

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. The Freedom of Information Act gives you the right to request information held by a public sector organisation.

See privacy notice on website for further information.

RIGHTS & RESPONSIBILITIES

Appointments are 10 minutes long and if you are more than 10 minutes late you may not be seen. Reception staff will endeavour to book your appointment with your preferred clinician. However, please bear in mind that due to prior bookings or emergencies, this may not be possible. If you are unable to attend your appointment, please inform us as soon as possible so that we can offer it to someone else. If a patient fails to attend three appointments in the same year, without cancelling their appointment, this may result in their removal from the practice

COMPLAINTS, COMMENTS AND SUGGESTIONS

Chatham Street Surgery always seeks to provide and improve a friendly and professional service to all our patients. The satisfaction of our patients is very important to us and your feedback is always welcome. If you have any concerns about any aspect of our service, please let us know. Full details of our complaints procedure are available from reception.

PATIENT PARTICIPATION GROUP

Anyone who wishes to participate is very welcome. The PPG focus is on monitoring and improving the service the surgery offers.

CHANGE OF DETAILS

In the interests of consistent, continuous, and effective healthcare for you, please inform us of any changes to your address or telephone number.

NON-NHS SERVICES/PRIVATE WORK

Details of non-NHS services can be obtained from reception.

PRACTICE TEAM

The team at Chatham Street Surgery consists of:

- **Doctors: Dr Ali Asghar (male), Dr Avas Asghar (male), Dr Shadab Hussain (female)**
- **Practice Manager**
- **Receptionists and Clerical Staff**
- **Nurse Practitioners**
- **Practice Nurse**
- **Nurse Prescriber**
- **Plebotomists:**
- **Clinical Pharmacist**

Attached Staff working with our practice:-

- District Nurses & Community Midwife.

We operate a 'Zero Tolerance' Policy and if a patient is violent/abusive towards any member of our staff the patient may be removed from the practice list and the police will be called if necessary.

TELEPHONE CONSULTATIONS & TRIAGE

We also now offer remote telephone consultations routinely. You can book these online or over the phone. Patients who do not need to be examined should book a telephone consultation.

CHAPERONE

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP.

LOCATION



DISABLED ACCESS

The surgery has a ramp for wheelchair entry. Patients can ask staff for assistance. We have automated doors. The site also has appropriate toilet facilities. Car parking spaces are available but limited.

BUS ACCESS

No. 15,16,17, 85, 88 bus route available from Oxford Road which is a 2 minute walk. .
No. 22, 25, 27, 29, 84 bus route available from Friar Street which is a 5 minute walk.



Chatham Street Surgery

121 Chatham Street
Reading
RG1 7JE
Tel: 0118 950 5121

www.chathamstreetsurgery.co.uk

Email: bwccg.chathamscript@nhs.net

If you require urgent medical assistance when the surgery is closed, please ring NHS 111. Calls to this service are free from landlines and mobiles.

If you have a life-threatening emergency, please dial **999**

TRAVEL ADVICE & VACCINATIONS

We offer the full range of vaccinations, and our nursing staff are always happy to advise on the requirements for your trip. They will also advise on malaria prevention, and other health issues which may be relevant to your journey.

Please note that you should attend for travel vaccination at least four weeks in advance for immunity to develop.

HOME VISITS

Home visits present a potential risk to both patients and clinicians for the transmission of Covid-19. These are therefore reserved only for those who are housebound or at the end-of-life.

SICK NOTES

Doctors are not obliged to issue sick notes for absence from work less than seven days including weekends. The first three days should be self-certified by filling out the relevant form provided by your employer.

COVID-19

Normal practices are suspended during the pandemic. Only specific patients will be seen in the surgery. Where possible we will address patient needs remotely. Those who do attend must do so alone where possible, wear a face mask, and observe social distancing rules. You will be asked to wash your hands when you enter the premises. Anybody experiencing any Covid-19 related symptoms must not attend the surgery. Patients who have been in contact with confirmed or suspected Covid-19 cases must not attend the surgery before completing a 14-day quarantine. You must let us know if you develop Covid-19 symptoms within 14 days of attending the surgery.

SURGERY TIMES

Monday – Friday: 8 am – 6:30 pm

Appointment times: 8am – 6:30 pm

Please note: appointments are for 10 minutes only. Emergency appointments are with any available doctor on the day and you may not be able to specify a choice.

Please Note: there is Extended Surgery evening appointments which are available outside working hours.

PLEASE NOTE THE SURGERY IS CLOSED ON SUNDAYS AND BANK HOLIDAYS.

TEST RESULTS

Please note that it is the patients duty to enquire about the following:-
BLOOD/URINE/XRAY/ SCAN RESULTS

Patients can ring the surgery to chase up results, one week after having the tests. We do not routinely inform you of normal results.

PRESCRIPTIONS

Prescription orders require 2 working days. We regret we are unable to take orders by telephone in order to avoid errors. Patients can order online, or fill out a prescription request slip. We can send prescriptions to a pharmacy of your choice or you can collect them from reception.

PHLEBOTOMY CLINIC

Blood tests arranged by your GP can be carried out in the surgery. This walk-in service (you do not need an appointment) is available from Monday – Thursday between the hours of 9:00 am and 11:00 am. This clinic may be subject to cancellation at short notice.

A new patient well person check is a necessary requirement of the surgery. Failure to attend may result in removal from the practice.