

Chatham Street Surgery

121 Chatham Street, Reading, Berkshire, RG1 7JE

Appointments & General Enquiries: Telephone: 0118 950 5121

Secure EMAIL: bwccg.chathamstscript@nhs.net

Website: <https://www.chathamstreetsurgery.co.uk/>

Dr. A. Asghar: M.B, ChB, MRCGP; Dr. B. Ahmed: LRCP, MRCS, MRCGP, Dr A M Asghar: MBBS, MRCGP, MA,
Dr. Hussain (GP), Mr. Laklouk (Clinical Pharmacist)

Dear Sir/Madam

Thank you for your interest in registering with Chatham Street Surgery. The following information is important to help you decide whether to complete your registration. In order for us to provide you with high quality, safe care – it is essential to accept and agree to the following.

1. It is your responsibility to keep your **contact details up to date** – address, mobile phone number, next of kin etc. In particular, we must be able to reach you by phone and send you urgent text messages. If you do not have a mobile phone, then please provide us with an email address you check regularly.
2. If you cannot keep your appointment, please call us/email us/communicate via the surgery website to cancel it. If we see that you are **not attending and wasting Surgery/NHS time and resources** – after 3 non-attendances with failure to cancel, we may immediately remove you from our list.
3. Our staff are here to help you. They work extremely hard and often under a lot of stress. We have a **zero-tolerance policy for any condescension, aggression, abuse, or violence towards the staff** or the building. If

we have made a mistake, we will investigate and definitely issue an apology if it we were in the wrong – but no one can mistreat the staff at the surgery. If anyone does so – they will be given a final written warning or removed immediately depending on the circumstances.

4. NHS England require all surgeries to ensure their patients are **participating in cancer screening and chronic disease reviews**. If you are a woman and smears are due, we ask that you respond to our invites and attend appointments. If we are repeatedly calling without success, we will remove you from our list as this is a waste of Surgery resources. If you wish to refuse a smear, you must sign the appropriate paperwork confirming that you have accepted the risk of cervical cancer being missed.

5. Child health is another area the NHS demands surgeries to be proactive about. Children in Berkshire have died from lack of immunisations (specifically pneumococcal pneumonia). **No child will be registered unless there is a full immunisation history. Non-engagement in immunisation could result in a duty to report to the Safeguarding Teams and/or removal from our list.** If parents wish to make an informed decision to refuse immunisations, that must follow with written correspondence that they have accepted the risk of serious illness and/or death in their child.

6. We have a very large volume of bloods/tests that we deal with. **If you have tests done, please follow up on the results** (we can provide you with time frames). We

make contact if there any major abnormality, but we advise that all patients follow up on their results by emailing/contacting via the surgery’s website/phoning in. Our clinicians try to make use of individualised text messaging to your mobile phones where the issue does not require a conversation.

7. Please **adhere to policies regarding medication requests, blood/urine tests, and reviews** – all these are in place for patient safety. Failure to do so may mean doctors cannot safely prescribe repeat medication. **Please do not request medication early** as it will be rejected. Repeated non-engagement will also mean we will remove you from our list.

Should you have any questions, please do not hesitate to speak to a member of our reception team.

Iagree to the above.

Signed.....

Date.....