



Thatcham Medical Practice
Bath Road, Thatcham, RG18 3HD

Essential Information

GPs at Thatcham Medical Practice

| | |
|----------------------|--------------------|
| Dr Richard Rudgley | MBBS MRCP DRCOG |
| Dr Rachel Sylvester | MB ChB MRCPCH MRCP |
| Dr Serena Pongratz | MBBS MRCP MRCP |
| Dr Michael Foulkes | BM MRCP |
| Dr Elizabeth Mottram | BSc MBBS DCH |
| Dr Heike Veldtman | MB ChB MRCP DFFP |
| Dr Sarah Wadsworth | MB ChB |
| Dr Tanya Marfina | MD MRCP MRCP DFFP |

Contact information : 01635 - 867171

(Calls may be recorded for training purposes)

Doctor appointment : Option 1

Medication queries : Option 2

Treatment Room appointments : Option 4

Appointment cancellation line : 01635 – 295445

Fax : 01635 - 876395

Website: www.thatchammedicalpractice.co.uk

Opening hours are 8:00am – 6:30pm, Monday to Friday.
(TMP is open on some Saturdays throughout the year)

For emergencies 6:30pm – 8:00am and weekends and public holidays,
call 111. (Freephone for all landlines and mobiles.)

More details about Westcall on page 3

Introduction

Welcome to Thatcham Medical Practice (TMP). It is one of the largest GP practices in West Berkshire. We are able to offer a large number of patient services and we are trying to present all the information that you may need in this welcome booklet.

The modern building is easily visible from the main A4 road passing through the town. There are two large car parks near TMP. One of them is easily visible from the road to the west side of the building and the other is located at the end of Brownsfield Road, behind us. Both car parks are "pay and display". Cars must display valid timed tickets but the first hour is free in the car park behind us – just press the green button for the free ticket. TMP cannot accept responsibility for any car parking charges or fines. Two designated disabled spaces are available on the eastern side of the building between TMP and the library. These spaces are very close to the automatic front door which gives level access to the building. All consulting and treatment rooms are on the ground floor.

A hearing loop is installed at Reception and a portable hearing loop is available for use by any member of staff. If you need this type of help, please make Reception staff aware.

Language Line Interpreting Services and large print versions of this leaflet and registration forms are available from Reception.

Please do not hesitate to speak to any of our receptionists should you require any help or general advice.

Registering with the Practice

You will need to complete Patient Registration Forms for each family member. The forms are available from Reception. If you are on any repeat medication(s), please attach the repeat form from your previous surgery. We will then be able to issue medication for one month. During this time, you will be able to make an appointment with your new GP. We advise all patients aged 40 years and over to have their BP checked every 5 years. Please book an appointment with the Treatment Room. If you are over 16 years of age, you can see one of the practice nurses for a mini health check. This will include a blood pressure test and urine analysis. Please bring a sample of urine with you to the pre-booked appointment. A home visit may be arranged for those patients unable to attend the surgery.

TMP operates an electronic prescribing service. If you used this service at your previous surgery, you will have to cancel your registration with the previous pharmacy and re-register with a local (to TMP) pharmacy. Please de-register as soon as possible, otherwise your electronic prescriptions will go to the previous pharmacy.

Carers

'A carer is someone who regularly looks after relatives, friends or neighbours who because of disability, age or frailty might not otherwise be able to live at home. Carer has become a legal term and does not necessarily mean someone who is paid to care. A carer can be any age, a child, parent, partner or spouse.'

Carers can access further support and information, please notify Reception if you are a Carer so that you can be complete a TMP Carers Form.

Further information and support is available from Berkshire Carers Service on 0800 988 5462 or visit their website: www.berkshirecarers.org

Social Services may also be able to help and can be contacted on 0118 - 930 2777

Surgery hours

The surgery is open weekdays from 8:00am – 6:30pm.

