

## THE DOCTORS

### **Dr David Evans (Male) MBBS (Partner)**

Qualified at Newcastle-Upon-Tyne University in 1996. He has a special interest in Cardiology

### **Dr Richard Bishop (Male) MBChB (Hons) MRCP, 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 website for further information and access to various online requests at**

[www.newwokinghamroadsurgery.nhs.uk](http://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 Jane Kirkwood, who is responsible for the smooth running of the practice

**Finance Manager** is Maxine Williams, who is responsible for managing the Practice's finances and is assisted by Jennie Hulse

**Reception Manager** is Sheila Dinan, who manages the reception team. She is available to deal with any enquiries or complaints you may have

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

**Practice nurses:** Becky, Fiona Dalton & Julie Clough 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:** Debbie Tomlin, Rachel Legg, Sue Dyes, Annie Patey, Lisa Osman & Chloe Saunders-Wood & Bianca Onu

**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 a telephone appointment

## **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](mailto: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.

## SURGERY TIMES

### 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 non-urgent appointments can also be booked in advance.

### 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 vaccinations. You should keep appointments or cancel within reasonable time.

### PATIENT ACCESS/ONLINE SERVICES

As well as using our 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.

<b>Dr Evans</b>	Mon: 8.30 – 11.30am	3 – 5.30pm
	Tues: 8.30- 11.30am	
	Wed: 8.30 – 12.30am	Remotely
	Thurs: 8.30 – 11.30am	2 - 4.30pm
	Friday: 8.30 -11.00am	1 – 5.30pm
<b>Dr Bishop</b>	Mon: 8 –11.00am	12 - 2pm
	Tues: 8.30 – 11.30am	3 – 6pm
	Wed: 8.30 – 11.30am	3 - 6pm
	Thurs: 8.30-11.30am	Remotely
	Friday: 8.30-11.30am	3 - 6pm
<b>Dr Büttner</b>	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

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

We provide various Extended Hours during the week until 8pm, Saturdays approximately every 3 weeks and early morning phone calls on Thursdays. 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**  
[New Wokingham Road Surgery](#)