

Brookside Surgery
Brookside Close
Gypsy Lane
Earley
Berkshire
RG6 7HG

Chalfont Surgery
Chalfont Close
Lower Earley
Reading
RG6 5HZ

Winnersh Surgery
10 Melbourne Avenue
Winnersh
Wokingham
RG41 5EL

Telephone: 0118 966 9333

Phone lines are open Monday-Friday 08:00-18:30

Website: www.brooksidegrouppractice.co.uk

Senior Partner – Dr Philip Haynes
General Manager – Sarah Rutland
Business Manager – Sam Bantu

About Us

Since starting as a single-handed practice in 1977 we have grown rapidly and now have a patient population of approximately 28,000. We work in partnership with another local practice (Wilderness Road) as part of a Primary Care Network which helps us to respond to, and deliver on, the challenges we face by providing a service that gives our patients the best care possible. In order to do this we have a growing multi-disciplinary health care team who offer a whole range of different appointments.

Being large, we value communication and teamwork. We operate a strongly relational team structure and endeavour to: listen well, encourage ownership and involvement and enable staff to blossom in their individual development. We therefore spend a lot of time investing in team meetings and communication across the organisation. We are a member of Berkshire West Clinical Commissioning Group.

Opening Times

Our sites are as follows:

- **Brookside Close:** 08:00 - 18:30
- **Chalfont Close:** 08:30 - 17:30
- **Winnersh Surgery:** 08:30 - 12:30 and 14:00 - 17:00 (closed from 12:30 on Thursdays)

Some pre-bookable appointments are available from 7am and after 6.30pm as well as Saturday morning appointments.

Out-of-hours urgent cover is provided by **NHS 111 service**.

For immediate, life-threatening emergencies, **call 999. Chest pains and or shortness of breath constitute an emergency.**

COVID-19 Update:

During this pandemic, all GP appointments are conducted over the phone in the first instance. The GP may then request photos, a video call or invite you into the surgery. Nurse appointments are still conducted face to face but we are unable to offer certain appointments at this time, such as ear syringing and Travel imms. Reviews for long term conditions where possible are completed over the phone. Our appointments are also only bookable a week or two in advance.

NHS 111 service

If you have any medical needs when the practice is closed, you can call the NHS 111 service (www.nhs.uk/111) to speak to trained advisers who are supported by experienced nurses and paramedics. They will assess your symptoms and give you the advice you need over the phone or direct you to the most appropriate healthcare service. NHS 111 is available 24/7, 365 days a year. If you have been advised by the 111 service to be seen at the surgery, please contact us with your reference number.

Walk-in Centre

Reading Walk-in Centre, 1st Floor, 103-105 Broad Street Mall, Reading, RG1 7QU.
Open 8am - 8pm every day, including Bank holidays (0118 902 8300).

COVID-19 Update:

These premises are temporarily relocated to Milman Road Health Centre, Reading, RG2 OAR. Broad Street Mall will be used as the Reading and Wokingham Respiratory Hub until further notice.

Appointments

Our routine clinics run between 08.30 and 17.30 depending on the surgery. We offer telephone consultations with all clinicians, Urgent Care appointments for medically urgent problems on the day and pre-bookable face-to-face appointments. We also offer late evening appointments Monday-Thursday until 19.50 and pre-bookable Saturday morning appointments three times a month. These take place mainly at Brookside Surgery in Gipsy Lane, though our clinicians from all sites are scheduled to work these sessions.

Please remember to make an appointment for each person who needs to be seen. When you book, you will be asked to briefly state the nature of your problem so we can direct you to the most appropriate member of our health care team.

Our Urgent Care clinics are sit and wait appointments and patients are seen in order of medical priority. However, it is important you arrive at the time given when booking otherwise you risk not being seen. This clinic is run by a multidisciplinary team comprised of Doctors, Urgent Care Nurses, Paramedics, Pharmacists and Health Care Associates. Our clinician will assess you and if necessary you may need to book a further appointment during usual surgery hours if a follow up is required.

Clinics & Services

In addition to general medical consultations, we provide a wide range of specialist clinics and services:

Practice Nurses provide cervical smears, dressings, immunisations, treatment for minor injuries and repeat contraceptive pill prescriptions & injections.

