

**Balmore Park Surgery, 59a Hemdean
Road, Caversham, Reading, RG4 7SS**

www.balmoreparksurgery.co.uk

OPENING TIMES

Mon: 0800 - 1830
Tue: 0800 - 1830
Wed: 0800 - 1830
Thu: 0800 - 1830
Fri: 0800 - 1830

Extended hours

Tues: 1830 – 1930 *
Wed: 1830 – 1930 *
Thurs: 1830 – 1930 *
Sat: 0830 – 1130
* one evening per week

TELEPHONE NUMBERS

Emergencies, Visits and Out of Hours
0118 947 1455

Appointments
0118 947 1455

Enquiries and Results - after 11am please
0118 947 1455

Secretaries / Referrals
0118 918 7895

Fax
0118 946 1766

PRACTICE STAFF

Nurses

Madeleine Farmar
Nurse Manager RGN

Sally Reeve
RGN BA (Hons) FPN RSCN Nurse Prescriber

Sally Murphy
RGN Advanced Diploma in Adult Nursing

Maria Brooks
RGN Diploma in Nursing, BSc(Hons) Occupational Health

Clare Ford
RGN Diploma in Nursing

Abi Turner
RGN Diploma in Diabetes, Asthma and COPD

Christine Prouton
Phlebotomist

Joan St Clair
HCA Nursing Clerical Officer NVQ3 in Care

Penny Jacob
HCA Nursing Clerical Officer NVQ3 in Care

Practice Management

Ms Eiliis McCarthy
Practice Manager

Mrs Andrea McFarlane
Deputy Practice Manager

Community Nursing Team

District Nursing Team
Tel: 0118 948 3414

Health Visiting Team
Tel: 0118 947 9910

**BALMORE PARK SURGERY
Practice Leaflet**



Doctors

Dr Graham Paige (m)
MB BS (London 1984) DRCOG MRCGP

Dr Samantha Potter (f)
MB BS (London 1991) DRCOG MRCGP

Dr Helen Paige (f)
MB BS (London 1986) DRCOG MRCGP

Dr Andrew Brewster (m)
BSc BM (Southampton 1994) MRCP DRCOG

Dr Jacqueline Payne (f)
BSc MB BS (London 1989) DCH DRCOG MRCGP

Dr Michael Kitching (m)
BSc MB BS (London 1992) MRCGP DFFP DRCOG
D.Occ.Med

Dr Tom Back (m)
MB ChB (Bristol 2008) MRCGP DCH

Dr Hannah Cunningham (f)
BSc MB BS (London 2009) DRCOG MRCGP

Dr Miriam Al-Kashi (f)
MB BS (London 2000) DCH DRCOG MRCGP

Dr Jo Leitch (f)
MB ChB (Dundee 1998) RACGP

Dr Sarah Morton (f)
MB ChB (Leeds 2003) MRCP DGM DRCOG MRCGP
Dip.Derm

APPOINTMENTS

All surgeries are by appointment only and can be made in person, by telephone or online by logging onto our website and following instructions for online services (registration required). Please speak to Reception about registering for online services.

If you feel that you require urgent medical attention, please tell the receptionist and either the Duty doctor will call you back or you will be advised to come down to be seen at the end of surgery. Sick children will always be seen on the same day but please telephone first.

If you are unable to attend for your appointment please let us know so that we can offer this to another patient.

HOME VISITS

Home visits should only be requested for those who are unable to come to the Surgery because of serious illness and infirmity. They should be requested before 10.30am if at all possible.

Whenever possible we prefer to see you at the Surgery; if you do not feel well enough to sit in the waiting room we can make alternative arrangements. Requests for visits after 10.30am will be taken by the Duty Doctor.

TELEPHONE ADVICE

All Doctors are available to give telephone advice after their morning surgery. Patients are advised to telephone before 10.30am for Reception to arrange this.

PRESCRIPTIONS

Requests for repeat prescriptions will be dealt with within 48 hours by the surgery or this may take longer if requested via a pharmacy. Requests will not be taken over the phone. Please hand your repeat slip into Reception or your nominated Pharmacy.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or ask at Reception

OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring NHS 111 who cover out of hours. Calls are free from landlines and mobiles.

PRIMARY CARE SERVICES PROVIDED

Treatment Room (Nursing) Clinic

Appointments are available Monday to Friday between 8am and 6pm

Blood Test (Phlebotomy) Clinic

Appointments are available each weekday morning between 8am and 11.30am

Minor Surgery

Dr G Paige performs minor surgery. Patients need to be referred by their GP.

Family Planning / Well Woman Services are available by appointment with your doctor or Sally Reeve or Maria Brooks. Clinics are available Tuesdays, Wednesdays and Thursdays.

Maternity Services

Antenatal booking clinics are held at the practice every week. Midwife-led antenatal clinics are held at the Children's Centre on Amersham Road. Postnatal checks are carried out by the doctor.

Child Health Surveillance

First baby checks are made by the doctor at 6 weeks during the post natal check up. The health visiting team provide child health surveillance for the under fives.

Following referral from a doctor or other healthcare professional, the surgery also offers:

Physiotherapy

Sarah Parr, Tina Micallef and Tammy Hirst provide a full physiotherapy service.

Podiatry

Friday morning clinic with a visiting podiatrist.

Ultrasound Scans

Once or twice a month on a Thursday

DISABLED ACCESS

Automatic Front Door Access suitable for wheelchairs.
Disabled toilets.

HOW TO REGISTER AS A PATIENT

If you are new to the area and would like to register with one of our GPs please ask at our Reception. You will be asked to complete a New Patient Registration Pack and provide proof of ID and proof of address.

TEMPORARY RESIDENTS

If a visitor to your home needs to see a doctor, arrangements can be made for them to be seen on a temporary basis for up to three months. Anyone staying longer than three months should register with a doctor.

TEACHING & TRAINING

We are approved as a training practice for general practitioners and are committed to training. Fully qualified doctors are required to spend a year working closely with one of the Partners before taking up a position as a GP. From time to time we also have student doctors, nurses, midwives and health visitors with us.

DATA PROTECTION

All information held about patients is completely confidential. The Practice is registered under the Data Protection Act 1984. This Act protects data held on the computer system. We will not discuss your health or treatment with anyone else without your consent.

SUGGESTIONS & COMPLAINTS

We welcome constructive comments regarding the provision of a comprehensive and efficient service. We also have a complaints procedure. The reception staff will supply details if required. Alternatively you may contact the practice manager.

NORTH AND WEST READING CLINICAL COMMISSIONING GROUP (CCG)

Baltimore Park Surgery is a member of North and West Reading CCG based at 57-59 Bath Road, Reading RG30 2BA.
Tel: 0118 950 3094. Website: nwreadingccg.nhs.uk