

## March 2010

### THE PARTNERS

#### **Dr Martin Smith, MB BChir (Cambs 1970)**

Dr Martin Smith, the Senior Partner at the practice, has worked here since 1973. He is a member of the West Berks Priorities Committee and has a particular interest in pharmacology.

#### **Dr Niall Riddell, MB BChir D.Occ.Med (Cambs 1976)**

Dr Niall Riddell has been with the practice since 1985. He has a special interest in gastroenterology.

#### **Dr Helen Hegarty, MB BCh BAO (Cork 1980)**

Dr Helen Hegarty has been at Swallowfield since 1993. Her special interest is in paediatrics and she is a member of the Clinical Executive Committee of Berkshire West PCT and is the PCT's Clinical Governance lead.

#### **Dr Will Beacham, MBBS (Kings 1997)**

Dr Beacham joined Swallowfield in 2002. He has a special interest in the care of the elderly, and is the Practice's Lead GP for commissioning of patient services.

#### **Dr Raju Prabhakar, MBBS MRCP (Madras 1991)**

Dr Prabhakar came to Swallowfield in 2004 and brought with him a wealth of experience in many areas, particularly in cardiology and care of the elderly.

### Practice Manager

Our Practice Manager, Andy Button, joined us in 1999 bringing 29 years previous NHS experience. He will be able to help you with any problems you may have with the way the practice is run and will welcome constructive suggestions in writing to help us maintain and improve our services to you.

## **WELCOME**

Swallowfield Medical Practice is a medium sized general practice. Our modern premises in Swallowfield are purpose built and offer excellent facilities to all our patients.

We also have 2 small purpose-built branch surgeries:

- The Surgery, Millworth Lane, Shinfield RG2 9EN (GP and Practice Nurse appointments)
- The Village Hall, Eversley Road, Arborfield RG2 9PQ (GP appointments)

Location maps for the branch surgeries are included inside the back cover of this leaflet.

Wheelchair users will find easy access at all three sites, including toilets for the disabled. Hearing Loops are also available at all three surgeries for those with impaired hearing.

We offer a full general practice service and run specialist clinics at Swallowfield for children, pregnant women, diabetics and asthma sufferers. We have an on-site dispensary at Swallowfield for those patients eligible to use our dispensing service.

The Swallowfield Surgery is open from 8.00am to 6.30pm Monday to Friday. The branch surgeries are only open while the doctor or nurse is consulting (see page 18 for the normal schedule of surgeries). Evening appointments (between 6.30pm and 8.00pm) are available at the branch surgeries.

## **OUR TEAM**

Our team includes 5 full time GPs, 2 part time GPs, a Nurse Practitioner, 4 Practice Nurses, a Health Care Assistant and Phlebotomists as well as our Practice Manager and a comprehensive team of dispensary and administrative staff. We also have teams of District Nurses and Health Visitors who work in the community on behalf of the practice (contact details are included at the back of this leaflet).

## **Salaried Doctors**

### **Dr Julia Lyons MBBS DCH DRCOG DFFP MRCGP (London 1999)**

Dr Lyons joined us in 2005. She works full time and has experience in all aspects of general practice. She has a special interest in family planning and runs the coil clinic.

### **Dr Jo Yeung MBBS MRCP DRCOG (London 2001)**

Dr Yeung is working in the Practice as a locum. She has a special interest in family planning.

## **Our Nursing Team**

The team is led by Debbie Duncan, Nurse Practitioner. A Nurse Practitioner is a nurse who has an additional qualification and is trained to diagnose and prescribe. In addition to signing her own prescriptions, she can also order X-rays and blood tests if needed. Our highly qualified **Practice Nurses** are: Maggie Allum, Linda Barkus, Julia Bourne and Indira Thakrar. The Nursing Team deals with a range of conditions and health concerns and are experts in many areas of disease management including asthma, diabetes and hypertension.

Working alongside the nurses we have a qualified **Health Care Assistant** (HCA), Tracie Johns, who performs many of our new patient health checks. Included in her duties are taking blood, checking blood pressure, performing ECGs, hearing checks, weight monitoring and provision of lifestyle advice.

Our HCA and our **Phlebotomists**, Gay Mann, Tina Temple and Kath Collins, hold clinics each morning for patients needing blood tests.

## **Dispensary Manager**

Bonny Croker, the Dispensary Manager, and her team of qualified dispensers aim to ensure that your medication is dispensed in a correct and timely manner. Details of how to order repeat medication are given later in this leaflet.

