment:

- Minor illness appointments – daily with a practice clinician for conditions including sore throats, urinary tract infections, ear or eye infections, coughs/colds, rashes.
- Child immunisation
- Minor operations – by GP referral
- Physiotherapy provided by First Point Physio

NON-NHS SERVICES

Please ask at reception for services including: extenuating circumstance reports, insurance medicals/reports, private sick notes etc

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please visit our website for further information.

PRACTICE FACILITIES

- Disabled car parking space
- Limited car parking available
- Automatic door at the main entrance
- Disabled toilet
- Lift to first floor
- Induction loop available for the hard of hearing
- Baby changing facility on ground floor
- Baby-feeding room upon request if available
- Interpretation and translation services by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.