GP Working days

| | Full working day | | | | |
|-----------|------------------|------------|------------------|------------------|--------|
| Doctor | Monday | Tuesday | Wednesday | Thursday | Friday |
| Rudgley | | | | Calls and visits | |
| Sylvester | | AM surgery | | | N/A |
| Pongratz | N/A | | | AM surgery | |
| Foulkes | | | Calls and visits | | |
| Mottram | | | | N/A | N/A |
| Veldtman | N/A | | AM surgery | | |
| Wadsworth | | N/A | | AM surgery | |
| Marfina | | N/A | | | N/A |
| | | | | | |

Extended hours are available:

Monday – Thursday evenings by appointment only

GPs triage calls for every emergency afternoon appointment

Saturdays – some Saturday mornings by appointment only

Westcall provides out of hours emergency cover

NHS111 provides a help and advice line (dial 111 for the free telephone call from mobiles and landlines). It acts as triage service for Westcall and details are passed to Westcall call-handlers.

Boots Pharmacy opens on Saturday mornings and holds the TMP prescription box on our behalf. Prescriptions can be collected from, but do not have to be dispensed by, this pharmacy.

Appointments

The GPs and Treatment Room only work by appointments.

Although you are registered to one particular doctor, you may book an appointment with any GP in the practice.

All appointments may be booked up to six weeks in advance.

Upon arrival, please use the hand gel facilities located in the waiting room in order to aid infection control.

Routine appointments are for 10 minutes. If you need a longer (double) appointment, please tell the receptionist when you make the booking.

Urgent appointments / telephone calls need to be booked before 9:30am.

There are three ways to make an appointment:

- Telephone 01635 – 867171
- Automated booking 01635 – 867171
- Via the website at www.myvisiononline.co.uk

(You need to register your email details first, before using this method.)

Please cancel any appointments that you are unable to keep with as much notice as possible. This enables another patient to be seen.

The dedicated cancellation telephone number is 01635 – 295445.

Telephone calls

If you ring the surgery for any reason, your call will be answered by a receptionist. Please answer their questions fully and with patience. This will enable TMP to reduce delay, minimise confusion and provide an efficient service.

Doctors usually return routine telephone calls after the end of morning or afternoon surgeries (determined by the nature of the call and it's incoming time stamp). Your registered GP is happy to advise with a telephone call or BT Typetalk.

GPs will triage **all** calls for afternoon emergency appointments.

All calls may be recorded for training purposes.

If TMP calls you, the telephone number will show as “withheld”. If your phone does not accept withheld numbers, TMP will not be able to contact you. Although we prefer to use landline numbers whenever possible, please provide an alternative contact number eg. Mobile.

Home visits

Ideally, requests for home visits should be made as early as possible in the working day. Visits normally take place after morning surgery and should be for patients who are incapable of attending the surgery. The GP will phone to triage the visit first. If you are able to attend, examination and treatment facilities are better within the practice.

The Treatment Room (01635 – 867171, press Option 4)

The Treatment room offers a variety of services. Apart from emergency treatment, the nurses offer dressings, ECGs, 24hr blood pressure and ECG monitoring, health promotion, hearing tests, lung function tests and medicals. There is also a Minor Operations suite.

The Treatment Room is usually open 08:30am – 12:30pm and 2 – 5:30pm. (Closed at all other times but the answerphone is regularly checked for messages.)

Test results

Results can be obtained after 11:00am each day. You can come in or telephone to receive them – please see Confidentiality section, pages 11 and 12.

Making the most of any appointment.....

An Isolation Room is available if you think you may have an infectious/contagious illness – please advise Reception on arrival.

Upon arrival, please use the hand gel facilities located in the waiting room in order to aid infection control.

- Do you have the right appointment? Do you need a double slot?
- Each child needs an appointment in its own right, even if they have the same problem.
- Complex ongoing issues may require longer time with your GP.
- Make a list of your concerns before you arrive. If you have many problems, you may be asked to return at a later date so that each problem can be given the time it deserves.
- If you have urinary symptoms, please bring a fresh urine sample in a clean container.
- Please wear loose fitting clothing if you think you will be examined.
- Arrive early and book in with the automatic system or with Reception. If you are late, you may be asked to rebook.
- Chaperones are available on request. If possible, please advise Reception at the time of booking your appointment.