Specialist Practice Nurses provide ongoing management of most long term conditions including asthma, diabetes, high blood pressure, coronary heart disease.

Urgent Care Nurses and Paramedics provide consultations for those who need them on the day for medically urgent problems.

Healthcare Associates offer blood tests, suture removal, new patient appointments, dressings and some injections.

Family Planning - we offer a comprehensive family planning service for pills, injections and implants, coils, caps and other barrier methods, as well as emergency contraception.

Child Immunisations - all children need to complete a course of immunisations by the age of five. Please check our website for a full schedule of childhood immunisations in the 'Child Health' section.

Travel Immunisations - if you are planning to travel abroad, you should check your immunisation are up to date three months before your journey. You can do this by visiting our website or asking a member of the Patient Services Team. A fee may be charged for some vaccinations and the Patient Services Team will be able to advise you on this.

Flu Vaccinations - recommended for patients over 65 and those who are in an 'at risk' determined by NHS England. We run flu clinics at each site during the autumn. Please visit the website for clinic dates nearer the time to book an appointment.

Pneumovax Vaccinations - please book an appointment with a Healthcare Assistant or Practice Nurse.

Minor Surgery – we run a remote Dermatology Assessment Clinic, if a minor surgery procedure if needed, it can often be performed at the surgery and you will be notified of the process by the GP. Please contact us for more information.

Blood Clinic - we hold a walk-in blood clinic at Chalfont surgery every Wednesday morning (excl Bank Holidays) between 7am and 10.30am. If your doctor has asked you to have a fasting blood test, you must drink plenty of water but you cannot eat or drink anything else for 12 hours before the test. Please request your results 7-10 days later through our website.

COVID-19 Update:

Our Blood Clinic is currently by appointment only. Please ring or visit your online access to book your appointment.

Teaching Practice

We are part of the Oxford Regional Scheme for training GPs and supporting medical and nursing teaching. Sometimes one of our team may have a Doctor, Physicians Associate or Student Nurse with them during a consultation. When this happens, we will always ask beforehand whether you are comfortable with this. Occasionally a video recording may be made of the consultation, but only with your written consent.

Text Message Reminders

We use a text reminder service for appointments booked more than two days in advance and as a way of notifying our patients of important information. It's also the simplest way to cancel appointments when they are no longer needed (simply text back CANCEL). To ensure you are signed up, please ask at reception and ensure we have your contact number up to date.

Online Access

Our patients can now book and cancel routine appointments, view their medical records and test results and order repeat prescriptions online. Patients need to apply to use this service which can be done at reception or on our practice website. You will need to provide two separate forms of ID including a proof of Address and a photo ID. Our online service is provided by Patient Access (<https://www.patientaccess.com/>).

Chaperone

If you would like a chaperone during your consultation, please ask when booking your appointment, checking in or at any point during your consultation.

Cancellations

If you cannot attend an appointment for any reason, please inform us as soon as possible so that we can offer it to another patient who needs it. To cancel appointments please use the text back service, website form or call at least an hour before the booked appointment.

Car Parking

There is limited parking at the three surgeries. We try to ensure spaces are kept for those who have limited mobility but spaces cannot be guaranteed. We ask patients who are able to walk to the surgery to do so, or park elsewhere to make it easier for those who are very ill. For those requiring a disabled parking bay, please display your 'Blue badge' in the vehicle window.

Disabled Access

All three surgeries are equipped with automatic front doors, disabled access toilets and designated parking spaces to allow easy access for disabled patients. We also have an ambulance bay at each site.

Home Visits

We offer home visits to medically housebound patients. A clinician will always call first to ensure that your medical condition requires a visit and will also decide how urgently a visit is needed. Please try to call the surgery before 11.00am if you think a visit is needed.

You can also be visited at home by a community nurse if you are referred by your GP. You should also be visited at home by a health visitor if you have recently had a baby.

Sickness Certificates

You do not require a sick note for any illness lasting seven days or less. Your employer may however require you to complete a self-certification form (SC2) which is available from your employer or on the HMRC website (www.hmrc.gov.uk/forms/sc2.pdfm).

If you are sick for more than seven days, your employer can ask you to give them some form of medical evidence to support payment of Statutory Sick Pay but it is up to your employer to decide whether you are incapable of work. This is called a sick note/certificate.

