

May 2012

THE PARTNERS

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

Dr Niall Riddell, the Senior Partner at the practice, 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 special interests in the care of the elderly and minor surgery, 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.

Salaried Doctors

Dr Julia Lyons MBBS DCH DRCOG DFFP MRCP (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 Aamir Ansari MBBS DCH DRCOG DFRH (London 2004)

Dr Ansari joined the practice in 2010. He works full time and has a special interest in respiratory medicine and in sexual health.

WELCOME

Swallowfield Medical Practice is a medium sized general practice set in the beautiful rural countryside of Berkshire. Our modern premises in Swallowfield are purpose built and offer excellent facilities to all our patients.

We also have two small purpose-built branch surgeries:

- The Surgery, Millworth Lane, Shinfield RG2 9EN (GP and Practice Nurse / Health Care Assistant 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 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 (see schedule).

OUR TEAM

Our team includes 6 full time GPs, 3 Practice Nurses, 2 Health Care Assistants and a Phlebotomist 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).

Management Team

Our Practice Manager, Andy Button, joined us in 1999 bringing 29 years previous NHS experience. He is assisted by Fran Leafe, who is responsible for many of the day-to-day aspects of running the Practice. They 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.

Our Nursing Team

Our **Practice Nurses** are: Linda Barkus, Julia Bourne and Heather Clark. 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 qualified **Health Care Assistants** (HCAs), Tracie Palmer and Tina Temple, who perform many of our new patient health checks. Included in their duties are taking blood, checking blood pressure, performing ECGs, hearing checks, weight monitoring and provision of lifestyle advice.

Our HCAs and our **Phlebotomist**, Gay Mann, hold clinics each morning for patients needing blood tests.

Dispensary

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** and one **HCA** 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 at Wokingham Hospital. 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.

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 register 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.

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 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. If your usual doctor is not available, the Duty Doctor will visit.

EVENINGS AND WEEKENDS

WestCall 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, follow the recorded instructions and your call will be transferred to *WestCall*. All calls to *WestCall* 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 **2 working days** 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, Three Mile Cross and Shinfield). The Practice Map on the back cover of this leaflet identifies the areas that are within one mile of the chemists in Spencers Wood and Shinfield.

The Dispensary is open for the collection of prescriptions and medication between 8.30am and 6.30pm Monday to Friday

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 **2 working days** notice. Please write legibly, giving your full name, address and date of birth and the name of the 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 (or prescription if we are unable to dispense to you) 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.

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: 0118 949 5132
- 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.

20 weeks Antenatal examination with the doctor (please remember to ask for an Antenatal appointment). 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 issued.

28 weeks Antenatal examination with the midwife. Bloods taken for iron levels, blood group and antibodies, plus gestational diabetes if appropriate.

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 midwife.

38 weeks Antenatal examination with the doctor.

40 weeks Antenatal examination with the midwife.

41 weeks Antenatal examination with the midwife.

Antenatal 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

Our GPs normally carry out a full medical examination on all babies at 6 to 8 weeks, during your postnatal visit. The Health Visitor may target your child for further reviews at 9 months and at 2½ years. 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 from birth – a single injection against diphtheria, tetanus, pertussis (whooping cough), polio and Hib. and a further injection against Pneumococcal infection

4 weeks later – a single injection against diphtheria, tetanus, pertussis (whooping cough), polio and Hib. and a further injection against Meningitis C

A further 4 weeks later – 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, 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.

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 (in some cases 9) 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 a Medical 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 NHS 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@berkshire.nhs.uk. Their service operates 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.

USEFUL TELEPHONE NUMBERS / CONTACTS

The practice is part of the Berkshire West Primary Care Trust (PCT). Information on any services not provided by the practice can be obtained from them.

