

THE DOCTORS

Dr David Evans (Male) MBBS (Partner)

Qualified at Newcastle-Upon-Tyne University in 1996. He has a special interest in Cardiology and works for one session each week at St Marks Hospital, Maidenhead.

Dr Richard Bishop (Male) MBChB (Hons) MRCGP, DCH DRCOG (Partner)

Qualifying at Leicester University in 2007, he joined the practice in 2020. He has a special interest in Diabetes, and is also the joint clinical lead for Diabetes across Berkshire West.

Dr Susanne Büttner (Female)

State Exam Med (Munich), D.R.C.O.G., D.F.F.P.

Qualified in Munich/Germany in 1986 (female) Dr Buttner was a partner here for 4 years, she has reduced her commitment to study Herbal Medicine.

Salaried GP (Employed by the Partners)

DISCLOSURE OF INFORMATION

From time to time your records may be shared with hospitals or the Department of Health to help to improve healthcare. Information within the practice remains confidential and is registered under the General Data Protection Regulation (GDPR). Patients may have access to their own medical records on request.

ACCOUNTABLE GP

All patients have a named GP. Your named doctor is the GP who will take responsibility for overseeing the management of your health needs and medicines, and who will work with other health and social care providers who are involved in your care.

Please go to our interactive website for further information and access to various online requests at www.newwokinghamroadsurgery.nhs.uk

**Find us on Twitter and Facebook search:
New Wokingham road surgery on Facebook
Or follow us on @nwrsurgery on Twitter**

THE PRACTICE TEAM

Practice Manager is Susan Vickers, who is responsible for the smooth running of the practice; she is available to deal with any enquiries or complaints you may have.

Operations Manager is Jane Kirkwood. Her role includes managing the practice's policies and procedures and the planning & execution of routine functions.

Nurse Practitioners; Fiona Loverdos, Peta Seymour & Marcela Elkin work closely with the doctors, seeing patients with acute, minor or ongoing problems.

Practice nurses: Becky Steel & Margaret Kenwick are providing Family Planning, Chronic Disease Management, Baby Immunisations and Wound Management amongst many other services.

Paramedic Practitioner: Amy Tansley is an independent Prescriber. She sees a range of acute & ongoing problems, arranges appropriate investigations & referrals and manages a range of long-term conditions.

Assistant Practitioner: Dawn Armstrong supports the nursing team, providing phlebotomy, ECG's, dressings, diabetic care planning and monitoring of blood pressure.

Healthcare Assistant: Michelle Yeates provides phlebotomy services, dressings, prediabetes care planning & annual reviews.

Clinical Pharmacist is Dorothy Lucas

District Nurses are not based at the surgery and are specialists in providing nursing care at home.

Medical Secretaries: Cheryl Gibbs and Tina Turner
Receptionists/Administration Team: Sheila Dinan (Senior Receptionist), Jess Paternoster, Debbie Tomlin, Laura Dalwood, Rachel Legg, Sue Dyes & Maxine Williams
Clinical Assistant is Danielle Wheeler
Medical Records Officer is Tracy Piper
Smoking Cessation Advisor is Sheila Dinan. She holds clinics every week

The Patients' Group

We have a Patient Participation Group who provide support to patients and the practice; full contact details are available in the practice or on our website.

TELEPHONE CALLS

The doctors are available for telephone calls as follows:

| | |
|-----------|-------------------------------|
| Monday | Dr Evans Dr Bishop |
| Tuesday | Dr Evans Dr Bishop |
| Wednesday | Dr Evans Dr Bishop Dr Büttner |
| Thursday | Dr Evans Dr Bishop Dr Büttner |
| Friday | Dr Evans Dr Bishop Dr Büttner |

If you would like telephone advice from a doctor please ask the receptionist who will arrange for you to be called back

REPEAT PRESCRIPTIONS

These are processed within 48 hours and are issued at the Doctor's discretion. We can accept requests in writing via our website (see overleaf for website address) or by email at surgeryreception@nhs.net – but to prevent errors we do not accept telephone requests. If you enclose an SAE we are happy to post back to you

NON - CORE MEDICAL SERVICES

These are services provided by a doctor, such as medical reports/examinations, letters etc that are not vital to healthcare. These services are chargeable. The secretaries can provide a list of charges and they are displayed in the reception area