You can provide evidence from someone who is not a medical practitioner, e.g. a dentist. Your employer will decide whether or not this evidence is acceptable. If your employer has any doubts, they may still ask for a medical certificate from your GP.

If you have been seen or spoken to about a medical condition, and need a sick certificate, please request this online through our website.

COVID Changes:

Sick certificates, where possible, will now be texted to the patient. If this is not possible, they will be sent by post.

Repeat Prescriptions

All prescriptions are sent to the Pharmacy using the Electronic Prescription Service. You will be asked to choose a pharmacy that is convenient for you when you register with us. This can be changed later by speaking to a member of staff in reception or during a consultation.

Patients on long-term medication can order repeat prescriptions in a number of ways:

- **Online** – You will need to ensure you have chosen a local pharmacy as the prescription will be sent electronically to them once it has been approved by your GP. You can order the prescription using Patient Access or via our own website using the prescription request online form.
- **By Hand** – drop your request form in the box in reception with the required items clearly marked.
- **By Post** – send it to us with a stamped, addressed envelope if you would like it returned by post.

Please allow 48 hours for your prescription to be processed. We also cannot accept requests for repeat prescriptions over the telephone.

COVID Changes:

We will accept prescriptions requests over the phone during this time.

Medication Reviews

Patients on repeat medication will be asked to see either a doctor, practice nurse or practice pharmacist at least once a year to review them. Prescriptions will not be reauthorised unless a review has taken place.

Prescriptions Charges and Exemptions

The NHS prescription charge is a fixed amount per item which is in accordance with government guidance for those who can afford to pay for their medication. Prescription prepayment certificates (PPCs) offer savings for people who need extensive medication.

- Telephone advice and order line **0300 330 1341**
- General Public - Buy or Renew a PPC On-line

There is further information about exemptions and fees on the NHS UK website.

Non-NHS Services

Some services provided fall outside the scope of the NHS and therefore incur charges. Examples include the following:

- **Medicals for pre-employment, sports and driving requirements (HGV, PSV etc.)**
- **Insurance claim forms**
- **Prescriptions for taking medication abroad**
- **Private sick notes**
- **Vaccination certificates**

Our Patient Services Team will be happy to advise you about appointment availability and applicable charges.

Test Results

All test results will be available online through your Patient Access account if you have one. Alternatively, please use the online 'Test Result' request form at www.brooksidegrouppractice.co.uk. Blood or urine results should be available after 7-10 days, stool results after 2 weeks X-ray results after 2-3 weeks and smear results will be sent to you in the post. These can be requested via our website or if you are unable to do this, please call the practice.

It is your responsibility to check the results and make any necessary follow-up appointment with the nurse or doctor. For any urgent test results, your GP will contact you directly. Our clinicians may also text out results to patients with advice and help if appropriate.

Please note that we have a strict confidentiality and data protection policy. Therefore, we will only give out results to the patient unless they have given prior permission for their release to a 3rd party, or they are not capable of understanding them.

New Patient Registrations

When registering at the practice, you will need to visit the Brookside Group Practice website where you can fill in an online registration form. You will then need to send a copy or photo of your ID to the following email address, communication.brookside@nhs.net. To complete the registration we need to see two forms of ID, a proof of address and a photo ID.

All patients at the practice are given a **named GP** when they register. If you have a preference for a male/female GP please let us know and we will accommodate your request where possible.

- **Proof of address** - We are only able to register patients whose permanent, main residence is within our boundary. Please see the map on our website or ask one of our patient services team for details. We will accept a current (dated within 6 months) tenancy agreement, bank statement, benefit book, council tax bill or utility bill.
- **Approved Identification**
 - Passport, containing a valid UK residence visa where necessary. Visitor permits are not valid.
 - EU national Identity card
 - Papers from the Home Office
 - Full British photo card driving licence
 - UK birth certificate

Please note, if you have previously registered with the NHS under a different name we will need to see proof of your change of name (e.g. marriage certificate or deed poll).

Please ensure that you complete all sections of the registration form. If you have changed your name or any other details then please let us know. If you have been out of the country or in the Armed Forces for any period, please note the dates on the form.

If you have a long term condition, a new patient appointment with a Healthcare Associate must be arranged.

