

WELCOME TO WHITLEY VILLA SURGERY

1 Christchurch Road
Reading, Berkshire RG2 7AB

"A friendly family practice striving to provide the highest quality healthcare"



Telephone
(0118) 987 1645 or 986 0794

www.whitleyvillasurgery.co.uk

Information For Patients

WELCOME TO WHITLEY VILLA SURGERY

This booklet is designed to help you make the best use of the services offered by this practice which is run as a partnership. The doctors provide a full range of services including maternity, contraception, child health surveillance and minor surgery.

+ THE DOCTORS

Whitley Villa Surgery is a partnership of one male and one female doctor.

Dr K B Naran (M) MB ChB MRCP MRCGP (Registered 1977 London)

Dr S Janjua (F) MBBS MRCGP

+ PRACTICE MANAGER

Mrs Maxine Lynch

+ SURGERY OPENING HOURS

The surgery is open during the following times (except bank holidays):

| | |
|------------------------------------|--|
| Monday to Friday | 8.00am - 6.30pm |
| Wednesday | 6.30 - 8.30pm (pre-bookable appointments only) |
| Every second Saturday of the month | 10.00am - 12 noon (pre-bookable appointments only) |

Appointment Times

| | |
|------------------------------------|-------------------|
| Monday - Friday | 8.30am - 6.00pm |
| Wednesday | 6.30 - 8.30pm |
| Every second Saturday of the month | 10.00am - 12 noon |

Extended Opening Hours

We now offer extended opening on Wednesday evening from 6.30pm and the second Saturday of each month. These appointments are pre-bookable for those unable to attend during normal opening hours.

+ OUTSIDE OPENING HOURS

When the surgery is closed please ring the appointment line (987 1645). Have a pen and paper to hand as you will hear a message that will give you the telephone number (978 7811) for the out-of-hours service, 'Westcall'. This service is based at the Royal Berkshire Hospital and is for patients who need to be seen during the hours when the practice is closed. Emergency appointments are available as well as home visits if they are necessary. This is an appointment-only service.

Patients can also telephone NHS Direct on 0845 4647. This is a 24-hour nurse-led confidential helpline providing advice and information on health concerns, services and support. You can also visit them online at www.nhsdirect.nhs.uk

Visit us online: www.whitleyvillasurgery.co.uk



Working in the local community to help you enjoy life... not just live it.

- THE COMPLETE HOMECARE SERVICE • CARING FOR YOU IN YOUR HOME •
- SHOPPING • CLEANING • WASHING AND DRESSING • MEDICATION • COMPANIONSHIP •
- HIGHLY TRAINED STAFF (ALL POLICE CHECKED) • COMPETITIVE RATES (DIRECT PAYMENT AVAILABLE) •

Whatever your needs, we are sure we can help!

We operate in the following areas: Reading, Tilehurst, Three Mile Cross, Finchampstead and Bracknell

Absolute Care UK Ltd, 4a Arkwright Road, Reading RG2 0LU

Tel: 0118 986 6700

Commission for Social Care inspection approved

Why Not Stay In The Comfort Of Your Own Home?

Homecare allows patients to enjoy the comfort and security of living in their own homes. The United Kingdom Homecare Association is bound by a strict code of conduct and procedure standard aimed at people who are finding it difficult to manage at home, through infirmity, illness or disability. Homecare can give the help and support they need to allow them to live in the community, amongst their friends and relatives, for as long as they are willing or able to do so.

There is a wide range of services available from both the local council and also from private homecare agencies who are dedicated to providing those in need with the correct levels of help and support they need. These services do vary anything up to continuous twenty-four hour care. They cover various areas such as personal care, respite, domestic and social care, household duties, shopping etc - in fact, anything the client may need.

