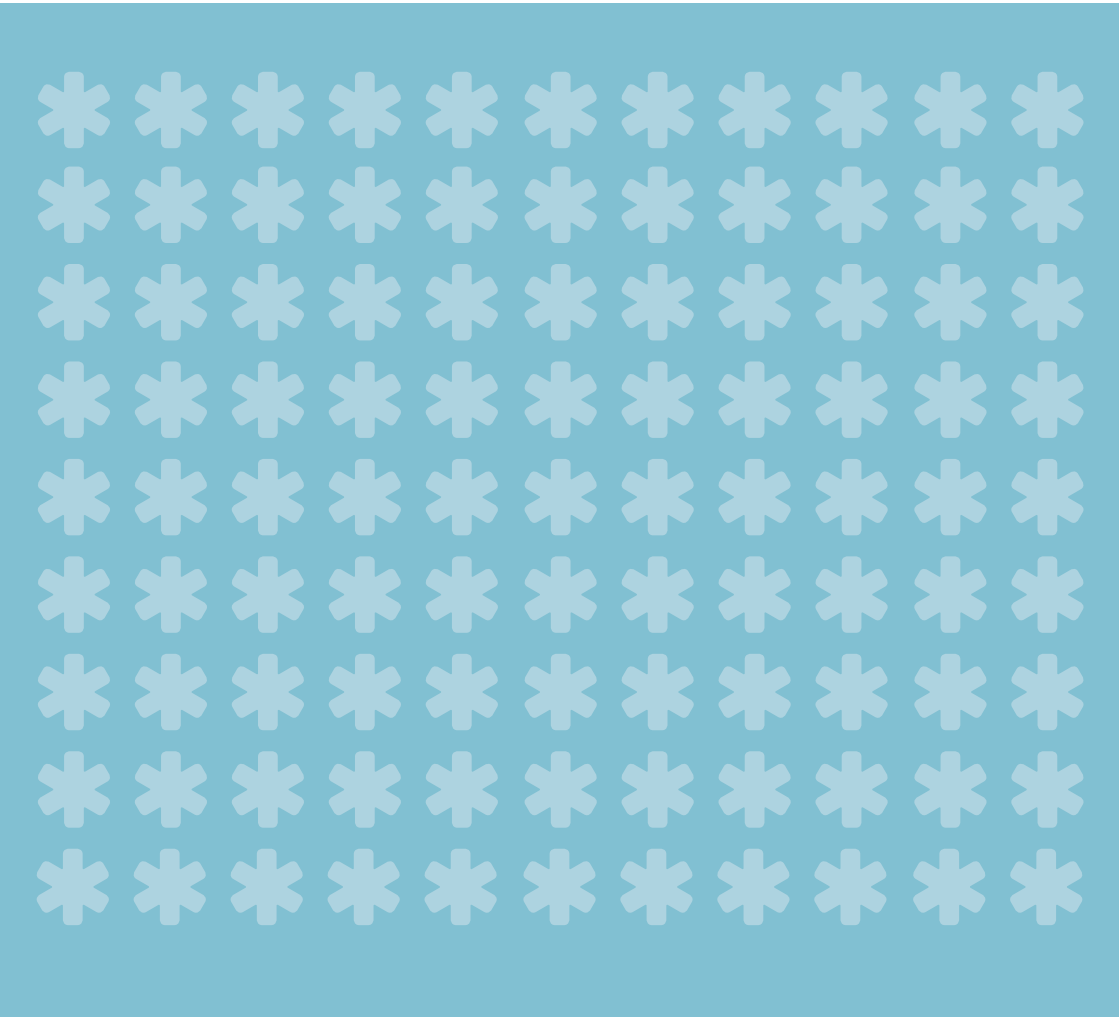


Information guide

Reading

Walk-in Health Centre



Welcome to Reading Walk-in Health Centre

Our centre gives you additional choice and greater access to healthcare in Reading, offering a full general practice and walk-in services. You can use the service with or without an appointment whether you are registered with us or not.

Our services

Clinics and services that are available in the centre are:

- Alcohol and drug advice
- Cervical screening*
- Child health surveillance (registered patients only)
- Contraceptive services
- Health checks for people with learning difficulties*
- Immunisations and vaccinations*
- IUCD – fitting*
- Maternity care (registered patients only)
- Minor injuries and minor illnesses
- Minor surgery*
- Neo-natal checks for home births (registered patients only)*

The services marked with an * require pre-booked appointments. Appointments cannot be made for unregistered patients unless it is for a minor operation, dressings or vaccinations.