Changing your details

If you move, change your telephone number or change your name, please inform us as soon as possible. If you move outside the Practice boundary, the NHS UK website will be able to provide details of surgeries in your new area. To notify us of this change, please complete the appropriate form on our website.

If you move house within our Practice boundary, you need to let us know your new address. Please fill in the Change of Address form (available on our website) for you and all members of the household who have moved with you.

If you change your name, you need to let us know so we can amend the records. Please fill in the Change of Name form on our website and provide us with a document that proves your new name.

Temporary Registrations

If you are ill while away from home, you can receive emergency treatment from the local GP practice. You may be registered as an emergency patient lasting 24hrs or as a temporary patient for up to 3 months.

You can be registered as a temporary patient for up to three months. This allows you to be on the local Practice list and still remain a patient of your permanent GP. After three months, you have to re-register as a temporary or permanent patient with that Practice. To register as a temporary patient, contact your local Practice. Practices do not have to accept you as a temporary patient although they do have an obligation to offer emergency treatment. You cannot register as a temporary patient at a Practice in the town or area where you are already registered.

Temporary registration forms can be filled in over the phone and ID should also be sent to the following email address, communication.brookside@nhs.net.

Practice Policies

You can view our Patient and Practice Partnership Charter online.

Confidentiality & Medical Records

The practice complies with data protection and access to medical records legislation. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
- To help you get other services e.g. from the social work department. This requires your consent.
- When we have a duty to others e.g. in child protection cases, anonymised patient information will also be used at a local and national level to help the Health Board and Government plan services e.g. diabetic care.
- Your anonymised records may be used for medical research purposes.

Our Patient Services Team and administration staff require access to your medical records in order to do their jobs. These members of staff are bound by the same rules of confidentiality as the medical staff.

Please download our patient privacy notice from our website or ask at reception for a copy.

Staff confidentiality

All practice staff are contractually bound by a strict confidentiality agreement. All information obtained at or from the Practice is confidential. This includes information obtained visually, verbally, on paper or via computer. No Practice information including patient data shall be removed from the premises unless authorised by system administrator. No details of any information found on the computer network, as paper record, or obtained verbally at BGP, may be given to anyone except Practice employees, and non-employees who have authorised access to the information and have signed the Confidentiality agreement, providing that the information is essential for them to do the work expected of

them by BGP. The fact that a patient has visited the Practice is confidential and must not be disclosed to anyone outside of the Practice.

Freedom of Information

Information about the General Practitioners and the Practice required for disclosure under this act can be made available to the public. All requests for such information should be made to the General Manager.

Consent

Anyone aged 16 or over is presumed to be competent to give consent for themselves, unless the opposite is demonstrated. Young people aged 16 and 17, and legally 'competent' younger children, may therefore sign a Consent Form for themselves, but may like a parent to countersign as well. For children under 16, someone with parental responsibility should give consent on the child's behalf by signing accordingly on the Consent Form. Patients (16+) who would like to give medical consent to a 3rd party to manage their health needs for them (such as a family member), must complete a consent form found on the website. Their usual GP will then need to have a telephone call with the patient before this is authorised.

If you are a carer, it is important that we know so that we can ensure you receive information, services and help that is available. You will need to complete the form on our website and follow the above procedure.

Complaints

We make every effort to provide the best service possible to everyone who attends our practice. However, we are aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

To pursue a complaint please contact the Patient Services Team Manager, Julie Maughan or our Safety & Quality Manager, Ira Ward, who will deal with your concerns appropriately. Further written information is available regarding the complaints procedure from reception.

Violence Policy

The NHS operates a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons. Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation, we will notify the patient in writing of their removal from the list and record in the patient's medical records along with the circumstances leading to their removal.

Chaplaincy

A group of staff members meet regularly to pray for the practice, its staff and patients. There is a prayer request form available at all sites and also on the practice website should anyone wish to request prayer for something specific. The Chaplaincy team also plan and run the Christmas Carol Service each year in December for both staff and patients to enjoy.

