

This booklet is your guide to get the best out of the services this practice provides.

The Practice Our practice was originally established in 1920 on Bath Road and later relocated to Russell Street, where we now operate from a beautifully refurbished listed Victorian building. The premises were purpose-converted into a dedicated medical facility in 1985, combining historical charm with modern healthcare functionality.

We are a fully computerised practice, which allows us to manage our services efficiently and deliver high-quality, patient-centred care that blends the best of traditional values with up-to-date medical innovation.

Booking An Appointment We aim to offer a flexible and accessible appointment system that suits a variety of patient needs. You can book an appointment in the following ways:

By phone – speak to our Reception Team
Online – via our website or the **NHS App**
In person – by visiting reception

Appointments are available throughout the day. We also offer **telephone consultations** with a GP or Practice Nurse, which can be pre-booked for non-urgent issues or follow-up care.

Urgent Appointments We understand that health concerns can arise unexpectedly. If you need urgent care, please contact us as early as possible. We reserve same-day appointments for patients who require prompt medical attention. Explain your situation to the Reception Team so they can help you access the most appropriate care.

Enhanced Access

We offer additional appointments outside of our usual core hours, through our Enhanced Access service. These are available both within the practice and across our Primary Care Network. Please ask Reception for more details or availability.

Online Requests and Support

For convenience, you can also use our website to:

- **Request a fit note**
- **Submit a prescription query**
- **Ask the doctor or nurse a question**

Visit: www.abbeymedicalreading.co.uk/appointments

Home Visits Whenever possible, patients are encouraged to attend the surgery, as we can offer better facilities and more timely care. However, if you are **too unwell to attend**, please call **before 10am** to request a home visit. The doctor may contact you after surgery to assess the need, and our Reception Team will guide you on next steps.

Alternative Services You may not always need to see a GP or attend the surgery. Our Reception Team is trained to help you access the most suitable service for your needs. This might include:

Your local pharmacy for advice and treatment of minor ailments
NHS 111, available 24/7 for urgent advice and guidance

Midwife As soon as pregnancy is confirmed, please book in with the antenatal team at the hospital. You can call 0118 322 8964 (option 1) or go online [Your pregnancy care - Royal Berkshire NHS Foundation Trust](#)

Health Visitors The health visitors are now available at Children's centres throughout reading to support children under 5. You can call [0118 904 7100](tel:01189047100) (Mon-Fri 9am-4.30pm) or text **07312 263283**.

District Nursing Patients who are confined to their home, or recently discharged from hospital and need nursing assistance, may arrange through the Doctor to see the Nurse.

Continuity of Care We value continuity of care and aim to provide patients with consistent, high-quality medical support. Our Managing Partner, Dr Bindra, plays a central role in overseeing the clinical operations of the practice. He provides clinical supervision to the wider team and discusses complex cases to ensure safe, effective, and joined-up care. This ensures that patients benefit from the collective expertise of the practice.

Special Requests & Support Needs Please let Reception know if you have any specific needs, such as requiring a translator, if you are a carer a veteran, or need additional support due to vulnerability or another personal circumstance. We're here to help.