



# WELCOME TO BROAD STREET HEALTH CENTRE (BSHC)

~EVERY PATIENT MATTERS~

## PRACTICE INFORMATION



**Practice Name:** Broad Street Health Centre

**Address:** 103-105 Broad Street Mall, Reading, RG1 7QA

**Phone:** 0118 902 8300

**Email:** [bobicb-bw.bshc@nhs.net](mailto:bobicb-bw.bshc@nhs.net)

**Website:** [Broad Street Health Centre – NHS GP Surgery in Reading](#)

**Opening Hours:**

Monday to Friday: 8:00 AM - 6:30 PM

Weekends and Bank Holidays: Closed

**Enhanced access** (for pre-bookable appointments)

Monday to Friday: 6:30 PM - 8:00 PM

Alternate Saturday: 8:00 AM - 2:00 PM

For 'Out of Hours' Services - call 111

### Zero Tolerance Policy

We operate a zero tolerance policy towards any aggressive, abusive, or violent behaviour. Our team is here to help and will always treat you with courtesy and respect. We kindly ask that you treat all staff in the same way. Inappropriate behaviour may result in removal from our patient list.

## OUR TEAM



We have a dedicated team of professionals including:

- GPs
- Physician Assistants
- Practice Nurses
- Healthcare Assistants
- Paramedics
- Advanced Nurse Practitioners
- Practice Pharmacists
- Reception & Administrative Staff
- Management Team

Visit our website to learn more about the team and their areas of expertise.

## APPOINTMENTS



At Broad Street Health Centre, all appointments must be pre-booked - **we do not offer a walk-in service.**

### How to Book:

- **Online:** using NHS App or another GP App
- **Phone:** call us on 0118 902 8300
- **In-person:** visit the reception desk

### Care Navigation:

Our Reception and Administrative Team have been trained in **care navigation and signposting**. This means they may ask you a few brief questions to help determine the best course of action. This ensures you will be seen by the **most appropriate healthcare professional** for your needs, not always a GP.

### Types of Appointments:

Appointments may be offered as:

- Routine GP appointments
- Same-day appointments (available for booking daily from 8 am)
- Nurse & HCAs appointments (e.g. vaccinations, blood tests)
- Telephone consultations

Please let us know **at the time of booking** if you have **more than one concern**, as we may need to allow more time for your appointment.

### Additional services we offer:

- NHS Travel Vaccinations
- Chronic Disease Management (e.g., asthma, diabetes)
- Smoking Cessation Support
- Annual Health Checks
- Mental Health Support
- Appointment with interpreter



## **Cancelling Appointments:**

If you no longer need your appointment, please cancel at least 30 minutes before, so that we can offer the slot to another patient.

## **Important Notes:**

- We provide primary care for conditions that can be safely managed by a GP.
- For minor illnesses such as colds, sore throats, vomiting and diarrhoea, we encourage self-care and visiting your local pharmacy.
- We don't have the equipment to check for possible broken bones, so we may advise you to go to A&E for further assessment in the case of possible broken bones

## **REPEAT PRESCRIPTIONS**



### **How to Request a Repeat Prescription:**

If you take regular medication, you can request repeat prescriptions through several convenient methods:

### **How to Request a Repeat Prescription:**

- **Via Online Services** – through the NHS App or Patient Access
- **Through Our Website**
- **By writing a note** with your full name, date of birth, address, and medication details, then placing it in the red box in the waiting room
- **By sending an email**
- **By asking your local pharmacy** – they can request your repeat prescriptions on your behalf

**Please note: We cannot take prescription requests over the telephone.**

### **Processing Time:**

Please allow 72 hours (3 full working days) for your prescription to be processed before collection. Be sure to include as much detail as possible to avoid delays.

## TEST RESULTS – WHAT YOU NEED TO KNOW

At Broad Street Health Centre, we want to keep you informed about your health. If you have any questions about your results, please contact the Practice.

