



NETTLEBED SURGERY



Dr Ravpreet Kaur | Dr Jules Barton | Dr Lisa Silver
Wanbourne Lane, Nettlebed
Henley-on-Thames
Oxfordshire
RG9 5AJ

Telephone 01491 641204

reception.k84015@nhs.net
www.nettlebed.gpsurgery.net

Out of Hours ring 111

NHS Choices: <http://www.nhs.uk/Pages/HomePage.aspx>

THE PRACTICE

Welcome to Nettlebed Surgery, where we provide high-quality and up-to-date medical care in a friendly and personalised manner.

Our practice is staffed by three experienced doctors who are committed to meeting your healthcare needs:

Dr Ravpreet Kaur MBBS 2009, MRCGP

Registered 2016 UK (Female) GMC 7526321

Dr Julie Barton MBBS, BSc, DRCOG

Registered 1988 U.K. (FEMALE) GMC 3281659

Dr Lisa Silver MBBS, ChB, BSc

Registered 1988 U.K. (FEMALE) GMC 3283583

You can register with this practice if you live in any of these areas:

Nettlebed	Highmoor	Stoke Row	Nuffield
Pishill	Stonor	Assendon	Greys
Britwell	Ewelme	Crowmarsh	Ipsden
Checkendon	Peppard	Henley	

To register with our practice, please contact our Patient Services team, who will be happy to assist you. You will be asked to complete a registration form and a new patient questionnaire, which will help our doctors and nurses provide you with the best possible care until your records arrive from your previous GP.

Out of Area Patients: Patients can register with our practice regardless of their address. However, patients outside our catchment area can only receive telephone or surgery appointments; **home visits are not available**. During peak demand, we may not be able to accept registration from patients outside the catchment area.

APPOINTMENTS

Our practice offers appointments from 8:30am to 6:00pm on weekdays, and we recommend that you book in advance. To make an appointment, you can do so online (see below), visit our surgery, or call us at **01491 641204** during our opening hours.

Please note that we do not accept non-emergency calls during 1:00pm to 2:00pm.

To ensure that patients receive timely medical attention, appointments with a GP may be telephone triaged by the doctor, and a face-to-face appointment will be scheduled if necessary.

ON-LINE SERVICES

Our practice provides a convenient online service for booking appointments with doctors, ordering repeat medication, and accessing medical records. These services are available 24/7 and can be especially helpful when the practice is closed or phone lines are busy.

If you're interested in using this service, please contact our Patient Services team for more information.

Please note that you'll need to register and provide evidence of your identity for verification to use this service.

HOME VISITS

If you're too ill to come to the surgery and need a home visit, please call the surgery by 10am so that the doctors can schedule their rounds accordingly.

Out of area patients requiring a home visit should call 111.

TRANSPORT

For patients who need transportation to the surgery or a hospital appointment, the following contacts may be helpful:

Volunteer Drivers – visit <https://livewell.oxfordshire.gov.uk/>
Nettlebed & District Good Neighbours Scheme

07944 696329 / 07968 870408

Sonning Common FISH (Friends in Sickness and Health)

01189 723986 between 09:30am -12:00pm

office@fishvolunteercentre.org.uk

Henley Good Neighbour Scheme 01491 572923

Watlington Voluntary Drivers (WVD) Contact: 07765 154120

Wallingford Good Neighbour Scheme : 01491 836345

There may be a charge for the transport service, please check with the provider when booking.

DISABLED ACCESS

Our building is fully accessible to the disabled and complies with the disability regulations. A hearing loop is available at reception.

EVENING AND WEEKEND EMERGENCIES

In case of emergencies outside our regular opening hours of 8:00am to 6:30pm Monday to Friday (with extended hours available on certain days of the month) or on Bank Holidays, patients can **contact 111**, a free service providing medical help for non-emergencies.

This service covers a range of local health services, including out-of-hours doctors (who might not be your regular doctor), community nurses, emergency dental care and medicine, and information about late opening chemists.

For medical emergencies, please dial 999.

PRACTICE STAFF

Practice Nurses

Sister Olga James RGN Nurse Practitioner

Sister Susy Rodrigues-Wilson RGN

Sister Karen Raby RGN

We have a team of three Practice Nurses who provide a range of services by appointment. These include blood tests, blood pressure checks, dressings, cervical smear checks, asthma and coronary heart disease monitoring, health checks, and immunisations

Nursing Assistant

Nikki Bevins

Office Staff

We have a team of 6 Patient Services administrators and 3 dispensers under the direction of the Practice Manager.

