

Our Services We provide a range of services to support your health and wellbeing. These include:

Nurse-Led Clinics You can see our Practice Nurse for:

- Women's health and cervical screening
- Child immunisations
- Blood pressure monitoring and hypertension reviews
- Diabetes and asthma reviews
- Lifestyle advice and preventative care

GP-Led Services Our GPs provide a wide range of medical care, including diagnosis, treatment, management of long-term conditions, contraception advice, and minor procedures.

Private Services Some services are not covered by the NHS, such as medical examinations for employment, travel, or insurance purposes. Please speak to Reception for more information.

Chaperones A chaperone is available on request for any consultation or examination. If you would like a chaperone present, please inform Reception or the clinician at any point.

Patient Participation Group (PPG) Join our PPG to share feedback and help improve services—email us to get involved.

Keep Your Details Up to Date Please inform Reception of any changes to your address, phone number, or email.

Comments and Suggestions We welcome your feedback—use the suggestion box or contact us via email or our website.

Complaints If you're unhappy with any aspect of our service, please speak to a member of staff or request our complaints procedure.

Accident & Emergency

In an emergency, attend the nearest A&E at Royal Berkshire Hospital, Craven Road, Reading. Tel: **0118 322 5111**

When the Surgery is Closed

For urgent medical help when we are closed, call **NHS 111**, available 24/7.

Car Parking

Free parking is available on Russell Street for up to 2 hours.

Disabled Access

Accessible entrance via Baker Street. Please phone ahead if you need assistance.

Test Results Please call after 10:30am for results. Normal results are not routinely communicated. Results can also be viewed via the NHS App.

If you can't access your records, please contact us.

Prescriptions You can request repeat prescriptions via the NHS App, by email (bobicb-bw.abbey.medicalcentre@nhs.net), in person and through the website.

Please allow **2 working days**. We do not accept prescription requests by phone.

Subject Access Requests You have the right to access your medical records. To make a Subject Access Request (SAR), please speak to Reception, who will guide you through the process. We may require proof of identity, and requests are usually processed within one calendar month.

INFORMATION FOR PATIENTS

ABBAY MEDICAL CENTRE

41 RUSSELL STREET
READING, BERKS
RG1 7XD



TEL: (0118) 9573752

Email: bobicb-bw.abbey.medicalcentre@nhs.net

Website: [Abbey Medical Centre – NHS GP Surgery in Reading](#)

Normal opening hours
0800-1830

Extended hours appointments available on request

Our Practice Team

Our team includes both clinical and non-clinical staff dedicated to your care. We also work closely with attached professionals such as pharmacists, midwives, and social prescribers to provide joined-up support.