RIGHTS AND RESPONSIBILITIES

Rights

To be treated with dignity and respect and not be discriminated against on grounds of race, gender, sexual orientation or disability.

To provide a confidential service to all our patients including under 16's.

To be seen as close to your appointment time as possible, but if a patient presents in a distressed state or with a complicated problem, the patient will be given the time they need. This may result in the rest of the clinic running late. We will inform you if this is the case.

We will protect your privacy and confidentiality, and will do our best to keep you informed about all matters relating to your health care.

Responsibilities

To be punctual in keeping appointments. If you arrive late you will normally be told you are too late to be seen and will need to rebook. If the problem cannot wait until the next routine appointment you may be offered the opportunity to see the duty doctor.

To be mindful an appointment is for one person only.

To cancel an appointment in good time if not required so we can offer it to someone else.

To let us know if your contact address and/or telephone number has changed in case we need to contact you.

COURTESY AND RESPECT

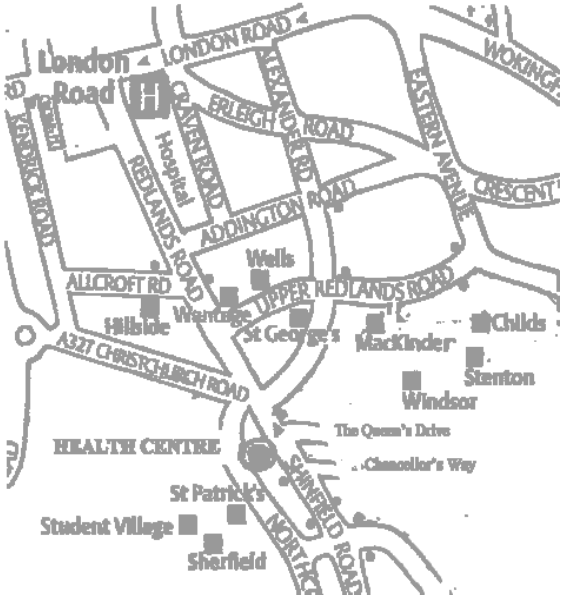
We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour whether against any of our staff and patients or against our premises. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed – immediately if necessary - from our list of registered patients.

PATIENT PARTICPATION GROUP

Do you have something to say?
Do you have ideas about how to improve your local practice?
To find out more please contact Fiona Mullin on 0118 9874551 or visit

www.readinguniversitymedicalpractice.nhs.uk

OUR MAP



OUR CONNECTIONS

Bus: 9, 12, 20, 21,144

EMERGENCIES

In case of emergency, immediate advice is available by calling 0118 9874551 between 8am – 6.30pm weekdays.

OUT OF HOURS EMERGENCIES

CALL 111
when it's less urgent than 999

Call the NHS 111 service if you need medical help fast, but it's not a 999 emergency.
Calls to 111 are FREE from landlines and mobiles
NHS 111 is available 24/7, every day of the year

WELCOME TO UNIVERSITY MEDICAL GROUP

University of Reading Medical Practice

9 Northcourt Avenue, Reading RG2 7HE
Tel: 0118 9874551

www.readinguniversitymedicalpractice.nhs.uk

Opening Times – University Medical Practice

Monday to Friday 8am to 6.30pm (Core hours)
Monday to Thursday Evenings until 8.00pm
Saturday Morning 8am to 12pm

Tel: 0118 9874551

PARTNERS

Dr Elizabeth Johnston MB, ChB (1992) Glasgow, MRCGP DCCH, DRCOG

Dr Irme Rashid MB, BS (1993) London, MRCGP, DRCOG, DFFP, DOccMed

PRACTICE MANAGER

Lorraine Watkinson

DOCTORS

Dr Sohail Ahmed MB, BCH, BAO (2001) Galway, DRCOG
Dr Surangi De Alwis Seneviratne MB, BS (2000) West Indies, MRCGP,DFFP
Dr Beena Sarojini MB, BS (1997) India, MRCGP
Dr Anna Ziprin MB, ChB (1992) Manchester, MRCGP
Dr Sharanjit Jaswal MB,BS (2009) London, MA (CANTAB),MRCCGP,DFSRH, DTMH&H
Dr Annemarie Mullin BSc(hons), MBChB (2007) Manchester, MRCGP, DRCOG, DSFRH
Dr Balpreet Sidhu MBBS (2015), London, BSc, MRCGP
Dr Victoria Klemm MBChB (2016) Liverpool
Dr Olamide Borishade MBcHB (2005) OAU Ile-Ife
Dr Marco Ercole BM BS (2017) Southampton
Dr Melika Rich MB Bchir (2016) Cambridge
Dr Nadia Kashif MBBS (2006) King Edward Medical University
Dr Sobia Kashif MBBS (2012) Dow University of Health Sciences Jinnah Sindh Medical University
Dr Usna Kakar MB ChB (2018) University of Leicester
Dr Christopher Callue MB BS (2011) University of London
Dr Devesh Persaud MUDr (2020) Masaryk University
Dr Chen Gong MB BS 2021 Kings College London

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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

- 2 disabled car parking spaces
- 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
- 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.