The client can also expect daily or live-in help to be carried out by trained carers or by qualified nurses where required. The overall aim is to enable clients to have a high standard of care and to improve their quality of life whilst remaining in the comfort of their own homes. If you believe you would benefit from this type of assistance then you can contact your local care agency who will then visit you to discuss your needs or those of your relative or friend with no obligation whatsoever.

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

Toqeer Rasool

Homeopathic Consultant
BSc, DHMS, DHom (London),
MHMA (UK)



SOFIA HOMEOPATHIC SURGERY

For the best Homeopathic treatment of:

- Arthritis
- Rheumatic Pain
- Skin Trouble
- Piles
- Migraine
- Sexual Weakness

Please ring or write for appointments:



T: 0118 962 0825 M: 07956 624 691

427 Basingstoke Road, Reading, Berkshire RG2 0JF

Registered UK Homeopathic Medical Association

Homeopath

HOMEOPATHY is a gentle, holistic system of healing, suitable for everyone young and old. It is used to treat everything from acute fevers, sore throats and toothache to chronic illnesses such as arthritis, eczema, asthma, anxiety and insomnia.

Focusing on you as an individual, homeopathy concentrates on treating your specific physical and emotional symptoms. It works with your body's own healing powers to bring health and well being and treats all your symptoms, mental, emotional and physical.

Homeopathy has been used in the UK for over 200 years but has a traditional dating back to ancient Greece.

Your homeopath understands that establishing good health involves treating both mind and body, so time is taken to listen to you and discuss your emotional and physical symptoms. To stimulate your body's own healing process, a remedy closest to your individual symptom picture is prescribed. Healing begins from within your body, strengthening your health and immune system, without any danger of side-effects.

Homeopathic remedies are drawn from the plant, mineral and animal worlds. They work by gently boosting the natural energy of the body and are safe, even for pregnant and/or sensitive patients.

ADVERTISING FEATURE

+ APPOINTMENTS

The practice operates an appointment-only system for the GPs and nurse. Telephone lines open at 8.00am for making appointments on the day. Reception is open from 8.00am - 6.30pm Monday to Friday. Appointments can be made by telephone or at the desk. If you feel you need to be seen urgently, please tell the receptionist who will give you an emergency appointment or arrange for one of the GPs to telephone you.

Doctors' appointments can now also be booked online. If you would like to make use of this service please ask at reception for more details.

To assist us we would be grateful if you could follow these recommendations:

- Tell the receptionist when you arrive.
- Please cancel your appointment if you cannot keep it.
- Do not bring other people to your consultation without prior arrangement.
- Children under 14 should be accompanied by an adult.

+ HOME VISITS

Home visits are for patients who are seriously ill and are unable to attend the surgery. If you are too ill to attend the surgery and need a home visit please contact the surgery **before 10.00am** where possible. Our reception staff may ask for further information to enable the doctors to assess the urgency of your call.

+ REPEAT PRESCRIPTIONS

Repeat prescriptions will be issued at the doctor's discretion and are normally for patients on long-term treatment.

Requests for repeat prescriptions can be made by bringing your marked counterfoil to the surgery or by sending it through the post by letter. You can now also request repeat prescriptions online. Please ask at reception for more details. **We do not take repeat prescription requests over the phone.**

Please give 48 hours' notice when requesting a repeat prescription. If you require the repeat prescription posted back to you please enclose a stamped addressed envelope.

There is now also a service available called Repeat Dispensing for patients on long-term controlled medication. This service enables you to collect prescriptions directly from the chemist rather than visiting the surgery for each repeat request. Please speak to a receptionist for more details.

+ RESULTS OF TESTS

Results of tests (eg blood tests) which have been organised by the doctor or the practice nurse can be obtained by telephoning the surgery between 11.00am and 2.00pm. Please allow seven days for blood tests and x-ray results. For a smear result please allow six weeks.

A PAIN IN THE BACK?

Four in five adults experience back pain. Yet, because the back is so complex, every sufferer needs individual treatment options.

