Practice Information Leaflet

RUSSELL STREET SURGERY
COLEY PARK SURGERY
BURGHFIELD HEALTH CENTRE

Russell Street Surgery
79 Russell Street
Reading
Berkshire
RG1 7XG
Tel.No: 0118 9079976
Fax No: 0118 9337320

Coley Park Surgery
80 Wensley Road
Coley Park
Reading
RG1 6DN
Tel: 0118 9079712
Fax: 0118 9337320

Burghfield Health Centre
Reading Road
Burghfield Common
Reading
RG7 3YJ
Tel No: 0118 9079965
Fax No: 0118 9838431

Your Doctors

Dr Manohar Swami
MB BS, MRCP, DMJ, MFFLM (RCP London)
GMC No: 1626700

Dr Sadhana Swami
MB BS
GMC No: 2451237

Dr. Praneetha Naluvala
MBBS MRCGP
GMC No: 6051680

Dr Marimuthu Radhakrishnan
MBBS MRCGP DRCOG DLO DO-HNS
GMC No: 5205993

Normal Opening Hours

Monday to Friday 8am to 6.30pm

Russell Street: Early closing Thursday from 2.00pm

Burghfield Health Centre Early closing Wednesday from 2.00pm

Coley Park (Branch Surgery)
Mon and Tues 8.30am to 3.30pm Wed and Fri 12.30pm to 3.00pm
closed Thursday all day

Extended Opening Hours

Burghfield Health Centre –Tuesday and Wednesday only 07.00 to 08.00
Russell Street Surgery- Saturdays 08.00 to 12.00
(First 3 Saturdays of the month, Russell Street only)
We welcome you to this group of four doctors and two nurses working from three surgeries, The Russell Street Surgery, Burghfield Health Centre and The Coley Park Surgery. We have a long history of providing family medicine to the residents of Reading and Burghfield and aspire to provide up to date and high quality medical care.

Your Doctors

Dr Manohar Swami, MB BS, MRCP, DMJ, MFFIM (RCP London)

Qualified in 1970, he is a member of the Royal College of Physicians registered with the General Medical Council London since 1973. His special interests include management and prevention of heart and chest disease, stroke and care of the elderly, asthma care, management of hypertension, diabetes and medical rehabilitation. He has also been a Senior Forensic Medical Examiner to the Thames Valley Police Authority.

Other languages spoken: Hindi, Urdu, Punjabi

Dr Sadhana Swami, MB BS

She has been fully registered with the General Medical Council London since September 1978. She was trained at the Royal Berkshire Hospital and in South Wales. Her special interests include family medicine, illness prevention, well women, child healthcare and the care of the elderly, she also holds a National Family planning certificate and specialises in contraceptive services and fitting of an IUD. She has also been a Forensic Medical Examiner to the Thames Valley Authority.

Other languages spoken: Hindi, Urdu, Punjabi

Dr Praneetha Naluvala, MBBS MRCGP

She qualified in 1997 and attained MRCGP in 2011 in the UK. She was trained at the Royal United Hospital, Bath and Bristol Royal Infirmary. She has special interest in General Medicine and care of the elderly.

Other languages spoken: Hindi, Telugu, Urdu

Dr Marimuthu Radhakrishnan, MBBS MRCGP DRCOG DLO DO-HNS

He qualified in 1994 in India and has been registered with the GMC since 2002. His special interests include Minor Surgery, Diabetes, ENT and Paediatrics.

Other languages spoken: Tamil, Hindi

Attached Staff

In addition to the doctors our team consists of:

Kerrie Naish - Practice Manager
Helen Henly – Senior Receptionist

Who is available to discuss any problems you have with the running of the surgery. You can contact them on any of the surgery numbers.

Your Practice Nurses

Mrs Boby Teny - Other languages spoken: Malyalam, Hindi
Mrs Phyllis Kerr - English

Community Midwives look after the antenatal care of our patients, both at the surgery, home and Royal Berkshire Hospital, together with the Health Visitors who take over the care once the babies have arrived. We have a system of contacting both of these services as and when required in addition to their visits to the surgery.
We also have Community District Nurses attached to the surgeries that make home visits where necessary in the care of our patients.

We also have access to Physiotherapists, Chiropodists, Dieticians, Counsellors and Psychologists, talking therapies whose services can be assessed by a referral from your GP.

Seeing your Doctor or Nurse

Appointments and Access

We are an appointment only surgery. You can ring the surgery or call in to make an appointment and the Receptionist will endeavour to meet your needs. Alternatively there are reserved appointments everyday for patients to book Online. Please use this service if it is convenient for you. Please note that this practice is committed to give you routine appointments to see a doctor or nurses within 48 hours during the normal working week. You can also make appointments in advance, this is to help you plan ahead- such as for follow ups. We offer a number of emergencies appointments (5 minutes in length) both for our morning and evening sessions that can be only booked on the day. If more than one member of family needs to be seen, please make sure that each has a separate appointment.

Please try and give at least 24 hours notice if you have to cancel your appointment. If you do not need it someone else does. If you arrive more than 10 minutes late, you will be asked to re-book, so as not to inconvenience other patients who arrive for their appointments in time.

