



NEW WOKINGHAM ROAD SURGERY

PATIENT INFORMATION LEAFLET

DRS EVANS, BISHOP & CARTER

18 New Wokingham Road

Crowthorne

Berkshire

RG45 6JL

Telephone: 01344 773418

Website: www.newwokinghamroadsurgery.nhs.uk

Accurx Triage Request Form: <https://accurx.nhs.uk/patient-initiated/K81080>

Core Opening Hours

Day	Opening Time	Closing Time
Monday	8:00am	6:30pm
Tuesday	8:00am	6:30pm
Wednesday	8:00am	6:30pm
Thursday	8:00am	6:30pm
Friday	8:00am	6:30pm
Saturday	Closed	Closed
Sunday	Closed	Closed
Bank Holidays	Closed	Closed

Extended hours are available on Wednesdays, Fridays & Saturdays for certain clinics, pre-bookable appointments only.

The Surgery provides accessible facilities with step-free access via a ramp and an accessible toilet.



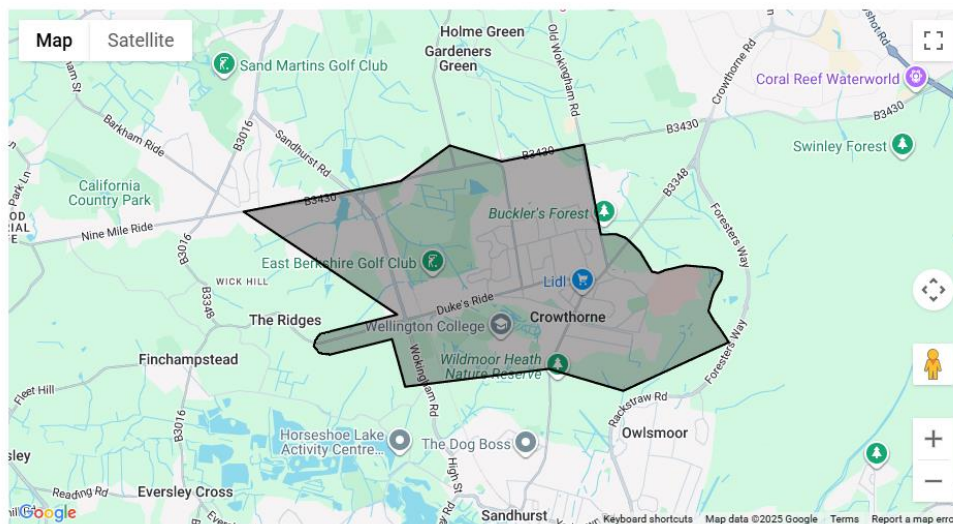
Out of Hours Emergencies

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.

Alternatively, you can call 111 or visit their website [Get help for your symptoms - NHS 111](#). In a medical emergency dial 999.

Registering with New Wokingham Road

To register as a patient at NWR Surgery you will need to live within the boundary detailed below. You can use the [NHS Register with a GP surgery: New Wokingham Road Surgery](#) service to complete an online form or alternatively pop into Reception and collect a copy to complete and return.



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 Christine Carter (Female) MBBS BSc (Hons) MSc DRCOG PhD (Partner) Studied graduate medicine after completing a PhD in Anthropology & a short career in research, she joined the practice in 2025. She is particularly interested in women's health.

Dr Susanne Büttner (Female) State Exam Med (Munich), D.R.C.O.G., D.F.F.P. Salaried GP (Employed by the Partners) Qualified in Munich/Germany in 1986 Dr Buttner was a partner here for 4 years, she has reduced her commitment to study Herbal Medicine.

Disclosure of Information

Healthcare professionals are under both an ethical as well as legal duty to protect the improper disclosure of patient information and this is enshrined within the Data Protection Act 2018 and NHS Constitution. Patient data will only be accessed by them when it is necessary for the care of the individual patient and shared in accordance with the Data Protection Act 2018. View our full practice [Privacy notice – New Wokingham Road Surgery](#) here.

From time to time your records may be shared with hospitals or the Department of Health to help to improve healthcare. Patients may have access to their own medical records on request.

Accountable GP

All new and existing patients will be assigned an accountable GP. This 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. You will be advised should your accountable GP change.

Under NHS regulations, all patients have the **right to express a preference for a particular practitioner** (such as a GP) within our practice. If you would prefer to see a specific doctor or healthcare professional for your appointments, you are entitled to let us know. We will always try our best to accommodate your preference whenever possible.