Inactivity, poor posture and the wrong sort of movement are usually at the root of 'simple back pain'. But even a minor problem can cause a lot of pain when you stand, bend or move around.

There is an independent branch of medicine which specialises in mechanical disorders of joints, particularly the spine. It is not an alternative to conventional medicine, but a complementary discipline.

Chiropractors use their hands to adjust the joints of the spinal extremities, improving mobility and removing pain without the need for drugs.

Chiropractic treatment is suitable for everyone. The Medical Research Council have found that treatment from a chiropractor is more effective for lower back pain than hospital out-patient treatment.

ARE YOU IN PAIN?

DON'T TAKE IT LYING DOWN!

CONTACT THE

READING CHIROPRACTIC CLINIC



Chiropractic adjustments are safe, gentle and effective



They can benefit the entire family



Proven to eliminate or reduce back pain, sciatica, neck and arm pain, sports injuries and headaches



READING CHIROPRACTIC CLINIC

41 Eastern Avenue
Reading
RG1 5RX

Tel: 0118 926 7438

SIMON BIRD MSc DC MCC
DOCTOR OF CHIROPRACTIC

ADVERTISING FEATURE

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

For more information: www.whitleyvillasurgery.co.uk

+ HEALTH CARE TEAM

Practice Manager

Maxine Lynch is our practice manager. She is responsible for the administration and ensures the practice runs smoothly. She would be happy to hear any comments or suggestions that you may have concerning services offered by the practice.

Reception Staff

Our team of receptionists help to keep the practice running smoothly. They are there to assist you in making routine and emergency appointments to see your doctor, undertake repeat prescriptions and deal with any queries.

Should you need to be seen urgently, please give them a brief outline of your problem so you can be fitted in appropriately. All staff are bound by strict rules of confidentiality.

Secretary And Administrative Staff

The secretary and administrative staff also help with the smooth running of the surgery with regard to hospital referrals and any other administrative query that cannot be dealt with by the receptionists.

Practice Nurse

The practice currently has one practice nurse working in the main treatment room.

The practice nurse holds a number of surgeries by appointment only. She is happy to offer advice on most problems, besides undertaking routine nursing work. You can also speak to the nurse by telephone at the end or beginning of a surgery.

Appointments must be made to see the nurse via reception.

District Nurses

The district nurses provide home nursing at the request of the doctors for patients aged 16 and over who are housebound. If you need to contact a district nurse please ring the surgery who will pass on a message.

Health Visitor

The health visitor gives advice in health care particularly for mothers, children and the elderly. She holds a clinic each Wednesday between 2.00 and 4.00pm, and can be contacted by telephone (931 3076).

Midwife

The midwife provides maternity care for our patients at the surgery. She holds a clinic each Monday from 1.00 to 4.00pm by appointment only. If you need to speak to the midwife outside of the clinic times please contact the surgery who will pass on a message.

Counselling Service

A counselling service is available for problems such as relationship difficulties, bereavement, anxiety and stress. If appropriate, the doctor can make a referral for you to be seen by a counsellor.

+ CLINICS

Smoking Cessation Clinic

The practice nurse also runs a smoking cessation clinic. Please ask reception for details.

Travel Immunisations

For all your holiday immunisations please see the reception staff or practice nurse.

Antenatal

By appointment - please contact reception.

Family Planning

By appointment with the doctor.

Diabetic Clinic

By appointment - first Friday of each month 10.00am - 12 noon.

Dietician Clinic

By appointment - fourth Friday of each month 2.00 - 4.00pm.

Asthma/Bronchitis Clinic

Run by the practice nurse in conjunction with the doctor.

Well Man/Well Woman

Run by the practice nurse.

Minor Surgery

By appointment - minor surgery procedures are performed by the doctors.

Other Services

Homeopathy is available for chronic skin ailments and allergic reactions.