If your doctor is running late, please be patient. There will be a genuine reason as to why this has happened. You may need extra time, next time!

Training new GPs

TMP is an approved training practice. We are involved in the final stages of training qualified doctors who are experienced in hospital medicine. Their year in general practice completes their training to become a GP. They are known as GP registrars. All appointments offered by the GP Registrars are in addition to the appointments usually available with the doctors at TMP.

On occasions, TMP also has medical students, student nurses, health visitors and midwifery students. As an approved training practice, many educational opportunities are available for teaching and learning. It recognises the quality of care that we provide and it ensures that we are kept up to date with the latest advances in the field.

What difference will this make to you?

- The GP or Clinician may hold joint surgeries / home visits with the Registrar or student.
- You may see the Registrar instead of your own GP but you will be informed of this when you book an appointment.
- Initially, the Registrar may have a longer appointment but these will shorten to the usual 10 minute time slot.
- Some consultations may be filmed. The tapes will only be viewed by doctors and are destroyed within one year. You will **always** be asked to give written consent before the consultation. If you would prefer not to be filmed, please say at the start of your consultation. It will not affect your future care in any way.

If you prefer not to see a registrar, please advise the receptionist when you are booking your appointment.

As an established and respected training practice, TMP works with the Thames Valley Primary Care Agency Research Partnership, in conjunction with the Universities of Oxford and Southampton. Patients may be invited to attend to help with their research. Alternatively, TMP may ask you to consent to sharing information with them. (Please see Confidentiality section on page 11.)

It is entirely your choice as to whether you take part in any study and we will never release any medical information without your consent.

Practice Staff

Practice Manager

Mrs Linda Lawson RGN BA (Hons) PGDip is responsible for TMP management. She oversees problems or queries concerning the Practice and will be happy to hear your comments and suggestions for improvement.

Deputy Practice Manager

Mrs Jenny Marnock

PA to Practice Manager

Mrs Maxine Bellman deals with confidential and administrative work for the Practice.

Reception Supervisor

Mrs Emma Batten oversees Reception and is a point of contact for patients.

Medical Secretaries

Mrs Ann Huckins, Mrs Amanda Oliver, Mrs Karen Symes and Mrs Lesley Rowsell type all the medical referrals for TMP.

Reception

Staff are usually the first point of contact with patients – either in person or by telephone. Please be patient if you feel you are being asked some personal questions. They need to measure the urgency of requests to ensure that those patients needing to be seen urgently are dealt with first.

Medications Team

Mrs Vicky Thomas and Mrs Sylwia Pienaar deal with prescriptions and queries.

Computer and Administration

This team also deals with prescriptions, the flow of necessary information between TMP and the Health Authority and the input of medical data onto patient records.

Accounts

Mrs Siobhan Bodin deals with all the Practice financial matters.

Practice Nurses

RGN and Independent Prescribers :

Liz Banner (Treatment Room Team Leader)
Janet James, Debbie Stanway, Tara Patel, Caroline Dyer, Nina Horner

RGN :

Pat Slight, Mary Elliot, Naomi McKenna, Vanessa Denny, Karen Radbourne,
Beth Tayton, Bethany Slade, Katherine Titheridge

HCAs : Vanessa Dent, Sue Lindsey SRN, Alysha Huntley

Phlebotomists : Sharon Huntley, Alysha Huntley, Sinead Voller

These nurses ensure that the Treatment Rooms are serviced. They run minor illness clinics and clinics for routine cervical smear tests, travel vaccinations, childhood immunisations, diabetes, asthma, heart, weight management, chronic kidney disease, family planning, women's health, dressings and a leg ulcer clinic. All clinics use appointments.