Staff Details

Partners

- **Dr Phillip Haynes** MB BS (London; registered 1984) (Senior Partner)
- **Dr Matthew Shaw** MB ChB, MRCGP (Bristol; registered 1987)
- **Dr Gabriele Gutmann** State Exam Med Dr Med MCQ MRCGP (Erlangen-Nuremberg; registered 1999)
- **Dr Claire Bannon** BM, MRCGP, DRCOG (Southampton; registered 2004)
- **Dr Amit Sharma** MBChB and MRCGP (Birmingham; registered 2009)
- **Dr Aradhana Sharma** MBChB (Birmingham; registered 2009)
- **Dr Matthew Pearce** MRCGP (Southampton; registered 2009)
- **Dr Alison Malcolm** MRCGP (July 2006), DRCOG (October 2006), DCH (November 2006), BMBS (July 2003), BMed Sci (July 2001)

Associate GPs

- **Dr Gehana De Silva** MB BS, MRCGP, DFFP (London; registered 2003)
- **Dr Helen Begbie** BMBCh, MRCGP, DCH (Oxford; registered 2014)
- **Dr Jenny Boctor** BM BCh, MRCGP, DRCOG (Oxford; registered 2006)
- **Dr Karen Hicklin** BM BCh, MA, MRCGP, DRCOG (Oxford; registered 1985)
- **Dr Kelly Tang** MRCGP (registered 2009)
- **Dr Martin Seccombe** MRCGP (registered 2002)
- **Dr Nkiru Nnabuife** MB BS, DFSRH, DRCOG (Nigeria; registered 2004)
- **Dr Rachel Aldridge** MB ChB, DCH, DRCOG (Leicester; registered 1996)
- **Dr Sarah King** MB ChB, MRCGP, DRCOG, DCH (Bristol; registered 1986)

Registrars

- **Jo Teixeira**
- **Melika Rich**
- **Samreen Khan**
- **Sobia Ikhtlaq**

Physicians Associates

- **Shannon O'Sullivan** UK National Certification Examination for Physician Associates 2019
- **Tanya Ali** UK National Certification Examination for Physician Associates 2018

Primary Care Paramedic

- **Andy Edwards** IHCD Paramedic (Clinical Treatment Manager)
- **Emma Donachy** IHCD Paramedic
- **Kelly Brazier** IHCD Paramedic
- **Tom Michiels** IHCD Paramedic

Nurses

- **Jill Hodgson** RGN, ENB 199, ENB 998, Diploma in Professional Studies: Nursing, Diploma in Asthma Care (Practice Nurse Team Leader)
- **Fiona Rowlandson** RGN, ENB 998, ENB 100, Certificate in Diabetes Care, Nurse Prescriber, Urgent Care Specialist Nurse (Practice Nurse Team Leader)
- **Jenny Cassidy** BSc Hons Children's Nursing, Advanced Diploma Adult Nursing

- **Karen Ellaby** BSc Adult Nursing, Urgent Care Specialist Nurse, Nurse Prescriber
- **Karen Janeba** Diploma in HE Adult Nursing, CPPD Intensive Care, Accident and Emergence Care (formerly ENB 199)
- **Lauren Rodericks** RGN, BSc Hons Adult Nursing
- **Rosie Crowhurst** RGN, ENB R71 Contraception and Reproductive Sexual Health Care, Certificate in Diabetes Care
- **Sara Lopez** RGN, Urgent Care Specialist Nurse
- **Serena Palmer** RGN, Diploma in HE Nursing, Urgent Care Specialist Nurse
- **Vicky Fitzsimons** Batchelor Nursing, Dundee 2011

Healthcare Associates

- **Lucinda Winstanley** HCA
- **Ros Forrester** HCA

Phlebotomists

- **Lisa Brown**

Pharmacists

- **Janice Jackman**
- **Tina Adams**
- **Rachel Clarke**

Practice Management

- **Sarah Rutland** (General Manager)
- **Sam Bantu** (Business Manager)
- **Julie Maughan** (Patient Services Manager)
- **Fiona Nairn** (Support Manager)
- **Ira Ward** (Safety & Quality Manager)
- **Rachel Clare** (IT & Facilities Manager)
- **Michele Jennings** (Administration Manager)
- **Sarah Simpson** (Patient Pathways Manager)
- **Andy Edwards** (Clinical Treatment Manager)
- **Jill Hodgson** (Practice Nurse Manager)
- **Fiona Rowlandson** (Clinical Development Manager)
- **Ruth Clarke** (Project Manager)

General Managers manage all aspects of the practice including; human resources, finance, patient safety, facilities and equipment and information technology. They also support the GPs and other medical professionals with delivering patient services and help to develop extended services to enhance patient care.