+ PRIVATE (NON-NHS) EXAMINATIONS

The doctors are happy to carry out other medical services not covered by the NHS but it is recognised that our NHS commitment takes priority. Please telephone the surgery for an appointment. A fee will be charged for the work.

+ VACCINATION CLINICS

These are run by our practice nurse. Please make an appointment through the receptionist. Do try and come **at least eight weeks in advance** of your holiday to ensure adequate cover.

Children's Immunisation Clinic

Held on the 3rd Wednesday of each month between 2.00 and 4.00pm.

All the recommended vaccines are given from two months of age until school leaving age.

Flu Vaccinations

An influenza vaccination is particularly recommended for patients with heart, lung, kidney disease or diabetes and residents of nursing and residential homes. This vaccination is also recommended for all patients aged 65 years and over. From October each year, details of vaccination dates and appointments can be obtained from reception.

Pneumococcal Vaccination

This is available all year round for patients with chronic breathing and heart problems, those who have had splenectomies and other 'at-risk' patients.

Travel Immunisations/Vaccinations

It is advisable to make an appointment at least eight weeks in advance of your holiday to ensure adequate cover. A charge will be made for certain immunisations and vaccinations that are not covered by the NHS.

+ CONFIDENTIALITY

Doctors and staff maintain patient confidentiality at all times. All health information is considered strictly confidential and will not be released to anyone (including family members) without your consent. Patient confidentiality is of the utmost importance and all members of staff work according to the guidelines issued to them at the commencement of their duties with the practice; they also sign a declaration of confidentiality.

+ FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

+ COMMENTS AND SUGGESTIONS

We are happy to accept and consider comments and suggestions from our patients. Please present your views in writing at reception or by post to our practice manager.

Visit us online: www.whitleyvillasurgery.co.uk

+ DISABLED ACCESS

There is a car park located to the back of the surgery with a path leading to the entrance. Wheelchair access to the building is via a ramp at the front entrance and there is a toilet available for disabled patients.

+ CARERS

If you are a carer (ie you look after someone with an illness, frailty or disability) please inform reception staff. If you wish to access further help or information, this can be obtained from the Princess Royal Trust Carers Services: 0118 950 5177.

+ RIGHTS AND RESPONSIBILITIES

All patients have the right to access appropriate health care in line with National Guidelines and local standards. Patients also have a responsibility to meet their own health needs and to treat staff with respect.

+ ZERO TOLERANCE

The practice supports the government's NHS zero tolerance campaign. GPs and their staff have the right to care for others without fear of being attacked or abused. Violent patients on the practice premises will be reported to the police and struck off the GP's list. We ask that all patients treat GPs and practice staff properly - without violence or abuse.

+ COMPLAINTS PROCEDURE

The practice operates a complaints procedure as part of the NHS system for dealing with complaints. Our practice complaints leaflet gives details of the procedure and is available from reception staff.

Our aim is to give you the highest standard of service and we try to deal swiftly with any problems that may occur.

+ OUR PRACTICE AREA

We are happy to register patients from our immediate area including Whitley, Whitley Wood, Earley, Lower Earley, Shinfield, Coley Park, Southcote and East Tilehurst.

+ HOW TO REGISTER

Please call at reception and you will be given a registration form to complete. A practice questionnaire is also required to be completed so that we have some basic knowledge about you. You will need to provide proof of your identity and proof of address to complete your registration.

For more information: www.whitleyvillasurgery.co.uk

+ CONTACT DETAILS

Please notify the practice immediately if you change your address, telephone number or name.

+ PRIMARY CARE TRUST

Details of general medical services in the area may be obtained from Reading Primary Care Trust, 57-59 Bath Road, Reading, RG30 2BA (Tel: 950 3094).

+ SELF TREATMENT OF COMMON ILLNESSES

Back Pain

Back pain causes 13 million lost working days in Britain each year. Usually too much or inappropriate lifting or gardening is the cause. Be sensible, take things easy, prevention is better than cure. Rest and painkillers will relieve most cases within a few days. Your doctor will not mind if you approach a qualified physiotherapist, chiropractor or osteopath directly.

