

## 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 PARTICIPATION 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](http://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



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](http://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

**Whitley Villa Surgery**  
1 Christchurch Road, Reading RG2 7AB

Tel: 0118 9874551

[www.readinguniversitymedicalpractice.nhs.uk](http://www.readinguniversitymedicalpractice.nhs.uk)

**Opening Times – Whitley Villa Surgery**  
Monday, Wednesday and Thursday 8am to 5.00pm  
(closed between 12pm and 1pm)

## PARTNERS

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

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

**Dr Emma Cheetham** BM (1991) Southampton, DRCOG, DFFP,  
MRCGP, PG Cert CE

## 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 Pratigya Gurung** MBBS (2007) Nepal, MRCGP, DFFP, DRCOG

**Dr Sharanjit Jaswal** MB, BS (2009) London, MA  
(CANTAB), MRCCGP, DFRS, DTMH&H

**Dr Annemarie Mullin** BSc(hons), MBChB (2007) Manchester, MRCGP,  
DRCOG, DFRH

**Dr Katheryn Rewers** Lekarz (2018) Wroclaw

**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 Menaka Adikaram** MB BS (2010) Manipal

**Dr Melika Rich** MB BChir (2016) Cambridge

**Dr Nadia Kashif** MB BS 2006 King Edward Medical University

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## ROUTINE CONSULTATIONS

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

[www.readinguniversitymedicalpractice.nhs.uk](http://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](http://www.readinguniversitymedicalpractice.nhs.uk) or by telephone on 0118 9874551

**TEST RESULTS** Doctor Comments may be obtained by emailing [bobicb-bw.umg@nhs.net](mailto: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](http://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](mailto: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. 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 details of fees 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 – at UOR site
- Limited car parking available on both sites
- Automatic door at the main entrance of University Site
- Disabled toilet
- Lift to first floor – at UOR site
- Induction loop available for the hard of hearing
- Baby changing facility on ground floor
- Baby-feeding room available upon request
- Interpretation and translation services in person or by phone for patients who do not speak English. Please let us know if you need this service when booking an appointment.