

## PRACTICE STAFF

### Practice Manager

Daniel Jones

### Clinical Data Manager

Sue

### Nursing Team

#### Jacki Wain

Lead Nurse

#### Susan Judge

Diabetes Specialist Nurse

#### Karen Lloyd

Practice Nurse

#### Patricia Ruddlesden

Practice Nurse

#### Annette Peedell

Practice Nurse

#### Anni Luther

Health Care Assistant/ Phlebotomist

### Reception Team

Lin

Sandra

Sandy

Sarah

Cristina

Tessa

Priory Avenue Surgery

2 Priory Avenue

Caversham

Reading

RG4 7SF

[www.prioryavenuesurgery.co.uk](http://www.prioryavenuesurgery.co.uk)

### OPENING TIMES

Monday 8am—6.30pm

Tuesday 8am—6.30pm

Wednesday 8am—6.30pm

Thursday 8am—6.30pm

Friday 8am—6.30pm

A limited number of appointments are available on a Wednesday & Thursday evening every week until 7pm. This is strictly on a first come first served basis

We also open every other Saturday morning—Please see our website for details

### TELEPHONE NUMBERS

#### Emergencies

0118 918 7698

#### Appointments

0118 947 6828

#### Enquiries & results—after 11am only

0118 947 2431

#### Secretaries / referrals

0118 918 7695 or 0118 918 7689

#### Fax

0118 946 3340

## Priory Avenue Surgery Practice Leaflet



### Doctors

#### Dr Vishal Mittal

MB BS (India 2001) RCGP MRCGP  
(London 2009)

### Locum Doctors

#### Dr Athra Mahdi

MB ChB 1990 Al-Mustansirya University

#### Dr Aziz Ghalib

MB BS 1997 NTR University of Health  
Sciences

#### Dr Asim Naqvi

MB BS 1996 University of London

## **APPOINTMENTS**

All surgeries are by appointment only and can be made in person, by telephone or online by registering and logging in to Patient Access.

If you feel that you require urgent medical attention, please tell the receptionist. Either the duty doctor will call you back or you will be asked to come down to be seen at the end of surgery. Sick children will always be seen on the same day but please telephone first.

If you are unable to make your appointment, please let us know so that we can offer this to another patient.

## **HOME VISITS**

Home visits should only be requested for those who are unable to come to the surgery because of serious illness and infirmity. They should be requested before 10:30 am if at all possible.

Whenever possible we prefer to see you at the surgery. If you do not feel well enough to sit in the waiting room we can make alternative arrangements.

## **TELEPHONE ADVICE**

If you wish to speak to a particular doctor, please leave a message with the receptionist. If you feel the matter is more urgent, you will be referred to the duty doctor.

## **PRESCRIPTIONS**

Requests for repeat prescriptions will be processed in 2 working days by the surgery or this may take longer if requested by the pharmacy. Requests can be made via Patient Access. Alternatively please hand your repeat slip into reception. Please note we are unable to accept telephone requests

## **CHAPERONES**

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

## **OUT OF HOURS—NHS 111**

If you have an urgent medical problem when the surgery is closed please ring 111. Calls are free from landlines & mobiles.

## **DISABLED ACCESS**

There is access suitable for wheelchair users and disabled toilets.

## **HOW TO REGISTER AS A PATIENT**

If you are new to the area and would like to register at the surgery, please ask at reception. You will need to complete our registration paperwork and need to provide proof of ID and proof of address.

## **TEMPORARY RESIDENTS**

If a visitor to your home needs to see a doctor, arrangements can be made for them to be seen on a temporary basis for up to three months. Anyone staying for longer than three months would need to register as a regular patient.

## **DATA PROTECTION**

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. The Act controls how your personal information is used by us, protects data held on the computer system.

## **SUGGESTIONS & COMPLAINTS**

We welcome comments about our service. We also have a complaints procedure. The reception staff will provide you with details if required. Alternatively you may contact the Practice Manager.

## **PATIENT PARTICIPATION GROUP**

The Priory Avenue Patient Participation Group (PPG) is made up of our patients who attend the practice. For more information please contact the PPG's Chairman, Mr Francis Brown on [prioryavenue.ppg@nhs.net](mailto:prioryavenue.ppg@nhs.net). Details of the PPG can be found on our website.

## **PATIENT ACCESS**

Patient Access lets you use the online services of our practice. These may include arranging appointments, repeat medication, secure messages, medical record and updating your details. To register for Patient Access please call into the surgery with proof of ID and address and we can then register you for this service.