Unregistered patients have access to the walk-in service at the centre and can see a GP or nurse without being a registered patient or even if they are registered elsewhere.

On occasion, it may be necessary to contact your GP for further information regarding your care. We will only do this with your permission.

Our opening times

Our centre is open from 8am to 8pm Monday to Sunday (including bank holidays).

Our team

Our team is managed by a centre manager and we offer a range of GPs, practice nurses, nurse practitioners, emergency care practitioners and healthcare staff to provide you with a high quality service.

We fully meet the Disability Act and have wheelchair access throughout.

Registering with us

You can register with our GP practice if you live within the boundaries of Reading Borough Council. To register, you need to complete a patient registration form which is available on our website or from reception. Please note that two forms of proof of address and photo identification are required for registration.

Booking an appointment

Once you are registered with us, you can see a clinician by appointment. Appointments can be made either by visiting the centre or calling the number in the Get in touch section during opening hours.

The centre operates a walk-in GP and nurse service which is available without an appointment to all patients.

You should be able to see a GP within 48 hours, a healthcare professional within 24 hours, your choice of GP within seven days and a pre-booked appointment up to four weeks in advance.

Bringing someone with you

You are welcome to bring someone with you to your appointment. Sometimes our staff may also request to have someone present for an appointment. If you or the member of staff is uncomfortable with the person, we'll reschedule to a later date when the correct person is available.

Arranging home visits

Home visits are available to you if you are a registered patient. If you are requesting a home visit, you must be housebound because of illness or disability.

If you need a home visit, please call the centre before 10am if possible. A doctor or nurse may call you back to see if your problem can be dealt with over the telephone. It may also be appropriate to send a nurse or arrange a hospital attendance for you.

Home visits are extremely time-consuming, so please try and attend the centre if possible.

Prescriptions

Although we don't have a pharmacy on-site, our reception staff will be happy to direct you to the most convenient pharmacy for you.

Repeat prescriptions

If you take medication on a long-term basis, you can order your repeat medication by completing a repeat prescription form which is available on our website or from reception. Alternatively, please use the form attached to your previous prescription.

You can return the form to us in person, by post or by fax. However, we do not accept telephone requests for repeat medication. Please allow two days for us to process your request.

We will conduct a review of your medication at regular intervals. This may require you to attend an appointment with a doctor before a repeat prescription can be issued.

If you require medication that is not on your repeat medication list, this should be discussed with a GP first. The easiest way to do this is by arranging a telephone consultation.

Repeat dispensing

If you or someone you care for uses the same medication regularly, you may be able to benefit from repeat dispensing from one of the local pharmacists. This means you will not have to visit the practice every time you need more medicine.

Our GPs and practice nurse will be happy to provide more information and tell you if the medication you take is suitable for the repeat dispensing scheme.

Test results

When your test results are returned, they will be discussed with you. If we are unable to do so immediately, and there is a need for further explanation of the results, another appointment can be arranged.

Our receptionists are not medically trained and can only pass on what the doctor has told them.

Out of hours care

If you need urgent medical care when the centre is closed, you should telephone **NHS 111** on **111**.

- Symptoms will be assessed over the telephone
- You will be given appropriate advice and treatment
- If you need to see a doctor, you will be given an appointment at a local clinic
- Home visits may be offered

NHS 111 operates 24 hours a day, 365 days a year. It's free from a landline and a mobile.

Specialist and hospital care

If a GP or another member of our healthcare team believes hospital treatment or specialist care is needed elsewhere, they will ask you where and when you would like to go.

Appointments can be booked electronically while you wait or in person after the appointment. If more time is required to think before deciding where and when to have treatment, you can call the centre at a later date to book an appointment.

Accident and Emergency / 999

If anyone experiences severe chest pain, loss of blood or suspected broken bones, go to the nearest **Accident and Emergency** department or call **999**. Accident and Emergency departments are open 24 hours a day, 365 days a year.

Other local NHS services

Call **NHS 111** on **111** for free expert NHS health advice and information 24 hours a day.

Your local pharmacist will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. Please call or visit your local pharmacy for more information.

NHS South Reading Clinical Commissioning Group is responsible for ensuring you get all the services you need. For details, please call **0118 921 3827**.

Your records

We record all the information about you confidentially on our clinical system.