Extended Hours

To enhance our patient access and care we now have extended our hours of opening for routine bookable appointments as listed below:

- **Burghfield Health Centre**: Tuesday and Wednesday mornings only 07.00 to 08.00
- **Russell Street Surgery**: Saturdays (first 3 Saturdays of the month) 08.00 to 12.00 (likely to change in the future).

Please note that you can book your appointments at any of our sites in advance for these appointments.

Emergencies and Telephone Access

In the case of a medical emergency you can contact the surgery on the usual number and speak to the doctor on Duty and Practice Nurse. If the Doctor is in consultation with a patient you may have to leave your details with the Receptionist and the Doctor will always get back to you. Please make sure you leave the telephone contact details either landline or mobile where the doctor on call can get hold of you when they call back.

Whereas we always try to fast track an emergency appointment on the same day (5 minute slots), if none are available at the surgery you normally attend, then you may be asked to attend one of our other surgeries either Coley Park, Burghfield Health or Russell Street.

Out of Hours

This surgery has an out of hour’s service, called ‘NHS111’

Emergency cover outside of normal surgery hours is provided by NHS 111.

You can call 111 when you need medical help fast but it’s not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. For clarification, out-of-hours means the following times:

- Monday to Friday 18:30 - 08:00
- Friday 18:30 to Monday 08:00
- Bank Holidays 24 hour cover

Once connected to NHS111 you will speak to an operator who will take your details and offer advice and appropriate service provider.
For life threatening conditions and an emergency, please call 999. Chest pains and / or shortness of breath constitute an emergency.

Once connected to Westcall you will speak to an operator who will take all your details and problem, pass this on the duty doctor and the doctor will call you back and either:

- Offer Advice
- Ask you to attend Westcall Primary Care Centre
- Arrange for you to have a home visit.

You may wish to ring NHS 111 who can help with a range of health advice and information the telephone number to dial is 111.

Temporary Residents and Visitors- We are happy to see your friends or relatives who have come to stay in our catchment area, on a temporary basis. Each surgery has a map you can view indicating the area we cover.

Repeat Prescriptions

Patients on regular medication will have a computer generated repeat prescription form. When your supply is running low, post or bring in the form to the surgery. There is a special post box in each of the surgeries to save you waiting. You may also request by letter, fax or by completing a proforma in person at the surgery.

Please allow 2 working days for this to be processed. If you enclose a stamped self addressed envelope the new prescription can be posted to you. A number of local chemists also offer a service relating to the collection of the prescription on your behalf, if you sign up for this service please let the surgery know and we can update your records. A significant number of our patients use EPS (Electronic Prescribing Service) thus enabling them to access their repeats direct via their chosen Chemist. Please use this service if appropriate and we will do the rest.

Online repeats can be ordered via www.russellstreetsurgery-drswami.nhs.uk upon completing a registration form at the surgery.

Repeat prescriptions requests WILL NOT be taken over the telephone, because of the possibility of potentially dangerous errors being made. Please note it is the receptionists, who take your telephone calls and they are not trained with medicines.

Private Prescriptions, Certificates and Insurance/Holiday cancellations forms

Private prescriptions, where necessary, that are not currently available through the NHS, (such as malaria, prophylaxis) are liable for a fee to be charged. The doctor or receptionist will advise you at the time.

Non-NHS Services

These include some claims, reports and private medicals (i.e.HGV and pre-employment). These can be arranged thorough the Reception staff and a list of charges, in accordance with the BMA guideline, is displayed at the Reception.

Sickness Certificates

You are responsible for signing yourself unfit for the first six days of any illness. Forms SC1 and SC2 are available from DHSS, Post Office or your employer for this purpose. After this period your doctor can issue a form Med 3 but only after consultation. If you have been advised to take a period of convalescing following a stay in hospital, the hospital should issue you with a Med 3 on discharge.

Complaints Procedure

If you have a complaint or concern about the service you have received from the clinical staff or any of the staff working at the practice, please contact Kerrie Naish, Practice Manager. This can be done by collecting a patient leaflet and complaint form from reception.
Complaining on behalf of someone else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have his or her permission to do so. Please collect a third party consent form from reception.

PALS (Patient Advisory and Liaison Service)

This is a service offered by the PCT and the Royal Berkshire Hospital Trust to try and resolve any difficulties patients may have experienced with the NHS either in the Hospital or General Practice. PALS can be contacted on 0118 9822829, email pals.berkswest@berkshire.nhs.uk.

PPG (Patient Participation Group)

The practice has a strong support from its patients’ representative group (also patients at this surgery), who help make any changes/improvements. Their contact details are on the PPG Board. Please contact them direct for any advice or support to improve the services we provide.

Carers

We are interested in identifying carers, especially those people who may be caring without help or support. We know that carers are often “hidden” looking after a family member or helping a friend or neighbour with day to day tasks and may not see themselves as a carer.

Caring for someone is an important and valuable role in the community, which is often a 24 hour job that can be very demanding and isolating for the carer. Carers should receive appropriate support by way of access to accurate information on a range of topics such as entitlement to benefits and respite care and not least, a listening ear when things get too much.