District Nurses

Permanent attached nursing staff and healthcare assistants provide nursing care to patients in their own home who are unable to attend the surgery.

Health Visitors are based at the Family Hub in Park Lane, Thatcham. They can be contacted on 01635 – 860955.

Secretary to Health Visitor team: Audrey Digby

Midwives

Registered Midwives are attached to TMP. Working with the doctors, they look after the day to day antenatal and postnatal care of patients. Students are also attached to the Practice. They organise their own appointments following referral from TMP.

Health Promotion

A Health Care Assistant (HCA) deals with health promotion initiatives. She can undertake health checks and mental health assessments for the elderly.

NHS Podiatrists are accessed by GP referral.

Clinics

The Practice runs a variety of clinics. Appointments need to be booked in advance. Details of times and days are available from the Treatment Room Reception. The clinics include Family Planning, Child Health Surveillance, Diabetes, Asthma, COPD, Hypertension, Chronic Kidney Disease, Epilepsy, Smoking Cessation, Ante-Natal and Healthy Living. We also carry out Hormone Replacement Therapy implants by appointment.

Family Planning services are available from doctors during normal surgery times and nurse led clinics during Treatment Room times. TMP provides a range of contraceptive services including coil fitting and emergency contraception.

We do not provide a pregnancy confirmation service. The doctors are happy to rely on the outcome of a home pregnancy test and clinical history.

Minor surgery clinic

All doctors carry out minor surgical procedures. They are happy to advise on 'lumps and bumps' and arrange their removal, if necessary.

Phlebotomy

A Blood Clinic runs at TMP between 8:00am and 10:30am, Monday to Friday to take blood samples. Appointments need to be booked in advance.

Blood samples can also be collected at West Berks. Community Hospital, by appointment only. Fasting blood tests are collected from 8.30am (Mon – Fri) and other blood samples can be collected until 3pm.

Flu injection clinic

Each autumn, TMP offers 'flu injections to patients who are at particular risk, those who are immunosuppressed and also to carers, in receipt of DWP Carers Allowance. These "at risk" patients include everyone aged 65 years and over, diabetic and those with long-standing chest, kidney or liver complaints. Your GP will advise you if such an injection is appropriate. These injections are given at special sessions organised by the practice nurse. All patients over 65 years of age are also offered a pneumococcal vaccination.

Cytology clinic

Ladies between the ages of 25 – 49years are recommended to have a cervical smear test every three years. Aged 50 – 64years, it is recommended that a cervical smear test is taken every five years. If your appointment is overdue, please inform TMP.

Travel clinic

Treatment Room nurses are able to give advice about injections and possible healthcare that you may need for your holiday abroad. In addition to providing the usual vaccines for which there may be a charge, we can also supply travel packs for you to take on holiday at a small cost.

Please book your appointments 4 - 6 weeks in advance of your travel date.

Postnatal care

Midwives care for mothers and their babies for 10 - 14 days following delivery. GPs carry out postnatal checks on mother and baby, 6 -10 weeks after delivery. Health Visitors check every child at 8 months old.

Baby Clinics are held at the Family Hub, Park Lane, Thatcham – about 10 minutes walk from Thatcham Medical Practice.

(Subsequent help and support is provided by your Health Visitor until your child is aged 5years.)

Other services provided by TMP**Choose and book**

If your GP decides that you need hospital treatment, you will be given some options to decide where you would like to go. Your GP will provide you with information on a range of hospitals so that you can make an informed choice. Leaflets are also available from Reception. Further information is also available on the NHS website, www.nhs.uk.

Within a few days of seeing your GP, you should receive a confirmatory letter and passwords. You can telephone the hospital of your choice to arrange your appointment. The telephone number and all other information you will need to make the appointment is contained within this letter. (If you are referred to hospital and you have not received any communication within two weeks, please contact the Medical Secretary who will be happy to assist you.)

Repeat Prescriptions

Please give TMP at least 2 **working** days notice to produce your new prescription. You can hand in your request at Reception or post it to TMP.