## **Reception**

We have a very experienced team of Receptionists who will be able to help you with your enquiries. Their job is frequently very demanding so please be patient with them!

## **Associated Healthcare Professionals**

There are five **District Nurses** based at the Swallowfield surgery. This team provides comprehensive nursing care to the housebound and offers support, advice and education to patients and their carers. They also provide palliative care which, whenever possible, will help patients to remain at home if they wish.

The **Health Visitors** who are attached to the Practice are part of the Riverdale Health Visitor Team based in Lower Earley. They are nurses who specialise in health promotion and the prevention of illness. In particular, they give help, advice and support relating to the health of children and their families.

The **Midwife** holds ante-natal clinics and parentcraft classes. She visits you at home after you have had your baby. She calls at the Swallowfield surgery regularly and works closely with the Doctors and the Obstetric Department at the Royal Berkshire Hospital.

The **Dietician** holds a clinic once a month at the Swallowfield surgery. Referral is by your Doctor or a Practice Nurse.

## **HOW TO REGISTER**

Anyone living within our practice area (see map on back cover) is welcome to register with the practice. If you would like to register please complete the registration forms that are available either from reception or on our website, which can be submitted electronically. You will be registering with the practice rather than with an individual GP. However, the choice of which GP you see is then up to you (see 'Appointments' below). You will also be asked to complete a new patient questionnaire giving details of previous medical history. This helps us until your notes arrive from your previous doctor.

In addition, you will be invited to book a new patient health check with one of our Practice Nurses or the Health Care Assistant. **If you have been receiving regular prescriptions or medication from your previous doctor, you will need to see a doctor here before we can issue you with any more.**

Please note that, for reasons of Patient Confidentiality, we withhold our telephone number when making outgoing calls. **If your phone is set up to reject 'number withheld' calls, we will not be able to contact you by phone unless you give us an alternative number.**

### **APPOINTMENTS**

For appointments please telephone 988 3473 between 8:30am and 6:00pm. (Please see overleaf for information on 24hour automated appointment booking). **Please tell the receptionist if you feel you need to be seen today.** She may be able to help you better if you can tell her in general terms the nature of your problem.

A full appointments system is used for all our surgeries including our branch surgeries and evening surgeries. Once you have registered you may see any of the doctors, but we encourage you to see the same doctor concerning a particular problem whenever possible. **Urgent cases will always be seen on the same day but not necessarily by the doctor of your choice.**

If your case is not urgent you can normally expect to see a GP within 2 working days, though **you may have to wait longer if you want to see a particular doctor.** If you don't need an appointment within 2 working days, you also have the option to book up to 4 weeks in advance if this is more convenient for you.

Please ensure you arrive in plenty of time for your appointment – if you are late you may have to wait until the end of the surgery so that we do not penalise other patients who have arrived punctually. We prefer it if you can book yourself in using the touch screen in the waiting room (at the Swallowfield Surgery only) as this frees up Receptionists to answer the phone more quickly! If you need to

cancel your appointment please do so as soon as possible to enable the time to be given to somebody else.

For those with impaired hearing, we have **Hearing Loops** available at all three surgeries. There is also an e-mail address which is available for those with speech or hearing difficulties. Please ask at Reception for more details of both these services.

### **24hr automated appointment booking (0118 976 9606)**

If your appointment is not urgent, you may wish to use our 24hr automated booking service, Patient Partner which allows you to book appointments, cancel them or simply use it to check the time and/or date of your appointment. All you need to use this service is a touch-tone telephone, your contact telephone number and your date of birth. This service is available at virtually any time of the day or night, including at weekends. To use Patient Partner, just ring (0118) 976 9606 and follow the simple instructions.

### **Reminders**

If we have your mobile phone number, on the day before your appointment you will get a text message reminding you of the date, time and location of your appointment. If you do not want to receive these texts, please let us know.

Please note – you must remember to let us know if you change your contact telephone numbers, home or mobile!

### **HOME VISITS**

Home visits can be arranged for patients whose medical condition prevents them from attending a surgery. Wherever possible, patients should telephone before 10.30am to request a home visit. Please give brief details so that the urgency can be assessed. If you are ringing on behalf of someone else, please make sure that you have the relevant contact details (address, phone number, etc.) for the person who is ill.