COMPLAINTS PROCEDURE

We aim to provide the best possible service and care. However, if you have a comment or concern please contact the Practice Manager who will investigate and keep you fully informed or please read our [Complaints Procedure](#) on our website

VIOLENT OR ABUSIVE PATIENTS

NHS staff should be treated with respect and patients who are violent or abusive will not be tolerated and could result in a prosecution. Offending behaviour will result in the police being called and the patient being removed from the practice list

LEAVING THE PRACTICE

If you move outside of our practice area you will need to re-register with a new GP practice. We can help you find information if necessary

ACCESS TO A GP OR HEALTH PROFESSIONAL

To comply with the Government requirement for patients' access to healthcare (within 48 hours to see a GP or 24 hours to see a Health Professional) most appointments are booked on the day they are needed; but appointments can also be booked in advance. Urgent cases can be seen (for the acute problem only) at the end of surgery – this may not be with your usual doctor.

EMERGENCIES

Between the hours of 6.30pm and 8am the practice is closed. If you need medical advice that cannot wait, the telephone system will connect you to: 'WESTCALL' – the Out of Hours provider. You can then have telephone advice or visit a local Primary Care Centre, or in more serious cases, be visited by a covering doctor.

HOME VISITS

Home visits can be arranged for those who, due to their medical condition, are unable to get to the practice. If you think you need a visit please call before 10am.

CANCELLATIONS

We ask for your help in letting us know if you no longer need an appointment – this means somebody else can be seen and the doctor does not waste time – thank you.

RIGHTS & RESPONSIBILITIES OF PATIENTS

You should recognise that you can make a significant contribution to your own and your family's good health and well-being and take some personal responsibility for it. You should provide accurate information about your health, condition and status. You should participate in important public health programmes such as vaccination. You should keep appointments or cancel within reasonable time.

PATIENT ACCESS/ONLINE SERVICES

As well as using our interactive website to communicate with the surgery, you can also register online to be able to order repeat prescriptions, see immunisation history, check test results etc. For more information, go to our website and Register for Online Services.

SURGERY TIMES

| | | |
|-------------------|-----------------------|------------|
| Dr Evans | Mon: 8.30 – 11.30am | 3 – 5.30pm |
| | Tues: 8.30- 11.30am | 3 – 5.30pm |
| | Wed: 8.30 – 12.30am | |
| | Thurs: 8.30 – 11.30am | 2 - 4.30pm |
| | Friday: 8.30 -11.00am | 1 – 5.30pm |
| Dr Bishop | Mon: 8 –11.00am | 12 - 2pm |
| | Tues: 8.30 – 11.30am | |
| | Wed: 8.30 – 11.30am | 3 - 6pm |
| | Thurs: 8.30-11.30am | |
| | Friday: 8.30-11.30am | 3 - 6pm |
| Dr Büttner | Wed: 8.30-11am | 1 - 3.30pm |
| | Thurs: 9.30-12pm | 3 – 5.30pm |
| | Friday: 8.30-11am | 1 - 3.30pm |
| | | |

The doctors also hold lunchtime telephone clinics
12-12.30 daily

Extended Hours appointments run once a week 6.30-8pm

CLINICS BY APPOINTMENT

| | |
|----------------------|--|
| Immunisations | Appts available throughout the week |
| Stop Smoking | Available on demand |
| Saturday | 8.30 -12.30 PM Pre Booked Appointments Only |

We provide various Extended Hours during the week until 8pm and Saturdays approximately every 3 weeks. Please contact us for our Extended Hours appointments

SURGERY HOURS

Receptionists are available to help you from 8am until 6.30pm. They will book appointments and answer queries. Test results can be requested after 10am.

THE NEW WOKINGHAM ROAD SURGERY

Dr David Evans
Dr Richard Bishop
Dr Susanne Büttner

TELEPHONE:

01344 773 418

0300 365 7000 (Health Visitor)

0118 904 6700 (District Nurses)

**NHS 111 is a National Advice Service
which can be contacted on:
Tel: 111**

Drs Evans & Bishop
18 New Wokingham Road, Crowthorne
Berkshire, RG45 6JL

www.newwokinghamroadsurgery.nhs.uk