Administration

- **Michele Jennings** (Administration Manager)
- **Beverley Cleveland**
- **Priya Chodimella**
- **Penny Glover**
- **Aruna Vanta**

Clinical Admin

- **Angela Solomon**
- **Karen Hatto**
- **Myrveen Hanna**
- **Rachel Christie**
- **Sarah Boyd**

Secretaries

- **Teresa Ackrell** (Team Leader)
- **Vicki Parsons**
- **Julie Morris**
- **Sarah Hislop**

Scheduling

- **Mandy Fuller**

Finance

- **John Clack**

Support Admin

- **Tash Poller**

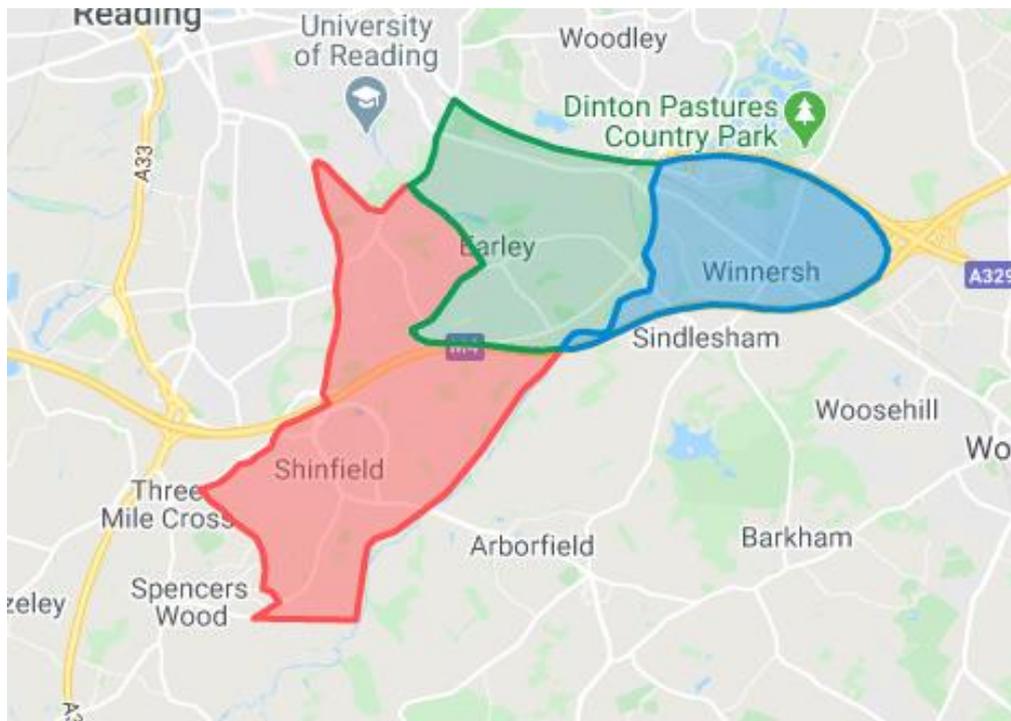
Patient Services Team

- **Julie Maughan** (Patient Services Manager)
- **Debbie Cowen** (Team Leader)
- **Jacqui Clouston** (Team Leader)
- **Keith Waite** (Team Leader)
- **Lisa Noades** (Team Leader)
- **Alison Vaughan**
- **Allie Taylor**
- **Allison Bradbrook**
- **Amanda Frances**
- **Claire Barnes**
- **Christine Redrup**
- **Jackie Pearce**
- **Janet Brain**
- **Janet Turtle**
- **Janice Waters**
- **Jodie Birch**
- **Kezia Coles**
- **Lisa Brown**
- **Lisa Whitlam**
- **Margaret Thomas**
- **Sarah Adams**
- **Sue Adkins**
- **Tash Poller**

- **Trudie Hopkins**
- **Vicky Monk**
- **Wendy Wilkins**

The Patient Services Team provide an important link between patients and the practice and is your initial contact point for general enquiries. They can provide information on services we offer and direct you to the right person depending on your health issue or query. They also perform other important tasks such as issuing repeat prescriptions, raising invoices, dealing with patient records and providing cover for the call centre.

Practice Boundary:



@BGPRReading

Updated: April 2020