## **EVENINGS AND WEEKENDS**

West*Call* out of hours service is commissioned by NHS Berkshire West to provide cover for all urgent primary care requirements from 6.30pm – 8.00am Monday to Friday, from 6.30pm on Friday evenings until 8.00am on Monday mornings and all day on Public holidays. If you need advice or treatment out of hours please telephone 0118 978 7811 for further information. Alternatively you can phone the Swallowfield surgery on 0118 988 3134 and your call will automatically be transferred to West*Call*. All calls to West*Call* are voice recorded.

## **TEST RESULTS**

For test results ring 988 3134 from **12 noon to 6 pm**, Monday to Friday. For reasons of confidentiality we are unable to give results to a third party other than the parents of young children. Should you require a printed copy of any results we need **48 hours** notice.

## **DISPENSING**

This is a Dispensing Practice. The majority of our patients will be able to see the doctor and collect their medication all in one visit to the surgery. Regulations do not allow us to offer this service to patients living within one mile of a chemist's shop (this mainly affects patients in Spencers Wood and Three Mile Cross). The Practice Map on the back cover of this leaflet identifies the area that is within one mile of the chemist in Spencers Wood.

## **Repeat Prescriptions**

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment. If you require a repeat prescription you can

- Use the request form available on the Practice's website
- Fax through a request on 0118 988 5759
- Send an email giving full details of your request to: swallowfield.dispensary@nhs.net

- Order in person at Swallowfield Surgery
- Telephone 0118 988 3459 between 10.00am-12.30pm and 1.30-5.00pm Monday to Friday.

The first 3 options are easier for us! Please give **48 hours** notice. Please write legibly, giving your full name, address and date of birth and name of drugs needed, ("J Smith's white tablets" is dangerous as we could get the wrong J Smith and the wrong tablets).

When sending empty containers for repeat prescriptions put all items in one collection bag even if you received them at different times. This keeps the work together so that we can get it back to you more quickly. Do **not** mix items for different patients: this can result in medication and patients being mixed up. If the label has become too faded or dirty to be legible please supply the patient's full name, address and date of birth and the name of the drugs required.

Please state clearly where you want to collect your packages from - Arborfield, Shinfield, Spencers Wood or the Swallowfield surgery.

No medicines can be sent out unless we have received the prescription charge due or are satisfied that we know the reason you are exempt from charges. Medication not collected within one week of dispensing will be taken back into stock, owing to limited shelf space.

Please tell us immediately if items you have been promised have not arrived. The longer you delay the harder it is for us to track down those items.

Requests for written prescription forms (FP10) for 'Chemist List' patients will also take 48 hours to process as the forms have to be printed and then signed by a doctor. If you are one of our 'Chemist List' patients please tell us when you phone that it is the written form (FP10) you need. If you collect from the surgery please tell whoever serves you that it is the prescription form FP10 that you want as these are kept in a different place from dispensed items.

NHS guidelines encourage us to supply sufficient of most drugs to last for one month. If you need enough for a longer period, such as when you are going on holiday, tell us so that we can dispense next month's allowance in advance.

Please remember the service described here is for **REPEAT** medication only. For acute items you will need to see the doctor or nurse practitioner.

### **SERVICES PROVIDED**

We provide a wide range of Clinics and other services. For an appointment or further details please see the following pages or telephone 0118 988 3134.

#### **Preconceptual/Antenatal/Postnatal**

Useful Telephone numbers

- MIDWIFE: 0118 322 7319 or 0118 322 7288 (anytime)
- SPECIALIST MIDWIFE FOR TEENAGERS: 07789 683640
- LABOUR WARD: 0118 322 7303
- POST NATAL PROBLEMS: 0118 322 7199 (after 4pm)
- HEALTH VISITOR: 0844 477 1760
- DOCTOR: 0118 988 3134 (anytime)
- APPOINTMENTS: 0118 988 3473 (8.30am – 6.00pm)

We advise that you take preconceptual folic acid supplements and take extra care over smoking, alcohol and medication.

When you know you are pregnant please see your doctor as soon as possible in an ordinary surgery so that a plan for your pregnancy can be made. Then make a **BOOKING APPOINTMENT** at Swallowfield surgery with the midwife between 7 & 9 weeks. This will take about one hour and the midwife will discuss with you your medical history and previous pregnancies, if any. Knowledge of family illness or inherited conditions will be useful, so please ask your relatives if

there is family history of illness, e.g. diabetes or blood pressure, or if any children have been born with a physical or mental abnormality.

