



Westwood Road Health Centre

66 Westwood Road, Tilehurst, Reading, Berks. RG31 5PP

Tel: 0118 942 7421 Fax: 0118 945 3537

Whitley Wood Lane Surgery

96 Whitley Wood Lane, Whitley, Reading, Berks. RG2 8PP

Tel: 0118 987 6522 Fax: 0118 975 7067

Overdown Road Surgery

6 The Colonnade, Overdown Road, Tilehurst, Reading, Berks. RG31 6PR

Tel: 0118 942 5432

Welcome To The Practice

This booklet is designed to tell you about the practice and the services that we offer.

Please keep it in a safe place for future reference.

Should you require further information, please contact the practice manager.

THE DOCTORS

Dr A Gargav (female)	MB BS
Dr A K Gargav (male)	MB BS MS
Dr C Tiwari (female)	MB BS

SURGERY OPENING TIMES

Westwood Road Surgery

Monday	8.00am to 6.30pm
Tuesday	8.00am to 6.30pm
Wednesday	8.00am to 6.30pm and 6.30 to 8.00pm
Thursday	8.00am to 6.30pm
Friday	8.00am to 6.00pm

Whitley Wood Lane

Monday	8.00am to 12 noon and 2.00 to 6.00pm
Tuesday	8.00am to 12 noon and 2.00 to 6.00pm
Wednesday	8.30am to 12 noon
Thursday	8.30am to 12 noon and 2.00 to 6.00pm
Friday	8.30am to 12 noon and 2.00 to 6.30pm

Overdown Road

Monday	8.00am to 1.00pm
Tuesday	8.00am to 12 noon
Wednesday	8.00am to 12 noon
Thursday	8.00am to 12 noon
Friday	8.00am to 12 noon

Appointments are not available in advance. Please phone reception on the day.

For the latest information click to: www.drgargavandpartners.co.uk



LOCAL AND INDEPENDENT COMMUNITY PHARMACY

- Dispensing of prescriptions and repeat prescriptions
 - Electronic prescription services
 - Pharmacist's review of your medication
 - Private consultation room
 - Stop smoking service
 - Emergency hormonal contraception
- Services are subject to availability of accredited staff
- **FREE** repeat prescription collection and delivery service
- Triangle Pharmacy stockist of Clarins and Christian Dior products

Branch Addresses and Contact Numbers:

Overdown Pharmacy
5 The Colonnade, Overdown Road,
Tilehurst, Reading, RG31 6PR
Tel: 0118 9428990

Tilehurst Pharmacy
7 School Road,
Tilehurst, Reading, RG31 5AR
Tel: 0118 9427353

Triangle Pharmacy
88-90 School Road,
Tilehurst, Reading, RG31 5AW
Tel: 0118 9427523

Grovelands Pharmacy
2 Grovelands Road,
Tilehurst, Reading, RG30 2NY
Tel: 0118 9572389

www.manichem.co.uk

To advertise your business in our booklet call 0800 612 1516

FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at MANICHEM to pick up my repeat prescriptions from the surgery and have them ready for me to collect.

Patient's name.....

Address

.....

.....

Telephone no..... Signature

Westwood Road Health Centre
66 Westwood Road, Tilehurst,
Reading, Berks. RG31 5PP
Tel: 0118 942 7421

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Tel: 0118 942 5432



TRIANGLE PHARMACY

88-90 School Road, Tilehurst, Reading, RG31 5AW

10% OFF



Skin Care, Make-up

Dior

Fragrance, Make-up

PRODUCTS

- This voucher entitles the holder to 10% off Clarins and Christian Dior products at Triangle Pharmacy
- Only one voucher can be redeemed per transaction
- Photocopies will not be accepted
- No cash alternative is available
- This coupon is not transferrable
- Subject to availability

FOR BRANCH USE ONLY

Date received:.....

Total sale value:.....

Initials:.....



OUT-OF-HOURS SERVICE

The practice is a member of Westcall which provides out-of-hours emergency cover for our patients.

In the case of emergencies telephone the surgery to receive further instructions. Only call this number if the problem is urgent and will not wait until 8.00am the next morning.