TMP will not process any telephone requests for repeat prescriptions.

You can obtain your repeat prescriptions by post (please enclose an SAE), or from Reception.

Your prescription can be forwarded to most local pharmacies for dispensing and collection from the pharmacy. To use this option, you need to register your wishes with the pharmacy and your prescription will be forwarded automatically from TMP. Initially, please amend your repeat prescription say 'to be collected from Boots or Lloyds Crown Mead, Lloyds Kingsland or Lloyds Burdwood”.

TMP also has an electronic prescribing service.

If it is more convenient, electronic prescriptions can be sent to any designated pharmacy of your choice in the country. They must be able to receive with EPS.

Confidential Patient Information

We ask you for information so that you can continue to receive proper care and treatment. We keep all this information because it may be needed if we see you again.

We may use some of this information anonymously for other reasons – e.g. to help protect the health of the general public and to see that the NHS runs efficiently. (We can plan for its future, train its staff, pay its bills and can account for its actions.) Information may also be needed to help educate future clinical staff and to carry out medical and health research for the benefit of everyone. Information and/or records may be processed electronically, on paper, or using a mixture of both. Your personal data will be kept confidential and secure. You can opt out of data sharing registers by completing forms at TMP Reception.

Everyone working in the NHS has a legal duty to keep all your information confidential.

You may receive care from other people. Working together for your benefit, we may need to share some information about you. We never pass on your information to others, unless there is a genuine need for it and it is in your interest. Whenever we can, we shall remove identifying details. The sharing of some types of very sensitive personal information is strictly controlled by law. Anyone who receives information from us is also under a legal duty to keep it confidential.

'Share your care' is an initiative for local hospitals and Out of Hours to give appropriate treatment by accessing some information from your GP record. The clinician will always ask for your consent to access. You can opt out of, or change your mind about, this system by talking to the practice.

Reasons why your information may need to be shared

- Giving you health care and treatment
- Looking after the health of the general public
- Managing and planning within the NHS
- Ensuring our services can meet future needs
- Paying for your treatment provided by others
- Auditing accounts
- Preparing statistics on NHS performance and activity
- Investigating complaints or legal claims
- Helping staff to review the care they provide to ensure it is of the highest standard
- Training and educating staff. You can choose whether or not to be involved personally
- Research approved by the Local Research Ethics Committee
(If anything in the research would involve you personally, you will be contacted to see if you are willing to participate.)

Privacy and confidentiality of your medical records

The Trust is responsible for the accuracy and safekeeping of your medical records. You can help us to keep it accurate by informing us of any change in your name, address and contact details, marital status and by ensuring that we have full details of your important medical history. If you move to another area of the UK, we will forward your medical records to the new GP practice. Since April 2013, the Care Quality Commission can inspect your medical records.

Your right to privacy

You have a right for your personal health information remaining confidential between you and your doctor. This applies to anyone over the age of 16 years and, in certain cases, to others under that age.

The law does impose a few exceptions to this rule. Apart from those listed in detail, you have a right to know who has access to your medical records.

Who else may see my medical records?

There is a balance between your privacy and your safety. We will share some information about you with others involved in your health care, unless you ask us not to do so. This may include doctors, nurses, therapists and technicians involved in the treatment or investigation of your medical problems. If you see a medical student during a consultation, they may be given supervised access to your medical records.

It is our policy to try to have a single record for each patient. We firmly believe that this offers the best opportunity for delivering the highest quality of care. Our medical records administration staff has limited access to records. They need to perform various tasks on your medical records.

Official external organisations, such as the CQC and GP Trainer assessors, may review the data from medical records.

Every member of TMP staff has a legal, ethical and contractual duty to protect your privacy and confidentiality.