The following is a schedule of care provided (in line with the recommendations of the National Institute for Clinical Excellence) by the team at Swallowfield once pregnancy has been confirmed (these are the minimum – **we are happy to see patients at any time during their pregnancy**):

**7-9 weeks** Booking appointment with the midwife.

**12-14 weeks** Ultrasound scan at the hospital to confirm dates and check for Down's syndrome.

**16 weeks** Antenatal examination with the midwife or doctor.

**20 weeks** Antenatal examination with the doctor. Ultrasound scan at the hospital to check for any major abnormalities and to check growth.

**25 weeks** Antenatal examination with the doctor. Mat B1 certificate and Health in Pregnancy Grant certificate issued.

**28 weeks** Antenatal examination with the midwife. Bloods taken for iron levels, blood group and antibodies.

**31 weeks** Antenatal examination with the doctor.

**34 weeks** Antenatal examination with the midwife. Blood taken to check iron levels. MRSA screening.

**36 weeks** Antenatal examination with the doctor.

**38 weeks** Antenatal examination with the midwife.

**40 weeks** Antenatal examination with the doctor.

**41 weeks** Antenatal examination with the midwife.

Ante natal classes are held for first time mothers in particular. Your midwife will be able to give you more details of when and where these are held.

The Health Visitor will normally visit you prior to the birth of your baby.

Baby clinics are held weekly – you may attend either or both of these locations:

- Tuesday at Arborfield Garrison between 10.30am and 12.30pm
- Wednesday at the Red Kite Children's Centre, Chestnut Crescent, Shinfield (within the grounds of St Mary's Junior School) between 10.00am and 12.00 noon.

### **Family Planning**

Contraceptive advice is provided by all the doctors or practice nurses during surgery hours.

### **Coil Clinic**

A coil clinic is held once a month at Swallowfield. The clinic is run by Dr Julia Lyons. Please contact reception if you wish to make an appointment. Contraceptive implants are also available at this clinic.

### **Child Health**

We check all babies at 6 to 8 weeks. The Health Visitor will also carry out developmental checks at around 9 months. If you have any concerns about your child's health or development the health visitors and doctors will be able to advise you.

We recommend that your child is immunised against serious disease and at Swallowfield we follow the programme listed below:

At 2 calendar months – a single injection against diphtheria, tetanus, pertussis (whooping cough), polio and Hib. and a further injection against Pneumococcal infection

At 3 months – a single injection against diphtheria, tetanus, pertussis (whooping cough), polio and Hib. and a further injection against Meningitis C

At 4 months – a single injection against diphtheria, tetanus, pertussis (whooping cough), polio and Hib, an injection against Meningitis C and a further injection against Pneumococcal infection

At 12 months – a single injection against Hib. and Meningitis C

At 13 months – a single injection against measles, mumps and rubella and a further injection against Pneumococcal infection

Between 3 years 4 months and 5 years old – a single injection against diphtheria, tetanus, pertussis and polio and a further single injection against measles, mumps and rubella

13 - 18 years old – a single injection against tetanus, diphtheria and polio (normally given at school)

## **Health Promotion**

Our **Practice Nurses** welcome the opportunity to offer you the following services:

- Specialist Asthma, Diabetes, Heart and Blood Pressure clinics
- Contraception
- Well woman and well man clinics
- Advice for teenagers
- Advice on smoking
- Help and advice with weight problems
- Holiday immunisations
- Influenza immunisations
- Removal of sutures and wound dressing
- Hearing testing

The Practice Nurses are available daily and will be happy to discuss other health matters.

The **Dietician** holds a clinic once a month at the Swallowfield surgery. Referral is by your Doctor or a Practice Nurse.

### **Smoking Cessation Clinic**

Swallowfield Medical Practice is a registered Stop Smoking Centre. Clinics are held every Monday afternoon. If you wish to take advantage of this service please contact reception. There are two types of support on offer:

- A 20 minute appointment for 6 consecutive weeks with a fully trained counsellor
- A single 20 minute appointment with a fully trained counsellor, followed up by 5 weeks regular telephone support

Nicotine replacement therapy is available through this clinic.

### **Minor Surgery**

Our doctors are able to carry out minor surgical procedures by appointment, instigated by your GP.

### **Citizens Advice Bureau**

The Citizens Advice Bureau runs a periodic outreach 'clinic' at Swallowfield surgery. Please ask at Reception for further details.

### **Non NHS Examinations**

The doctors are happy to carry out medicals by appointment for e.g. insurance or HGV driving licence purposes. Please telephone the surgery for an appointment. Reception will also advise on the charges for these services.