NHS Direct are also available to help and advise out of hours; call 0845 46 47.

APPOINTMENTS

An appointment may be booked 'on the day'.

To do so please telephone the surgery between the hours of 8.30 - 10.00am and 2.00 - 3.00pm.

Our qualified practice nurses will triage your call and give you an appropriate appointment with either a nurse or doctor.

Routine appointments can be booked two weeks in advance but are limited due to our advance access system.

Patients can now book their own appointments on our website.

HOME VISITS

If you require a home visit, please contact the surgery and give the receptionist details of your illness so that the doctor can assess the urgency of your call. Except in an emergency, please phone before 10.00am.

As a matter of routine you will be asked if you are able to come to the surgery.

This is because facilities for examination and treatment are better at the surgeries, and the less time a doctor spends in travelling the more time is available for patients. Nevertheless, we appreciate that some patients will need to be seen at home when they are too ill to come to the surgery.

REPEAT PRESCRIPTIONS

If you are on regular treatment your doctor may arrange for you to have computerised repeat prescriptions without an appointment. Please make your request in person or in writing (with a self-addressed envelope), allowing 48 hours' notice, excluding weekends and bank holidays. Please do not telephone requests for repeat prescriptions as this can lead to errors. Your medication will be reviewed regularly and you may be asked to see the doctor before further prescriptions are issued.

RESULTS

Please allow seven to ten working days before phoning for results unless your doctor has told you otherwise. Please phone after 2.00pm.

THE PRACTICE TEAM

The Practice Manager

The practice manager is Mrs Jane Goddard who has been with the practice for 20 years. She is here to ensure that all our patients are met with a high quality service and that the consistently high standards that the practice aims for are met and maintained. Jane is also your first line of contact should you have any queries or problems concerning the practice.

Practice Nurses

Carolyne Selway is a well-qualified and highly experienced practice nurse. She can be seen, by appointment, throughout the week. She will perform routine nursing procedures that include wound/ulcer dressing, injections, blood tests, suture removal and health checks. She has also developed a wide range of skills in the field of asthma, diabetes, family planning and travellers' health.

Health Care Assistants

We have two HCAs, Rosemary Charlton and Alex Watson who are well qualified to take routine blood tests and carry out health checks. They can be seen by appointment throughout the week.

Medical Secretary

We have a medical secretary who deals with the doctors' referral letters to hospitals and liaises with hospital staff regarding queries for appointments.

If you have any queries about your referral to hospital she will be pleased to help.

Receptionists

Our receptionists are a team of highly professional individuals who are your first point of contact when you are dealing with the practice. They are there to ensure you receive the best possible service.

District Nurses

Our attached district nurses can be contacted through the surgery.

The district nurses are highly skilled and experienced. They provide a wide range of community nursing services for patients and carers in their own homes.

Health Visitors

Our health visitors can be contacted through the surgery.

Health visitors have expertise in a wide range of health care fields, particularly expectant mums, young children and the elderly.

If you have a problem with your health or welfare they can often put you in touch with sources for help and advice.

Community Midwives

There are community midwives attached to the surgery. They hold booking clinics, antenatal clinics and do home visits as requested. They can offer advice about pregnancy, childbirth, the postnatal period and any problems that arise.

Our midwives can be contacted through the surgery.

SERVICES PROVIDED BY THE PRACTICE

Family Planning

A full range of contraceptive services is available (eg pill, cap, intra-uterine device). You can be seen either by making an appointment or coming to one of our weekly "drop in" clinics. Please contact reception for further details.

Cervical Smears

When a cervical smear is due you will be contacted by the surgery. The practice nurse performs the test although your doctor will do so if you wish.

Medical Examinations

We offer a full range of medical examinations including driving medicals, employment medicals, sports medicals etc.

Examinations are by appointment and the current fees are listed in the waiting room.

Travel Vaccinations And Advice

Travel vaccinations and advice are available from our practice nurse. Please make an appointment well in advance, preferably at least eight weeks before you travel. When you make your appointment you will be asked to complete a "travel form". This helps the nurse to determine what vaccinations you should have.