TMP may send patient information to

- notify the Government of certain infectious diseases (meningitis, measles but **not** AIDS) for public health reasons
- law courts – can insist that medical records are disclosed.
- Solicitors - can ask for medical reports but will always have a patient's signed consent form. We will not normally release details about other people that are contained in your records (e.g. wife, children, parents etc) unless we also have their consent.
- the Health Authority - to help them organise national programmes for Public Health such as childhood immunisations
- the Health Authority - about certain procedures that we perform on patients.
- Social Services, the Benefits Agency and others may require medical reports about you from time to time. These will often be accompanied by your signed consent to disclose information. Failure to co-operate with these agencies can lead to a patient's loss of benefit or other support. However, if we have not received your signed consent, we will not normally disclose information about you.
- Social Services may need information for child or adult safeguarding procedures.
- Life assurance companies frequently ask for medical reports on prospective clients. They are **always** accompanied by your signed consent form.

We must disclose **all** relevant medical conditions unless you ask us not to do so. In that case, we would have to inform the insurance company that you have instructed us **not to make a full disclosure** to them.

You have the right to see reports to insurance companies or employers before they are sent. You will have to request to see them prior to posting.

How can I find out the content of my medical records?

Legally, you are allowed access to your medical records. If you wish to see your records, please contact the person in charge of your care for further advice. All requests to view medical records should be made in writing. We are allowed to charge a small fee to cover our administration and costs. We have a duty to keep your medical records accurate. Please advise us of any factual errors which may have crept into your medical records to enable them to be corrected.

To protect your privacy and confidentiality, TMP will not

- disclose any medical information over the telephone or by fax unless we are sure that we are talking to you. We will not disclose any information to your family, friends or colleagues unless we have recorded your written consent to do so. Staff are instructed to protect your privacy.
- normally disclose test results over the phone unless we are sure of your identity. We may call you back to ensure that we are talking to the right person.
- disclose any information to a parent about a child older than 16 years of age.

If you have any further queries, comments or complaints about privacy, your medical records or how we use your information, please contact the person in charge of your care, or alternatively

Care Quality Commission (CQC)

CQC National Customer Service Centre

Citygate, Gallowgate

Newcastle upon Tyne

NE1 4PA

Website: www.cqc.org.uk

(Tel: 03000 – 61 61 61)

Complaints procedure

The following information relates to the TMP complaints procedure.

Unhappy with care or treatment?

TMP tries to give the best possible care to every patient. In any organisation, things can go wrong sometimes and we may not be able to reach all of our high standards all of the time. We are always trying to improve the service we offer and need to know if things go awry. All NHS organisations have a complaints procedure and the Practice Manager (or appointed Complaints Manager) will make sure your complaint is thoroughly investigated.

What can you do?

Our aim is to sort things out as quickly and helpfully as possible. If you have a particular concern or complaint, please speak to someone involved in your care, such as a Doctor, Nurse or Receptionist. They are often best placed to deal with your concerns and put things right almost immediately.

If you do not wish to speak to a member of staff, or you are unhappy with how they dealt with your concerns, you may take your complaint to the Practice Manager.

Complaints should be made within twelve months from the date of the event, or within twelve months of the date on which the subject of the complaint came to your notice. (If there were good reasons for not making the complaint within this time scale, it is still possible to carry out an investigation and the time scale may be extended.)

We always respect our duty of confidentiality to patients and cannot provide confidential information without a patient's appropriate authority.

What can you expect if you make a formal complaint?

The Practice Manager (or appointed Complaints Manager) will contact you about your complaint. It will help us understand exactly what has happened and how we can help.

Oral complaint : TMP aims to resolve all oral complaints by the end of the next working day. If this is not possible, a GP will be appointed to oversee your complaint and it will be acknowledged within three working days. At this point, you will be invited to a meeting to discuss how your complaint will be managed and the likely time period an investigation will take to complete. You may bring a friend or relative to the meeting. If you would prefer not to attend a meeting, please let us know. We will write to you to confirm how your complaint will be managed and the likely response time.

You may have further questions during the complaints investigation : TMP is always willing to listen and to meet with you to discuss your concerns. We aim to keep to the agreed timescale for responding to your complaint. If this is not possible, we will notify you accordingly.