COMMUNITY NURSES

District Nurses

District Nurses look after patients who are confined to their own homes and need nursing care. Messages can be left on their answerphone by dialling 01865 903750.

Health Visitors

Child Health clinic at Sonning Common Health Centre is held twice a month on Monday afternoons.

To book an appointment, please email **chilternvillagesHV@oxfordhealth.nhs.uk** or leave a message at **01189 721610**.

Please note that the clinic is available by appointment only.

PRACTICE SERVICES

OBTAINING TEST RESULTS

If you have Patient Access, you can view your results online. For results obtained by calling the surgery, please call after 11:00 am. Unless instructed otherwise, please wait a week after your test before inquiring about the results. The Patient Services team can inform you whether the doctor has classified the results as satisfactory or if further action is required.

DISPENSARY

Our practice has a dispensary that provides medications to patients living more than 1.6km (1 mile) away from a chemist. You may collect your medicines from the dispensary between 8:00am and 6:15pm, Monday to Friday.

REPEAT PRESCRIPTIONS

To order a repeat prescription, please ensure that you do so at least 2 working days in advance. You can order your prescription using one of the following methods:

- Via a Patient Access website <https://www.patientaccess.com/>. Please visit the website or contact Patient Services on 01491 641204 for registration details.
- **Please note that we no longer accept prescription requests by phone. Kindly do not call the surgery to order your medication.**
- By completing the repeat slip on your prescription and placing it in the box located in the surgery lobby.

We can accept payment by cards only including contactless, apple pay, google pay.

Antenatal & Postnatal Care (Periodically alternative arrangements may be in place due to national or local circumstances)

Midwife clinics are held in Henley on Mondays, Wednesdays, Fridays and some Saturdays. They will see you at regular intervals throughout

your pregnancy. They provide advice and information on all aspects of pregnancy and carry out any routine tests. Their contact number is 0118 322 8964.

Cervical Smears

Routine smears are advised every 3 years from age 25 to 50 and then five yearly to 65. Patients will be contacted if due a test. If you are in any doubt about whether you need a smear, please contact one of our Practice Nurses.

Travel Abroad

We provide the following travel immunisations: Diphtheria/Tetanus/Polio, Hepatitis A, Typhoid, Cholera – for which a prescription charge is made.

We do NOT provide: Yellow Fever, Rabies, Japanese Encephalitis, Hepatitis B.

Please check which vaccinations you require for the country you are visiting (www.fitfortravel.nhs.uk). Contact the surgery 6-8 weeks prior to your date of travel to book an appointment with the Practice Nurse.

Private travel clinics are able to assist with those immunisations not available at the surgery.

PRIVATE SERVICES

The surgery provides accommodation for some private services. You do not need to be registered as a patient of the surgery to use these services, for which a fee is charged by the provider. The following are available at the surgery:

Capitol Medicare – www.capitolmedicare.co.uk : Capitol Medicare provides wide range of diagnostic tests, specialist investigations like ECG, continuous ecg Holter, Sleep Apnoea testing, Spirometry. It also provides various private consultations from renowned visiting specialists.

Chiropractor - Angela Arman - tel: 07773 323848

Physiotherapist – Victoria Dunne – tel: 07813 179825

Please ring the therapist direct for more information.

Visiting consultants from The Circle and Berkshire Independent Hospitals, Reading, also run clinics from the surgery. The doctor can refer you to these services.

NETTLEBED SURGERY MEDICAL TRUST

The Nettlebed Surgery Medical Trust is a registered charity that plays a crucial role in benefiting patients at Nettlebed Surgery by funding items that are not covered by the NHS. This support enables the surgery to be better equipped and offer a wider range of local services than would otherwise be possible. However, in order to continue this important work, the charity relies on donations.

If you would like to contribute to the Medical Trust charity, you can either scan the QR Code:

Or take your donation directly to the address below or post it there:

The Treasurer
NSMT, Nettlebed Surgery
Wanbourne Lane
Nettlebed
RG9 5AJ

Please make cheques payable to **Nettlebed Surgery Medical Trust**.

