

NETTLEBED SURGERY



**Dr Ravpreet Kaur
Wanbourne Lane
Nettlebed
Henley-on-Thames
Oxfordshire
RG9 5AJ**

Telephone 01491 641204

**reception.k84015@nhs.net
<https://nettlebedsurgery.nhs.uk>**

Out of Hours ring 111

NHS Choices: [Your choices in the NHS - NHS](#)

1. THE PRACTICE

Welcome to Nettlebed Surgery. We aim to deliver high quality, up-to-date care whilst providing a friendly and personal service. We have three doctors working in the practice:

Dr Ravpreet Kaur MBBS 2009 Rajiv Gandhi University
Registered 2016 UK (Female) GMC 7526321

Dr Lisa Silver MBBS, ChB, BSc
Registered 1988 U.K. (FEMALE) GMC 3283583

Dr Jason Seewoodhary MBBCh B.Sc (Hons) - MRCP (UK) M.Sc (Dist) DRCOG (UK) MRCGP (UK) DTMH post nominal

You can register with this practice if you live in any of the areas shown below:

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

To register please download the registration form from the website or contact our Patient Services team who will be happy to help you. Please complete the New Patient questionnaire which will assist the doctors and nurses in caring for you until your records arrive from your previous GP.

Out of Area Patients. Patients are no longer required to live in the catchment area of the practice with which they are registered. Patients may find it more convenient to register in an area which they visit regularly e.g. for work. Registered patients that live outside the area can only receive telephone or surgery appointments. **Home visits cannot be offered.**

When demand by patients that live in the Nettlebed area is high we may be unable to accept registration applications from people that live outside the area.

2. APPOINTMENTS

Appointments are available from 8.30am to 6.20pm weekdays and should be booked in advance. You can make an appointment on-line

(see below), by visiting the surgery, or by telephone to 01491 641204 during our opening hours. **Please avoid telephoning during the lunch period 1.00pm – 2.00pm when only emergency calls are accepted.**

In order to ensure that patients do not have to wait too long to consult a doctor, appointments with a GP may be telephone triaged by the GP and a face to face appointment arranged if necessary.

ON-LINE SERVICES

We offer an online service for booking appointments, ordering repeat medication, and for access to medical records. These services are available 24 hours a day and are especially useful when the Practice is closed or telephone lines are busy. Patients wishing to use this service will need to register and provide evidence of their identity. Go to [NHS App and your NHS account - NHS](#) or contact Patient Services for more information.

HOME VISITS

If you are too ill to come to the surgery and need a home visit, please telephone the surgery by 10am so that the doctors are able to organise their rounds. **If you are an out of area patient requiring a visit ring 111.**

TRANSPORT

Patients who require transport to get the surgery or to a hospital appointment may wish to ring the following:

Nettlebed & District Good Neighbours Scheme 07944 696329
Sonning Common FISH (Friends in Sickness and Health) 01189 723986 – 09:30-12:00 office@fishvolunteercentre.org.uk

Goring & District Voluntary Transport Scheme 01491 873565 10:00 – 12:00.

Henley Good Neighbour Scheme 01491 572923

Watlington Voluntary Drivers (WVD) Contact: 07765 154120 between 7-9pm Monday to Friday to book a journey.

Wallingford Good Neighbour Scheme – 01491 836345 09:30-11:30
wallingford.volunteer.centre@gmail.com

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

Our opening hours are 8.00am to 6.30pm Monday – Friday. Extended hours are available on certain days of the month.

Outside these hours and on Bank Holidays patients are advised to ring **111**. This number is a freephone number for patients who need medical help but do not have an emergency. It offers a range of local health services, including out of hours doctors, community nurses, emergency dental care and medicines, and details of late opening chemists.

This service is commissioned for the whole of Oxfordshire and hence you may not see a doctor that you know.

For medical emergencies ring **999**.

3. PRACTICE STAFF

Lead Practice Nurse

Sister Olga James RGN Nurse Practitioner

Practice Nurses and Health Care Assistants see patients by appointment for a wide range of services, including blood tests, blood pressure checks, dressings, cervical smear checks, asthma, coronary heart disease, advice on smoking cessation, and health checks.

Vaccinations for all children up to age 5 are available from a practice nurse by appointment. Ring 01491 641204 to book.