Once we have thoroughly investigated your complaint: TMP will contact you and advise you of any follow up action taken as a means of continuous improvement.

To make a complaint : please contact the Practice Manager by

- telephone 01635 - 867171
- e-mail to lindalawson1@nhs.net
- post (address on the front cover of this booklet)

We recognise that you may need support or help in understanding the complaints procedure, particularly when several organisations are involved. The following services are available to help you.....

Patient Advice and Liaison Service (PALS)

PALS is a confidential Patient Advice and Liaison Service based at Royal Berks and Battle Hospital that can help you to understand the complaints procedure and assist you in making a complaint, or taking a complaint further. Call 0118 – 982 2829.

The Independent Complaints Advocacy Service (ICAS) supports patients and their carers wishing to pursue a complaint about NHS treatment or care. Call 0845 - 600 8616.

If you remain dissatisfied with the outcome of your complaint, you can take your complaint to the **Parliamentary and Health Service Ombudsman (PHSO)**. Call 0345 - 015 4033.

The **CQC** can also deal with complaints – see information on page 12.

By making a complaint, you will not affect your rights as a patient at our practice. We endeavour to learn from our complaints and improve the service we provide.

The Patient Participation Group (PPG)

The Patient Participation Group is made up of patients, doctors and staff. It has the following aims

- Improve relations
- Act as a 'communications' tool
- Suggest change
- Problem solving
- Link with other groups
- Raise awareness

The Chairman can be contacted via TMP. The PPG meets bi-monthly and an annual newsletter is produced.

Patient Reference Group

The Patient Reference Group is an online group of patients who are interested in helping TMP with surveys and dialogue. If you are interested in joining this group, please contact Mrs Emma Batten, Reception Supervisor.

Removal of patients from GP lists at TMP

Under certain circumstances, TMP is entitled to remove patients from its list.

Examples of these situations include

- unacceptable behaviour from a patient directed towards any member of the primary health care team (whether on or off the premises)
- unacceptable behaviour towards patients or others on the premises
- swearing or abusive behaviour under any circumstances

If for any reason you are removed from the practice list, TMP will write informing you of the decision and the reason for removal from the list. The Primary Care Organisation will be informed and it will advise you of alternative practices with which you can register.

