BackMap

Patient Participation Group

More information available on our website

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**Medical care for the whole family**

**Kennet Surgery**

30 Cholmeley Road

Reading RG1 3NQ

Tel: 0118 966 6696

**The Surgery**

81 Christchurch Road

Reading RG2 7BD

Tel: 0118 975 5788

**Website Address**

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

Facebook: Kennet Surgery

**WELCOME TO THE KENNET SURGERY**

Our practice consists of the main surgery at 30 Cholmeley Road and a branch surgery at 81 Christchurch Road. We serve an area including New Town, Palmer Park, Earley, Whitley and The University Area.

Our team of reception, nursing staff and doctors work closely to ensure that we provide a high standard of Primary Care to our patients. Our doctors provide a friendly, personal service and are multi-lingual speaking English, Punjabi, Urdu and Hindi.

**The Team**

**Our Main Doctors:** Dr Satpal Kaur MBBS (Palliative care lead)

 Dr Aman Bindra MBBS BSc (Safeguarding lead)

**Practice Nurse** Judith Carter RGN (Infection control lead)

**Nurse practitioner** Sue Lynn

**Clinical pharmacist** Herbie Randhawa

**Health Care Assistant** Shazia Iqbal & Sana Akram

**Practice Manager** Samantha Lethbridge

**Medical Secretary** Saima Mughal

**Team Leader** Sandra Bartlett

**Receptionists** Sana Akram

 Shazia Taj

 Christine Shaikh

Saima Siddiqui

Conchita Afonso

Zanab Hussain

 Kayla Gumbs

**Useful Contact Numbers**

Kennet Surgery 0118 9266696

The Surgery 0118 9755788

Royal Berkshire Hospital 0118 3225111

NHS 111 111

Reading Walk-in Centre 0118 9028300

Pharmacies

Fourways London Road 0118 9660541

68 Christchurch Road 0118 9871868

Erleigh Road Pharmacy 0118 9663718

Ahmeds Basingstoke Road 0118 975712

Talking therapies 0300 3652000

Crises team 0300 3659999

Samaritans 116 123

Berkshire Carers 0118 324 7333

Smokefree Berkshire 0800 6226360

Eat4Health 0118 449 2036

MASTA Travel Clinic 0330 100 4292

PALS – Patient Advice and Liaison Service

 0118 9822829

**Managing Common Ailments at Home**

Your local pharmacist will be happy to give you free health advice at any time, you do not need an appointment.

They can give advice on the following:

* Choosing the right medicines for common ailments including: cystitis, hay fever, diarrhoea and vomiting, conjunctivitis, thrush and emergency contraception
* Whether you need to see a doctor or not
* General advice about staying healthy

Many minor ailments can be dealt with safely at home without the need to make a doctor’s appointment. We suggest you keep the following in a secure medicine cabinet at home:

* Thermometer
* Paracetamol/ibuprofen tablets (syrups for children) for headaches, colds, sore throats, and painful bruises
* Antihistamine medicines (e.g. Piriton) for allergies
* A selection of plasters, non-absorbent cotton wool, elastic bandages and sterile dressings
* Mild laxatives
* Rehydration mixture
* Indigestion remedy (eg antacids)
* Antiseptic cream to treat sores, spots and grazes etc

Reliable internet sources for information include [www.nhs.uk](http://www.nhs.uk) and www.patient.co.uk

**Clinic Services**

We run a number of clinics for health promotion and to maintain the health of patients with chronic diseases. We also participate in national screening programmes.

Our Practice Nurse can help with travel vaccinations, immunisations for children and adults including influenza vaccinations, cervical smears, ear syringing, removal of stitches and dressing of wounds and ulcers.

Our Healthcare Assistant will be happy to help with health checks for new and existing patients, blood tests, ECGs, asthma checks, diabetic checks and dressings.

**Some of the services we provide include:**

Asthma Clinic

Baby Clinic

Cervical Screening

Child Health Surveillance and Immunisations

Contraceptive Advice including Emergency Contraception

Diabetes Clinic

Health Promotion, Weight loss Clinic

Heart Health Clinic, 24 hour blood pressure monitoring and ECGs

Antenatal/Maternity Clinic

Medical Examinations for Insurance, Driving Licence

Blood tests/Phlebotomy

Travel Vaccinations & Verrucae and Wart (Cryotherapy)

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**Opening Times**

**Kennet Surgery – 30 Cholmeley Road**

Monday 0800 -- 1830

Tuesday 0800 – 19.30 (extended hours)

Wednesday 0800 -- 1830 (on-call doctor only pm)

Thursday 0800 -- 1930 (extended hours)

Friday 0800 -- 1830

Clinic times vary please refer to the website

**The Surgery – 81 Christchurch Road**

Monday 0800 – 1230 1600 – 1830

Tuesday 0800 -- 1230 1600 – 2000 (extended hours)

Wednesday 0800 -- 1230 closed pm

Thursday 0800 – 1230 closed pm

Friday 0800 – 1230 1600 -- 1830

Clinic times vary please refer to the website

**Out of hours**

When the surgery is closed we provide emergency cover via services arranged by NHS 111.