Keeping healthcare records are important as they help to:

- Record important clinical information
- Help health professionals to care for you
- Improve public health and the services provided to you

We will only share information about you with your consent unless required by law or the data is anonymised. If you would like to know more about how we look after and use data, or if you would like to know how to access your data, please visit www.virgincare.co.uk or write to our information governance team at:

Virgin Care Limited
6600 Daresbury Park
Warrington
Cheshire WA4 4GE

People with special needs and additional information guides

We provide all our leaflets in other languages and formats. Please let us know if you would like a different format or language.

NHS 111 provides a confidential interpreter service in many other languages if required. For deaf people and those hard of hearing, a text phone service is available on 111.

Our commitment to you

Virgin Care takes your dignity and privacy very seriously and we will at all times respect your confidentiality. Please treat our staff with respect so we can provide you with the very best care we can. Ask a member of staff for a copy of *Your rights and responsibilities*.

In order for us to provide you the best quality of care and ensure your safety, every member of our team has to provide evidence of their professional registration, training and criminal record status before they can work with you.

What if I have a concern?

We are committed to providing you with the best service possible. We are always looking for ways to improve the service and would like to hear your comments, compliments or complaints. Please tell us what you think through the NHS Friends and Family Test.

If you would like to make a complaint, please speak to a member of the team caring for you. You can also speak to our customer services team. Please see the Get in touch section for details.

The full complaints process is in our *What if I have a concern* leaflet, and is also on our website: www.virgincare.co.uk/how-to-make-a-complaint. If you need any help, please speak with a member of staff.

Our patient group

Our patient group is used as an opportunity to review and improve our services. We meet regularly to discuss your views about the centre and how we can make improvements. If you'd like to get involved, please contact the centre on **0118 902 8300**.

How to find us

By car

From the A329, leave the Inner Distribution Road (Caversham Road) at the exit marked Broad Street Mall (also signposted for A4155). At the roundabout take the Castle Street exit towards the city centre. Take the first left at the mini roundabout and parking for Broad Street Mall is signposted from here.

Follow the slip road up to the first level of mall parking and the entrance to the first floor of Broad Street Mall is immediately ahead with disabled parking adjacent to this entrance. If parking on any of the other levels, use the stairs or lift to reach the first floor. Please note parking charges apply.

From the A4155, take the Castle Street exit from the roundabout with the A329 towards the city centre and continue with the directions above.

By bus

The closest bus stops to Broad Street Mall are A and E along Broad Street or B, C, D and G along St Mary's Butts.

By train

The closest station is Reading Railway Station. From the exit cross at the pedestrian crossing into Station Street. Continue straight on, crossing Friar Street and into Queen Victoria Street. Turn right at Broad Street and continue along until the crossroads. Turn left into St Mary's Butts.

Alternatively, from the station, take bus number 3, 4, 5, 6, 9, 20, 21, 40, 51, 53, 63, 64 or 144 to St Mary's Butts.

Enter Broad Street Mall and take the escalator or lift to the first floor. Reading Walk-in Health Centre will be clearly signposted.



Reading Walk-in Health Centre

Broad Street Mall
First floor

Retail Park

Reading Station

Auction Market

Novotel

Town Hall and Museum

The Hexagon Theatre

Minster Church and graveyard

Oracle Shopping and Leisure centre

Civic Centre

Cinema

Queens Road A329

River Kennet

Queens Road A329

London Street

St. Mary's Butts

Southampton Street

Crown Street A4

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Reading Walk-in Health Centre

Opening hours:

Monday	8am to 8pm
Tuesday	8am to 8pm
Wednesday	8am to 8pm
Thursday	8am to 8pm
Friday	8am to 8pm
Saturday	8am to 8pm
Sunday	8am to 8pm

Address:

Reading Walk-in Health Centre
1st Floor
103 - 105 Broad Street Mall
Reading RG1 7QA

t: 0118 902 8300

f: 0118 902 8301

w: www.readingwalkinhealthcentre.nhs.uk

Customer services team

Customer Services
Bournewood House
Guildford Road
Chertsey
Surrey KT16 0QA

t: 0300 303 9509

e: customerservices@virgincare.co.uk

Get in touch

Assura Reading, part of the Virgin Care family, is proud to provide Reading Walk-in Health Centre.

Reading Walk-in Health Centre
1st Floor, 103 - 105 Broad Street Mall
Reading RG1 7QA

t: 0118 902 8300