The Practice Team

Practice Manager is Jane Kirkwood, who is responsible for the smooth running of the practice.

Finance Manager is Jennie Hulse, who is responsible for managing the Practice's finances.

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 provide 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 Pharmacists are Dorothy Lucas and Darshna Modha.

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.



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

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.

Appointments

You can arrange an appointment by calling, visiting the surgery or online via Accurx Triage.

SURGERY TIMES

Dr Evans

Mon: 8.10 – 10.50am	3 – 5.30pm
Tues: 8.10 – 10.50am	2 – 4.30pm
Weds: 7.00 – 8am	Remotely
Fri: 8.10 – 10.50am	3 – 5.30pm

Dr Bishop

Tues: 8.30 – 11.30am	3 – 6pm
Thurs: 7 – 11am	1.30 – 4.30pm
Fri: 8.30-11.30am	2 - 5pm

Dr Carter

Mon: 8.30-11.30am	2 – 5pm
Wed: 8 – 11am	3 – 6pm
Fri: 8.30 – 11.30am	2 – 5pm

Dr Büttner

Wed: 8.30 - 11am	1 - 3.30pm
Thurs: 9.30-12pm	3 – 5.30pm

The doctors also hold lunchtime telephone clinics 12-12.30 daily.



CLINICS BY APPOINTMENT (PRE-BOOKED ONLY)

Immunisations: Appts available throughout the week

Stop Smoking: Available on demand

Saturday: 8.30 -12.30pm

We provide various Extended Hours during the week until 8pm, Saturdays approximately every 3 weeks and early morning phone calls on Wednesday & Thursday. Please contact us for our Extended Hours appointments.

Health Checks for Patients Not Seen Recently

We offer a routine health check for the following patients:

- **Patients aged 16 to 75** who have **not had an appointment in the last 3 years**
- **Patients aged over 75** who have **not had an appointment in the last 12 months**

If you fall into one of these groups and request an appointment, the clinician will carry out a health review. This may include asking questions about your health/lifestyle and performing any examinations that are appropriate for your individual needs.

These checks help us make sure you're getting the care and support you need, even if you haven't needed to visit us for a while.

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.

Repeat Prescriptions

These are processed within 48 hours and are issued at the Doctor's discretion. We can accept requests online via our website, by emailing surgeryreception@nhs.net or by dropping in your repeat prescription slip to Reception. To prevent errors, we do not accept telephone requests. If you enclose an SAE we are happy to post back to you.



Other Services

These are services provided by a doctor, such as medical reports/examinations, letters etc that are not vital to healthcare and are therefore chargeable. A list of these charges are displayed in Reception and on our website [Non-NHS private fees – New Wokingham Road Surgery](#)

Complaints Procedure

We aim to provide the best possible service and care. However, if you have a comment or concern please contact Sheila Dinan who will investigate and keep you fully informed. You can do this over the phone, by email or via our website. Please read our 'Complaints Procedure' here [Feedback and complaints – New Wokingham Road Surgery](#) for more information.

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 be booked in advance. You can contact the surgery online via Accurx Triage <https://accurx.nhs.uk/patient-initiated/K81080> for non-urgent medical & admin requests. If contacting us between 8am-6.30pm Mon-Fri you can expect a response within 1 working day. You can also arrange an appointment by telephone or visiting the surgery in person and speaking to reception.

Cancellations

If you can't attend your appointment, please cancel as soon as possible — even short notice is better than no notice. You can call 01344 773418 and press 3 to cancel without queueing to speak to a Receptionist. By cancelling, you're helping us:

- Offer the slot to someone else
- Reduce NHS waste
- Keep waiting times down



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 prosecution. Offending behavior 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.

Rights and 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 them within reasonable time.

Details of the Commissioner

Our commissioner is Buckinghamshire, Oxfordshire & Berkshire West Integrated Care Board (ICB). Full contact details are available at [Contact Us | BOB ICB](#) Please **do not** include confidential patient information in email enquiries and do not use the ICB details to contact this practice. For general enquiries to BOB ICB please get in touch via: bobicb.enquiries@nhs.net or write to the following address:

Buckinghamshire, Oxfordshire, Berkshire West ICB
First Floor
Unipart House
Garsington Road
Cowley
OX4 2PG