Swallowfield Medical Practice – Main Surgery	0118 988 3134
Appointments	0118 988 3473
Patient Partner	0118 976 9606
Dispensary	0118 988 3459
Fax	0118 988 5759
Surgery Website	www.swallowfieldmedicalpractice.co.uk
Midwife (anytime)	0118 322 7319 <i>or</i> 0118 322 7288
District Nurses (24hr answer phone)	0118 988 4806
Health Visitors (24hr answer phone)	0118 949 5132
West <i>Call</i> (6.30pm-8.00am Monday - Friday, (plus weekends and Public Holidays)	0118 978 7811
Walk-In Centre (8.00am-8.00pm daily)	0118 902 8300
Royal Berkshire Hospital	0118 322 5111
North Hampshire Hospital	01256 473 202
Frimley Park Hospital	01276 604 604
Thames Valley Primary Care Agency	0118 918 3333
Berkshire West PCT – Wokingham Area	0118 949 5000
Berkshire West PCT – PALS* team	0118 982 2829
NHS Direct – 24 hour advice line	0845 46 47
NHS Direct – website	www.nhsdirect.co.uk
NHS Choices – website	www.nhs.uk
Blood Donation	0300 123 2323
Blood Donation – website	www.blood.co.uk

* Patient Advice and Liaison Service

Weekly Schedule of Surgeries – May 2012

	Swallowfield Surgery				Branch surgeries				
	Morning		Afternoon		Shinfield		PN/HCA		Arborfield
					GP				GP
Monday	Dr Hegarty 8.15am	8.15am	Dr Riddell 2.00pm	2.00pm	Dr Prabhakar 8.15am	8.15am	Tracie Palmer (HCA) 8.00am	8.00am	Dr Riddell 8.20am
	Dr Beacham 8.30am	8.30am	Dr Hegarty 2.30pm	2.30pm	Dr Ansari 2.30pm	2.30pm			Dr Riddell 6.30pm
	Dr Ansari 8.30am	8.30am	Dr Beacham 2.50pm	2.50pm	Dr Prabhakar 6.30pm	6.30pm			
Tuesday	Dr Prabhakar 9.00am	9.00am	Dr Riddell 2.00pm	2.00pm	Dr Riddell 8.15am	8.15am	Heather Clark (Nurse) 8.00am	8.00am	Dr Beacham 8.30am
	Dr Lyons 8.30am	8.30am	Dr Lyons 3.30pm	3.30pm					
	Dr Ansari 8.30am	8.30am	Dr Ansari 2.30pm	2.30pm					
Wednesday	Dr Riddell 8.45am	8.45am	Dr Hegarty 3.00pm	3.00pm	Dr Beacham 8.15am	8.15am	Linda Barkus (Nurse) 8.00am	8.00am	Dr Ansari 8.30am
	Dr Hegarty 9.00am	9.00am	Dr Beacham 2.50pm	2.50pm	Dr Hegarty 6.30pm	6.30pm			
	Dr Prabhakar 8.30am	8.30am	Dr Prabhakar 2.45pm	2.45pm	Dr Beacham 6.30pm	6.30pm			
	Dr Lyons 8.30am	8.30am	Dr Lyons 2.30pm	2.30pm					
Thursday	Dr Riddell 8.20am	8.20am	Dr Riddell 2.00pm	2.00pm	Dr Ansari 8.15am	8.15am	Julia Bourne (Nurse) 8.00am	8.00am	Dr Hegarty 8.15am
	Dr Beacham 8.30am	8.30am	Dr Prabhakar 2.20pm	2.20pm					Dr Ansari 6.30pm
	Dr Prabhakar 8.30am	8.30am	Dr Ansari 3.00pm	3.00pm					
Friday	Dr Riddell 8.20am	8.20am	Dr Riddell 2.15pm	2.15pm	Dr Hegarty 8.15am	8.15am			Dr Prabhakar 2.30pm
	Dr Beacham 8.30am	8.30am	Dr Hegarty 2.30pm	2.30pm					
	Dr Prabhakar 8.20am	8.20am	Dr Beacham 2.20pm	2.20pm					
	Dr Lyons 8.30am	8.30am	Dr Lyons 2.30pm	2.30pm					
	Dr Ansari 8.30am	8.30am	Dr Ansari 2.30pm	2.30pm					

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

Please check on our website www.swallowfieldmedicalpractice.co.uk for current surgery schedule