Patients Over 75 Years

If you are over 75 years you should be seen annually by your doctor, the practice nurse or district nurse. This can be arranged at the surgery or, if that is not possible, a home visit will be arranged.

New Patients

All newly registered patients are offered a health check. This gives us the opportunity of taking a brief medical history before we receive your medical records.

Non-NHS Services

Certain services offered by the practice are not provided by the NHS and attract a fee. These include private sick certificates, insurance claim forms, council housing letters etc. Full details of current fees are listed in the waiting room.

Payments must be made before letters and certificates are released.

Patient Participation Group

We have a patient group for patients over the age of 60. They meet on the second Tuesday of every month at the Victoria Hall, Victoria Road, Tilehurst at 2.00pm.

They are called "The Gargavians" and always welcome new members.

Complaints

The practice operates an informal in-house complaints procedure in accordance with NHS guidelines. If you have a complaint about any aspect of the service you have received you should address it to the practice manager, Mrs Jane Goddard.

Confidentiality

All patients' records on file or on computer are confidential. Information will not be given to others without your written consent and information kept on the computer is protected under the Data Protection Act (1984).

Disabled Access

Disabled facilities are available at all sites.

FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available.

This scheme is available from reception.

ZERO TOLERANCE

We strongly support the NHS policy on zero tolerance. Anyone attending the surgery who abuses the GPs, staff or other patients be it verbally, physically or in any threatening manner whatsoever, will risk removal from the practice list. In extreme cases we may summon the police to remove offenders from the practice premises.

For the latest information click to: www.drgargavandpartners.co.uk

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Dance YOUR way to better health.

The Government recommends that everyone takes part in 30 minutes of moderately intense physical activity five times a week. That's activity that gets you breathing faster, increases your heart rate and warms you up. Dancing is largely an aerobic activity that improves the condition of the heart and lungs, as well as testing your balance. To dance also requires muscular endurance and a level of fitness. So the good news is that dancing counts.

Most dance styles, even a stately waltz, are activities equivalent to at least a moderate (3mph) walk. Anyone dancing will increase their heart rate, warm up and breathe faster. Regular dancing can reduce the risk of cardiovascular disease, high blood pressure, type 2 diabetes and cancer.

Also, the dips, turns and side-to-side movements in dance routines make good use of your muscles and joints, helping to delay the progression of any osteoarthritis. And added to all these benefits you will get out, meet new friends and generally have so much fun you'll forget you are exercising.

Whatever your age dancing is an excellent and enjoyable form of exercise. So go along to your local Dance School and ask about the wide range of classes available. Whether you are an absolute beginner or a budding 'Fred' or 'Ginger' there will be a dance class to suit YOU. Why not go along, improve the rhythm of your life and dance YOUR way to better health.

TILEHURST
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Wardle Avenue
Tel: 0118 9427 186
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Simply call **0800 612 1516** for more information.

To advertise your business in our booklet call 0800 612 1516



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Why your business needs a website

WITHOUT a website, your business or practice is *invisible* to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

Worse still, if your competitors have a website and you don't, then they are picking up your share of the prospects for your type of business when they search online.

Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

Introduced by OPG Ltd, who have been building websites for more than eight years, and whose innovative ideas have been helping businesses to grow and prosper for over 30 years, they provide businesses and professional practices with 24/7 access to their targeted market.

A website not only saves you money on brochures and other such material, it greatly increases the effectiveness of your current advertising because, in effect, you are open for business around the clock.

Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site as your business grows.

So if you don't yet have a website, or are unhappy with the one you have, call today for an informal chat on 0800 612 1408. You'll be glad you did!

To feature your business in our booklet call 0800 612 1516

USEFUL LOCAL TELEPHONE NUMBERS

Hospitals

Royal Berkshire Hospital	322 5111
Dunedin	958 4711
Berkshire Independent Hospital	956 0056
NHS Direct	0845 46 47
Tilehurst Clinic	942 2259
Pharmacy Triangle	942 7523
Family Planning	986 4161
Community Alcohol Unit	958 9557
Berkshire Health Authority	950 3094

ADVERTISING FEATURE

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HOW TO FIND THE SURGERIES