Office Staff

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

COMMUNITY NURSES – (Periodically alternative arrangements may be in place due to national or local circumstances)

District Nurses

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

Child Health

Oxford Health NHS Trust's 0-19 Children & Young People's Service is available via their central number 01865 903 800 or email cyp0-19@oxfordhealth.nhs.uk or use the text service ChatHealth (07312 263081) for quick advice.

4. PRACTICE SERVICES

OBTAINING TEST RESULTS

If you are registered for online Patient Access or NHS App you can see your results online. If you ring the surgery for results please call after 11.00am. Please allow a week after your test unless you have been advised differently. The Patient Services team will be able to indicate if the doctor has said that the results are satisfactory or if other action is necessary.

DISPENSARY

We have a dispensary in the practice. We are able to dispense medications for patients who live more than 1.6km (1 mile) from a chemist (as the crow flies). Medicines may be routinely collected between **8:00am and 6:15pm Monday to Friday**.

REPEAT PRESCRIPTIONS

To order a repeat prescription, please do so **3 working days in advance** by one of the following methods:

- ✓ Via a Patient Access website e.g. <https://www.patientaccess.com/> or the NHS App. For details on how to register for NHS App go to the website or ring Patient Services on 01491 641204 for details on how to register.
- ✓ **We no longer take requests by phone. Please do not ring the surgery to order your medication.**
- ✓ By completing the repeat slip on your prescription and placing it in the box in the lobby,

We can accept payment by cheques or credit cards.

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 the surgery.

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 ([Travel vaccination advice - NHS](#)). 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.

5. 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:

Chiropractor - Angela Arman - tel: 07773 323848

Physiotherapist – Victoria Dunne – tel: 07813 179825

Please ring the therapist direct for more information.

Visiting consultants from other clinical providers also run clinics from the surgery. The doctor can refer you to these services.

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 patients who have volunteered to join together with the doctors, nurses and staff to assist the surgery in identifying and delivering improved services to our patients. Members will regularly review the current services we offer and consider new ones. Annually

the practice will conduct a patient survey to collect patient views to assist in the review of services.

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 tell a member of the Patient Services team.

6. NETTLEBED SURGERY MEDICAL TRUST

This registered charity benefits Nettlebed Surgery patients by funding items that the NHS does not pay for. This means the surgery is better equipped and can offer more local services than it normally would, but the charity needs funds to do this.

If you would like to donate to the Medical Trust charity, please take or post your donation to: The Treasurer, NSMT, Nettlebed Surgery, Wanbourne Lane, Nettlebed, RG9 5AJ. Please make cheques payable to **Nettlebed Surgery Medical Trust**. If donating please indicate if you are a tax payer to allow Gift Aid to be claimed on your donation.

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 on the website.

Email is unencrypted and should not be used for highly confidential information or for information that you do not wish to be sent across the internet. Please use e-Consult available on the Nettlebed Surgery website.

7. 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.

- 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
- 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).

You can view your patient data when signed up to Patient Access or the NHS App.

If you wish to see your patient data please contact Patient Services or go to the website for the NHS App.

COMMENTS, SUGGESTIONS AND COMPLAINTS

We welcome any suggestions or comments that you may have about our services. You can complete our Friends & Family Test questionnaire on our website <https://nettlebedsurgery.nhs.uk/>, leave comments in our suggestion box in the waiting room, or alternatively, speak to a member of staff or the Practice Manager.

If you have a complaint about our services, please request to discuss your concerns with the Practice Manager or any member of staff. We will endeavour to listen, investigate, and put things right. Please ask Patient Services if you wish to have a copy of our complaints procedure. You can complain by letter, by email or in person.

8. PATIENT RIGHTS AND RESPONSIBILITIES

We offer same day appointments to any patient who needs to be seen urgently. In order for us to be able to maintain this level of service, it is important that you inform us if you are unable to keep your appointment so that it can be given to someone else.

As a Practice, we aim to treat all our patients with civility, dignity and respect. We ask that you treat all our staff in the same manner. Violence against staff working in the NHS is a crime. This practice has zero tolerance of violence against its staff. Any incident where a member of staff is abused, threatened or assaulted will result in the patient being reported to the police and no longer allowed to receive medical services from this practice.

The Surgery's NHS services are commissioned by :

Thames Valley Integrated Care Board

Unipart House,
Oxford OX4 2PG

Phone: [01296 587220](tel:01296587220)

Information about medical services in the area can be obtained from them or their website [Welcoming the New Thames Valley Integrated Care Board \(TV ICB\)](#)

January 2026