**Your Rights and Responsibilities**

When you register with Kennet Surgery we will treat you as a partner in the care and attention you receive. Whilst you have rights under our partnership you also have responsibilities which we expect you to observe. We will endeavour to treat you with respect and courtesy regardless of your gender, sexuality, ethnic origin, religious beliefs, personal attributes or health issues.

Information held about you is confidential. It is managed in accordance with national guidelines and the practice is registered with the Data Protection Agency. You have a right to know what information we hold about you although we are entitled to charge to make that information available to you.

If you change your name, address or telephone number please let us know. You are free to request a chaperone at any time during consultations and breast feeding facilities are available. All members of staff have safeguarding training and are aware to assist and help in any issues related to you or your family’s wellbeing.

You are welcome to request the preference of a particular doctor but we cannot guarantee waiting times. **Please cancel your appointment if it is no longer required.** This will enable us to keep waiting times down to acceptable levels.

We will not tolerate violent or abusive behaviour on our premises. If a patient is violent or abusive we will warn them to behave appropriately. If they persist we may exercise the right to have them removed from our list.

**Complaints and Suggestions**

We aim to provide a friendly, professional service at all times, however if you feel you need to complain or comment about any aspect of the practice please let us know. Speak to whoever you feel most comfortable with, your doctor, practice manager or reception staff will be happy to help.

You are welcome to leave suggestions in the surgery’s suggestion box in reception. We review these regularly and do not hesitate to implement suggestions which lead to increased efficiency or improve patient services.

In the majority of cases, concerns can be easily resolved, however if you feel that we have not dealt with an issue to your satisfaction you can contact NHS England.

NHS England

PO Box 16738

Redditch

B97 9PT

Or call: 0300 311 2233 (Monday – Friday 0800 – 1800)

PALS – Patient Advice and Liaison Service

 0118 9822829

**Appointments**

Many appointments can be booked “on the day”. For same day appointments please **call** reception at 0800 for morning appointments and 1530 (1600 for 81 Christchurch road) for afternoon appointments.

If you would like to book appointments **online** please contact reception login details – this allows patients access to book their own appointments and order repeat prescriptions.

Please report to reception on arrival so we can make the clinician aware that you are waiting. We will do our best to see you as near as possible to your appointment time, though we would appreciate your patience when unforeseen delays occur. Patients arriving more than 20 mins after their appointment time will be asked to rebook. Please note as a courtesy to other patients that each appointment is usually for ten minutes and that a maximum of two problems can be discussed.

Doctors can generally see four patients in the practice in the time it takes to carry out a single home visit. For this reason, we ask our patients to come to the surgery if at all possible. Patients unable to do this are asked to contact reception before 10.00 am on the day so that the doctor can assess if a home visit is possible.

Telephone consultations are also available for under 8s, over 75s, vulnerable patients or their carers, emergencies and medication queries (not medication requests).

**Repeat Prescriptions**

Please note no phone requests will be accepted

Requests may be received in the following ways:

1. Coming in to the surgery
2. Post, enclosing a stamped addressed envelope if you would like the prescription sent back to you
3. Patient access – online access for patients please ask at reception for log in details
4. Arranging for a local pharmacy to send in the request and pick up the prescription for you or to receive the prescription electronically straight onto their system
5. Email – bwccg.adminkennetsurgery@nhs.net
6. Website – [www.kennetsurgery.co.uk](http://www.kennetsurgery.co.uk)

Requests will be ready for collection 48 hours after receipt

**Disabled Access**

Both surgeries have access and facilities for the disabled. Hearing loops are available for the hard of hearing. Please ask reception on your arrival.

**New Patient Registrations**

Please ask at reception if you would like to register with the practice. You will be asked to complete a registration form and to provide proof of your ID and proof of your address to verify your eligibility for NHS treatment. Receptionists can give you a list of acceptable documents.

All new patients and those re-registering with the practice will be required to attend an appointment with the Health Care Assistant for a basic health check. Once this has been done we will be able to complete the registration.

**Carers**

Please inform us if you are caring for a relative so we can ensure we can provide the best possible care and be able to refer you to other support agencies.

**Pregnancy**

If you are considering starting a family, we can provide help before, during and after your pregnancy. Once your pregnancy is confirmed we will book your first antenatal appointment with the midwife when you are 8-10 weeks pregnant. The midwife will look after you throughout your pregnancy and will organise parent craft classes and prepare you for the birth. We have leaflets available to provide pre-conceptual advice.