

OPENING TIMES

Monday to Friday
0800am - 1830pm

Extended Appointments

Weekly
Early morning and late evening

Saturday Surgeries

Saturday Surgeries are held once a month - pre-booked appointments only

TELEPHONE NUMBERS:

0118 9346680

Appointments including emergencies
Visits (please request before 10.30am if possible)
Enquiries
Results (after 3.00pm please)

0118 9346684

Secretaries / Referrals

0118 9346683

Dispensary

0118 9346693

Dispensary Fax

DISABLED ACCESS

Automatic Doors and Ramp access are suitable for wheelchair users. Disabled toilets are accessible.

PRACTICE STAFF

Advanced Nurse Practitioner

Mrs Anna Towers

Nurses

Mrs Debbie White

Mrs Consuelo Tomas Pino

Miss Chloe Lloyd

HCAs

Mrs Kim White

Miss Letizia Bagagli

Pharmacist

Mrs Hannah Copus

Practice Manager

Mrs Jo Barrett

COMMUNITY TEAMS

District Nursing Team

Referral service by GPs for the Housebound

Health Visitors

Help Line 03003657000
Between 9-4.30

TWYFORD SURGERY
6 Loddon Hall Road
Twyford
Reading
Berkshire RG10 9JA

Tel: 01189346680

<http://www.twyfordsurgeryberkshire.co.uk>
email info.twyford@nhs.net

GP Partners

Dr Mike Davies (m)
Monday, Wednesday, Thursday

Dr Vin Grantham (m)
Tuesday, Thursday, Friday

Dr Carol James (f)
Wednesday, Friday

Dr Laurie Powell (f)
Monday, Wednesday

Dr Simon Ruffle (m)
Monday, Tuesday, Wednesday

Dr Rachel Thomas (f)
Monday, Tuesday, Wednesday

Salaried GPs

Dr Clare Tong (f)
Wednesday, Thursday, Friday
Dr Elizabeth Jones (f) GP Retainer
Monday and Tuesday

APPOINTMENTS

All surgeries are by appointment only and can be made in person, by telephone or online. If you are unable to attend 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 or infirmity. They should be requested before 10.30am if at all possible. Requests for visits will be looked at by the Duty Doctor.

TELEPHONE ADVICE

All Doctors are available to give advice over the telephone. Please book these calls through reception

PRESCRIPTIONS

Requests for repeat prescriptions will be dealt with within 48 hours once they have been received by the surgery. Please allow extra time if you are requesting medication that is not on repeat. A doctor may need to see you before issuing medication not used on a regular basis. You can order repeat prescriptions on-line.

PHARMACIST

The Practice Pharmacist deals with medicine related issues and prescription requests to help free up GP time. Our Pharmacist can respond to prescription requests for medicines that you've had before but are not on repeat issue.

PRIMARY CARE SERVICES PROVIDED

Our Nursing and HCA team offer:

Blood Tests
Wound Care
Childhood Immunisations
Travel Immunisations
Diabetic Clinic
Asthma/COPD Clinic
Cervical Screening
Contraceptive services
ECGs

In addition to routine appointments our GP Team offers:

Minor Surgery
Joint injections
Contraception services including coil and implants
HRT advice

In addition to routine appointments our Advanced Nurse Practitioner offers:

COPD appointments

Our Pharmacist offers:

Advice on medication
Prescription requests

OUT OF HOURS

If you have an urgent problem when the surgery is closed, please ring NHS 111. Calls are free from landlines and mobiles. In a life-threatening emergency please dial 999

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.

CARERS

If you look after someone, please let Reception know and we will add you to our Carers' register. Please ask us for a leaflet on free access to support and services for Carers in the Wokingham Borough.

DATA PROTECTION

Under the new GDPR legislation, all information held about patients is completely confidential.

SUGGESTIONS & COMPLAINTS

We welcome feedback regarding the provision of our services. Please ask at reception for a feedback form or visit www.nhschoices.co.uk.

We also have a complaints procedure. The reception staff will supply details if required. Alternatively you can contact the Practice Manager.

PATIENT PARTICIPATION GROUP

If you would like to be kept up to date with our latest news, please ask at Reception for a form.