### **Register of Carers**

If you are looking after a relative, friend or neighbour or a child who needs extra help, you are a carer. Please let us know if you are a carer so that we can include you in our register, as help may be available to you.

## **COMPLAINTS**

We always try to provide the best possible service but there may be times when you feel this has not happened. If you have any concerns about any aspect of our services please let us know by writing to or speaking to either a GP or our Practice Manager. In the majority of cases concerns can be resolved quite easily.

The Berkshire West Primary Care Trust also operates a Patient Advice and Liaison Service (PALS) who may be able to resolve any problems or concerns. If you wish to speak to a member of the PALS team please telephone 0118 982 2829 or you can e-mail them at [pals.berkswest@berkshire.nhs.uk](mailto:pals.berkswest@berkshire.nhs.uk). Their service operates from Monday – Friday, 9am – 5pm. They will also be able to provide you with advice on other services available from the NHS.

## **CONFIDENTIALITY**

We respect your right to privacy and keep all your health information private and confidential. It is important that the NHS keeps accurate and up to date records about your health and treatment so that those treating you can give you the best medical attention. This information is only available to those involved in your care and you should never be asked for personal medical information by anyone not involved in your care.

You have the right to know what information we hold about you. If you would like to see your medical records please speak to our Practice Manager.

## **ZERO TOLERANCE**

We aim to treat all our patients courteously irrespective of race, colour, creed or sexual orientation and we expect patients to behave towards our staff in a similarly respectful manner. Anyone attending the practice who abuses GPs, staff or other patients in a threatening, abusive or violent manner, or who acts in a discriminatory manner will risk immediate removal from our practice list.



## Weekly Schedule of Surgeries and A/N Sessions – March 2010

<u>01 Oct 09</u>	Swallowfield <i>(A/N) = Ante-natal</i>		Branch surgeries			
			Shinfield		Arborfield	
	Morning	Afternoon	GP		PN/HCA/Phlebotomist	
<b>Monday</b>	Dr Smith Dr Hegarty Dr Prabhakar Dr Yeung	Dr Riddell Dr Hegarty Dr Beacham Dr Prabhakar	Dr Beacham 8.15am Dr Yeung 1.30pm Dr Beacham 6.30pm	Tina Temple (Phlebotomist) 8.00am Tracie Johns (HCA) 6.30pm	Dr Riddell 8.20am Dr Lyons 2.30pm Dr Riddell 6.30pm	
<b>Tuesday</b>	Dr Smith ( <i>A/N</i> ) Dr Beacham Dr Lyons Dr Yeung	Dr Riddell ( <i>A/N</i> ) Dr Beacham Dr Lyons ( <i>A/N</i> ) Dr Yeung	Dr Riddell 8.15am <i>(incl A/N)</i>	Linda Barkus (Nurse) 8.00am	Dr Smith 2.45pm Dr Smith * 6.30pm	
<b>Wednesday</b>	Dr Riddell Dr Hegarty Dr Lyons	Dr Hegarty <i>Dr Prabhakar (A/N)</i> Dr Lyons	Dr Prabhakar 8.15am Dr Hegarty 6.30pm Dr Prabhakar 6.30pm	Tracie Johns (HCA) 8.00am	Dr Beacham 8.30am <i>(incl A/N)</i>	
<b>Thursday</b>	Dr Smith Dr Riddell Dr Beacham ( <i>A/N</i> ) Dr Prabhakar	Dr Riddell Dr Prabhakar Dr Lyons	Dr Lyons 8.15am Dr Smith 2.45pm	Maggie Allum (Nurse) 8.00am	Dr Hegarty 8.15am	
<b>Friday</b>	Dr Riddell Dr Beacham Dr Prabhakar Dr Lyons	Dr Riddell <i>Dr Hegarty (A/N)</i> Dr Beacham Dr Lyons	Dr Hegarty 8.15am	Maggie Allum (Nurse) 8.00am	Dr Prabhakar 2.30pm	

**Practice Nurses** are available for Well-person, Diabetes, Asthma, Wound Care and similar services daily by appointment at Swallowfield and the **Health Care Assistant** for Blood Tests, Blood Pressure Checks, New Patient Checks, ECGs etc. by appointment at Swallowfield

\* Alternate weeks

Please check on our website [www.swallowfieldmedicalpractice.co.uk](http://www.swallowfieldmedicalpractice.co.uk) for current surgery schedule