Other services available at TMP premises

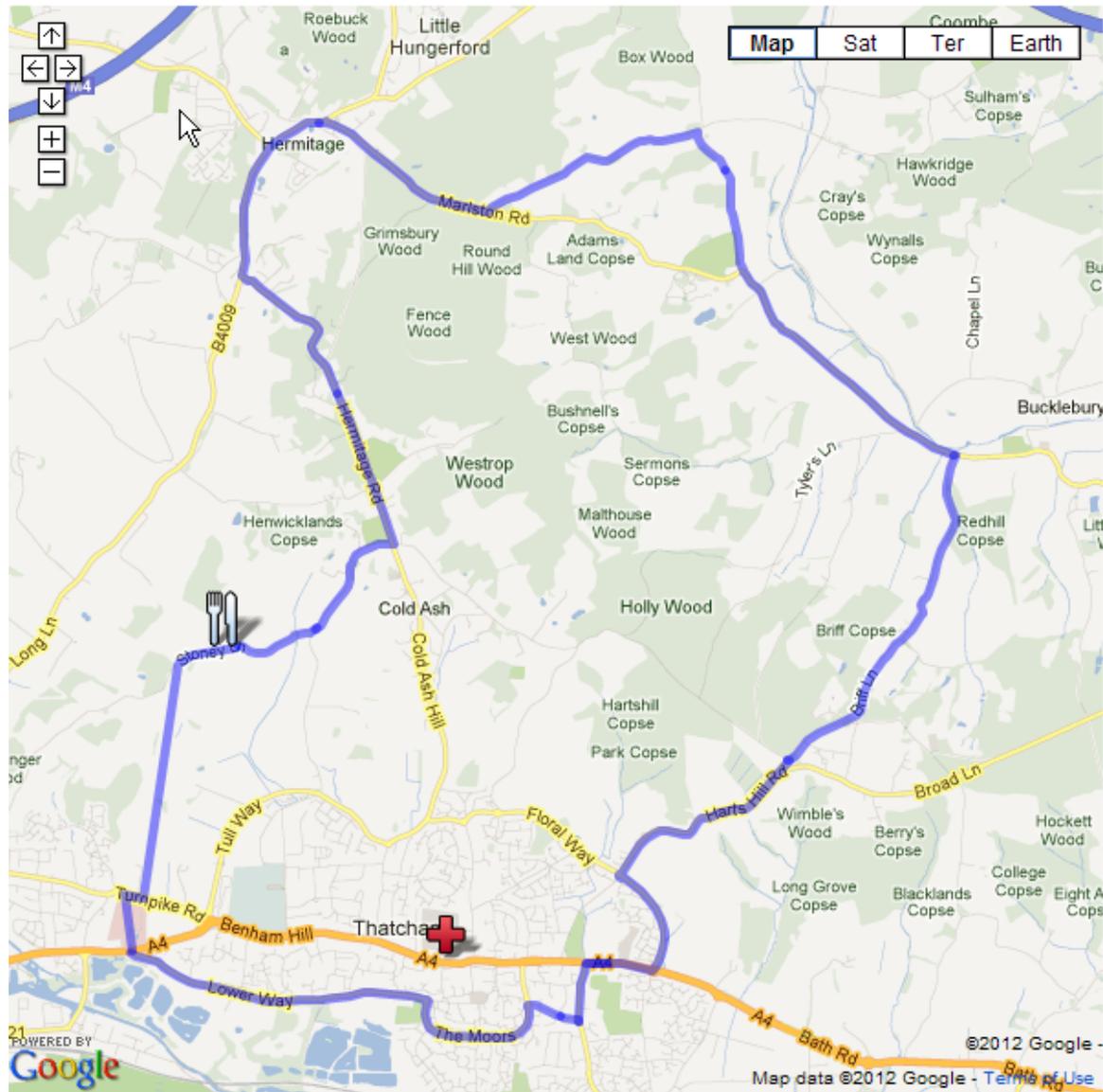
Boots the Chemist

The following services run appointment only clinics: Acupuncture, Chiropractor, Citizens Advice Bureau and Physiotherapy.

They are separate businesses housed within the Health Centre and have their own operating procedures and public liability insurance.

TMP cannot be held responsible for any loss, damage or injury sustained in these facilities. Any complaints or concerns about their service should be addressed to the respective managers.

Thatcham Medical Practice boundary map



Hospital Information

Royal Berkshire Hospital (0118 – 322 5111)

London Road, Reading RG1 5AN

Prospect Park Hospital (0118 – 960 5000)

Honey End Lane, Reading RG30 4EJ

Spire Dunedin Hospital (0118 – 958 7676)

16 Bath Road, Reading RG1 6UZ

Circle Hospital (0118 922 6888)

100 Drake Way, Reading RG2 0NE

Berkshire Independent Hospital 0118 – 902 8000)

Swallows Croft, Wensley Road, Reading RG1 6UZ

Basingstoke and North Hampshire Hospital (01256 – 473202)

Aldermaston Road, Basingstoke RG24 9NA

The Hampshire Clinic (01256 – 357111)

Basing Road, Old Basing, Basingstoke RG24 7A

JR Hospital (01865 – 741166)

Headley Way, Headington, Oxford OX3 9DU

Nuffield Orthopaedic Hospital (01865 – 741155)

Windmill Road, Headington, Oxford OX3 7HE

Churchill Hospital (01865 – 741841)

Old Road, Headington, Oxford OX3 7LE

Great Western Hospital (01793 – 604020)

Marlborough Road, Swindon SN3 6BB

Southampton General Hospital (023 – 8077 7222)

Tremona Road, Southampton SO16 6YD