As a carer, you are also entitled to have your needs assessed by Adult Care Services. A carer’s assessment is a chance to talk about your needs as a carer and the possible ways help could be given. It also looks at the needs of the person you care for. There is no charge for an assessment.

If you are a carer, please ask at reception for a Carers Identification and Referral form, which you can complete to let us know about your caring responsibilities.

Violence towards Staff

In line with current NHS policy there is Zero Tolerance towards any patient who exhibits such aggression. You may receive a written warning giving the reasons, as set out in our Practice Policy and this may result in immediate removal from the patient list. If necessary, Thames Valley Police may be summoned to assist staff.

Test Results

Please note we do not normally ring you with your results when they are normal (No news is good news!) Receptionists are authorised to report a normal result once viewed by the doctor.

Blood, Urine Tests, X-rays and Scans- These are normally received within 7 working days. If the GP needs to see you following a test the surgery will contact you by telephone (one reason to keep us up to date with your contact telephone numbers), if this is not possible we will write to you, (another reason to keep us up to date if you change your address). The Practice Nurse is available to speak to you about your results:-

Russell Street and Burghfield Health Centre- Monday and Wednesday 12.15 pm to 12.45 pm
Coley Park: Monday and Friday 12.15 pm to 12.45 pm.
Blood test for Occupational Health requirement:
Patients of the practice requiring any blood test for the purpose of occupational or job requirements will be charged by the practice or the hospital. If you choose the practice to do the blood test, you will be charged by the practice, alternatively if you choose the hospital, the hospital will be invoicing you directly.

Cervical Screening (Smear Test):  The results will be sent to you, direct from the hospital, by post as soon as they are processed, normally within 4 weeks.

All correspondence as a matter of policy is sent in a Private and Confidential envelope. The results cannot be discussed with a third party; this includes your spouse or partner.

Minor Surgery and Minor Injuries

The surgery offers advice and treatment for minor injuries and the GP’s provide a Minor Surgery Service which includes joint injections and the fitting of contraceptive devices.

Referral to Specialist

If the Doctor feels you need to see a specialist, this surgery is a part of the e-referral service being currently offered. These are various options, depending on the type of treatment required, that are now available to the GP’s when referring to a specialist. The aim is to have you seen by the Specialist as soon as possible and at the hospital of your choice. Urgent referrals are dealt with immediately. You will be given an information booklet explaining how ‘e-referral service’ works and how to make your appointment.

There is a provision for referral under 2WW (2 week wait) for suspected cancer and the doctor will explain to you if applicable.

Comment and Suggestions

We welcome any comments and suggestions that you have to make about the way the surgery is run, and how we can improve our service. There is a suggestion box located in each reception area. Throughout the year you will have access to our ‘Friends and Family Test’ where you are able to comment on your experience of our service.

An ‘Annual (Improving the Practice)’ questionnaire will be issued to patients to assess the service we provide. The results of this will be displayed on the website.

The Practice Patient Group considers the feedback from these and any action plan prepared, which helps to improve the services we provide.

Our Telephone System

The Practice’s new system is based on local rates
The advantages of using this service to callers:
Do not get engaged tones
Do not need to redial
Can navigate through the system; and may find that it is ultimately quicker, as they do not need to be redirected, be transferred or redial.
### Useful Telephone Numbers and Websites

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>NHS 111</td>
<td>111</td>
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<tr>
<td>Thames Valley Primary Care Agency</td>
<td>0118 9183333</td>
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<tr>
<td>Royal Berkshire Hospital</td>
<td>0118 3225111</td>
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<tr>
<td>Basingstoke District Hospital</td>
<td>01256 6473202</td>
</tr>
<tr>
<td>West Berkshire Community Hospital (Thatcham)</td>
<td>01635 273300</td>
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<tr>
<td>John Radcliffe Hospital</td>
<td>01865 741166</td>
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<tr>
<td>BUPA Spire Dunedin (Private Hospital)</td>
<td>0118 9587676</td>
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<tr>
<td>Berkshire Independent Hospital Reading (Private Hospital)</td>
<td>0118 9028000</td>
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<tr>
<td>Circle Reading Hospital</td>
<td>0118 9226888</td>
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<tr>
<td>Reading Borough Council</td>
<td>0118 9390900</td>
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<tr>
<td>Berkshire Carers Service <a href="mailto:helpline@berkshirecarers.org">helpline@berkshirecarers.org</a></td>
<td>0800 988 5462</td>
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<tr>
<td>West Berkshire Council</td>
<td>01635 42400</td>
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<td>Berkshire Women Aid</td>
<td>0118 9504003</td>
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<td>Burghfield Volunteers</td>
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<tr>
<td>ReadiBus</td>
<td>0118 9310000</td>
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[www.reading.gov.uk](http://www.reading.gov.uk)  
[www.westberks.gov.uk](http://www.westberks.gov.uk)

Stop Smoking  
0800 622 6360 or text quit to 66777

Citizens Advice Bureau
- Reading 0118 9598059
- Newbury 01635 40205

[www.westberks.gov.uk](http://www.westberks.gov.uk)