Burns And Scalds

Apply large quantities of cold water to the burn as soon as possible and maintain this for several minutes. A loose dressing is suitable for unbroken or mildly blistered skin. Larger burns and burns in children should be seen by a nurse or doctor.

Coughs, Colds And Sore Throats

No magic cure has been found for these common ailments. Viruses cannot be treated with antibiotics. Aspirin or paracetamol, soothing drinks and other remedies help relieve the symptoms until they pass naturally in a few days or so.

Diarrhoea And Vomiting

Again normally caused by viruses. Even holiday diarrhoea can be treated with small amounts of clear fluids, not milk, taken frequently to rest the stomach and prevent dehydration. In children, mixtures of glucose and salts (Rehidrat/Dioralyte) can be used. If the patient appears very ill, or in babies who can become dehydrated more quickly, consult the doctor if symptoms persist.

Earache

Usually earache accompanies coughs and colds. Paracetamol will relieve the pain. If symptoms persist, and with children, consult the doctor at the next surgery session.

Head Lice

Very common in children, head lice prefer clean hair and are not a sign of poor hygiene. Lotions are available from the chemist for all the family.

Threadworms

All children will get these at some stage. An itching bottom, especially at night, is the most common complaint. Threadworms resemble small pieces of white cotton. Your chemist can advise you about treatment, again for all of the family.

Head Injuries/Concussion

Most bumps on the head cause no damage. A slight headache can be helped with paracetamol. If the patient is knocked out for more than a few seconds, consult your doctor. He may advise that the patient is taken to hospital if a more serious injury is suspected even though the patient can at first appear well.

Spots

Most childhood spotty illnesses are minor and often cause little upset. Measles is more serious, but is rare now that all children are immunised. Your doctor will not mind you attending the surgery with a spotty child to confirm diagnosis. All of these illnesses are contagious before the spots appear.

Insect Bites/Stings

Antihistamine tablets from the chemist relieve itches as can calamine lotion. Antihistamine creams are not recommended.

Nosebleeds

Pinch the nose between thumb and forefinger gently for five to ten minutes below the nasal bone. Persistent bleeding or a clot of blood down the throat may need further medical intervention. If heavy bleeding continues for more than 20 minutes you should go to A & E.

Sprains

R.I.C.E. - Rest, ice, compression, elevation. A cold compress with ice (a bag of frozen peas) applied over the strain for 30 minutes reduces and prevents swelling. A crepe bandage can be used and elevation continued until all swelling subsides. Gradual resumption of movements and exercise over a few days is recommended.

Sunburn

Treat as other burns. Calamine lotion and paracetamol will help. Avoidance, especially in children is most important. High factor sunblock and hats etc are advisable in all but the mildest of exposure to the harmful effects of the sun.

PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY
Neighbourhood Direct Ltd A MEMBER OF THE OLDROYD
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The practice would like to thank the various advertisers who have helped to produce this booklet. However, it must be pointed out that the accuracy of any statements cannot be warranted, nor any products or services advertised, be guaranteed or endorsed.



Useful Telephone Numbers

Hospitals

| | |
|--------------------------------|---------|
| Royal Berkshire Hospital | 3225111 |
| Dunedin | 9584711 |
| Berkshire Independent Hospital | 9560056 |

| | |
|---------------------------------|-----------|
| NHS Direct | 0845 4647 |
| Westcall (Out-of-hours service) | 9787811 |

| | |
|-----------------------------|---------|
| Vantage Chemist | 9872850 |
| Lloyds Chemist, Milman Road | 9864015 |
| Jogia's Pharmacy | 9875712 |

| | |
|-----------------------------------|---------|
| Berkshire West Primary Care Trust | 9503094 |
|-----------------------------------|---------|