If you are donating, kindly indicate whether you are a taxpayer. This information allows us to claim Gift Aid on your donation, maximising its impact.

Thank you for considering supporting the Nettlebed Surgery Medical Trust. Your contribution will make a significant difference in improving the services and care available to our patients.

PATIENT PARTICIPATION GROUP

The Nettlebed Surgery Patient Participation Group was established in 2011 to assist with the improvement of services provided by the practice.

What is the Patient Participation Group?

A group of dedicated patients has volunteered to join forces with our doctors, nurses, and staff to enhance the identification and delivery of improved services to our patients. These members actively participate in reviewing our current services and exploring new possibilities. As part of our commitment to continuous improvement, we conduct an annual patient survey to gather valuable feedback that will inform our service review.

We publish an annual report on the results of the survey and the action plan for the coming year.

If you would like to join the group please email the Practice Manager or speak to a member of the Patient Services team.

CONFIDENTIALITY

We ask for information about you so that you can receive the best possible care and treatment. We keep this information, together with details of your care, to ensure that your doctor or nurse has accurate and up to date information.

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality about patient information. If at any time you would like to know more about how we use your information, you can speak to our Practice Manager or view our Privacy Policy at www.nettlebed.gpsurgery.net

If you contact us by email, please be aware that you are using an unencrypted email link that should not be used for highly confidential information or for information that you do not wish to be sent across the internet.

GDPR & DATA PROTECTION ACT

GDPR stands for General Data Protection Regulations, introduced in May 2018, which superseded the Data Protection Act. It applies across the UK and EU, and anywhere else in the world where data about UK and EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests (a legitimate request by you or your authorised representative to access your data)
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data - Patients must be informed about how their data is used, have access to their own data, can ask to have incorrect information changed, restrict how their data is used, move their patient data from one health organisation to another, and have the right to object to their patient data being processed (in certain circumstances).

Note1: during the Covid pandemic temporary legislation was introduced to allow the sharing of anonymised data for specific purposes.

Note2: you can view your records (data) when signed up to Patient Access

If you wish to see your patient data please contact Patient Services.

COMMENTS, SUGGESTIONS AND COMPLAINTS

We value your feedback and encourage you to share any suggestions or comments you may have regarding our services. There are several convenient ways to provide your input:

Complete our Friends & Family Test questionnaire on our website: www.nettlebed.gpsurgery.net. This questionnaire allows you to provide feedback on your experience with our services.

Leave your comments in the suggestion box located in our waiting room. We greatly appreciate your ideas and suggestions.

Speak directly to a member of our staff or the Practice Manager. They are available to listen to your feedback and address any concerns you may have.

In the event that you have a complaint about our services, we encourage you to request a discussion with the Practice Manager or any of the GP's. We are committed to actively listening, investigating, and resolving any issues that may arise. If you would like a copy of our complaints procedure, please inquire with our Patient Services team. You have the option to submit a complaint via letter, email, or in person.

Thank you for taking the time to provide feedback and for helping us improve our services. Your input is invaluable to us.

PATIENT RIGHTS AND RESPONSIBILITIES

At our practice, we strive to provide efficient and timely healthcare services, including same-day appointments for patients in need of urgent care. To ensure the smooth operation of this service, we kindly request that you notify us promptly if you are unable to attend your scheduled appointment. This will allow us to offer the appointment to another patient who requires urgent attention.

As a Practice, we are committed to treating all our patients with courtesy, dignity, and respect. We kindly ask that you extend the same level of respect to all our staff members. It is important to note that violence against healthcare workers is a criminal offense. Our practice maintains a zero-tolerance policy towards any form of abuse, threats, or assault directed at our staff. In the event of any such incident, the patient involved will be reported to the police and will no longer be able to receive medical services from our practice.

We believe in fostering a safe and respectful environment for both our patients and staff members. By working together and upholding these principles, we can ensure the highest standard of care and maintain a positive healthcare experience for everyone.

Thank you for your cooperation and understanding in adhering to these patient rights and responsibilities.

The Surgery's NHS services are commissioned by :

Oxfordshire Clinical Commissioning Group

Jubilee House

5510 John Smith Drive

Oxford Business Park South OX4 2LH

Tel: 01865 336795

Email: oxon.gpc@nhs.net

Information about medical services in the area can be obtained from them or their website www.oxfordshireccg.nhs.uk