### How to Check Your Results:

You can get your test results by:

- **Calling us** on 0118 902 8300 (Option 2) -available Monday to Friday, 10:00 AM –1:00 PM
- **Requesting results through our website** –by filling up a short form and attaching your ID and proof of address dated within 3 months

### Typical Result Turnaround Times:

Test Type	Estimated Time for Results
Blood Tests	4–10 days
X-rays	Up to 2 weeks
Urine Samples	Up to 1 week
Stool Samples	Up to 2 weeks

### Important:

If any follow-up is needed after your tests, we'll be in touch. Please make sure we have your up-to-date contact details and your permission to contact you by:

- Telephone
- SMS (text message)
- Email

## CONTINUITY OF CARE



We value continuity of care and aim to provide patients with consistent, high-quality medical support. Our GP Partners and Clinical Lead play a central role in overseeing the clinical operations of the practice. They 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.



## ONLINE SERVICES



We encourage all patients to sign up for online services, which offer a convenient way to manage your healthcare needs anytime, anywhere.

### Your Right to Choose

You have the right to **refuse permission** for your information to be shared with other organisations. If you would like to opt out, please let us know and your medical record will be **marked accordingly**.

For more details, please refer to our **full Privacy Notice**, available on our website or at reception.

## ACCESSING YOUR MEDICAL RECORDS



### Subject Access Requests

You have the right to access your medical records. To make a Subject Access Request (SAR), please contact us by email or speak to Reception, who will guide you through the process. We will ask you to provide a proof of identity and proof of address. All requests are processed within 28 days.

### Online Access to Medical Records

The easiest way to access your GP-held records is via the NHS app or NHS website. To do so, you need to create an NHS login through the NHS app where you can self-verify your identity. Alternatively you can apply for access with us by filling an Online Access Registration form available on our website or at the Reception as a paper form. You will be asked to provide an identity proof and address proof with your registration.

## PRIVATE WORK NOTICE



Some services, such as private medical reports, insurance forms, travel letters, and certain medical examinations, are not covered by the NHS. These are classed as private (non-NHS) work and will only be completed at the discretion of the partners and will incur a fee.

## RELATED SERVICES AND SIGNPOSTING

### 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 (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.

## COMPLAINTS PROCEDURE

At **Broad Street Health Centre**, we aim to provide high-quality care, but if you're unhappy with any aspect of our service, please let us know.

### How to Make a Complaint:

- Speak to a staff member – we may be able to resolve things quickly
- Write to the **Practice Manager** by letter or email
- Use a **complaint form** available at reception

We will acknowledge your complaint within 3 working days and respond after a full review. All complaints are handled confidentially and won't affect your care.

### Further Support:

#### **PALS – Berkshire West Patients**

0118 982 2720

[bobicb-bw.palscomplaints@nhs.net](mailto:bobicb-bw.palscomplaints@nhs.net)

#### **Parliamentary and Health Service Ombudsman (PHSO)**

0345 015 4033

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)



## YOUR FEEDBACK MATTERS



We are always looking to improve. If you have suggestions or concerns, please:

- Fill out a **Friends & Family Test** card
- Leave feedback on **Google Review**

## PATIENT PARTICIPATION GROUP (PPG)



At **Broad Street Health Centre**, we're keen to involve patients in shaping the way we work and developing the future direction of the practice.

Our **Patient Participation Group (PPG)** meets **quarterly** to:

- Share ideas for improving patient experience
- Discuss any issues raised by patients
- Support the practice in delivering high-quality care

If you'd like to bring something to the group's attention or are interested in joining, please contact the **Practice Manager** via email at: [bobicb-bw.ppgbshc@nhs.net](mailto:bobicb-bw.ppgbshc@nhs.net)

Or visit our website: [Patient Participation Group – Broad Street Health Centre](#)

We value your voice and encourage you to get involved!

## ***Thank You***

*Thank you for registering as a patient with Broad Street Health Centre. We're delighted to welcome you to our practice and look forward to supporting your health and wellbeing*



Broad Street Health Centre  
103-105 Broad Street Mall  
Reading  
RG1 7QA  
Email: bobicb-bw.bshc@nhs.net

[Patient Name],  
[Patient Address]  
[Patient Address]  
[Patient Address]  
[Patient Postcode]

[Date]

Dear [Patient Name],

Welcome to Broad Street Health Centre (BSHC). We're thrilled to have you with us. Our goal is to provide you with top-notch healthcare in a supportive and caring environment. We believe in treating everyone with dignity, compassion, and respect, and our team is dedicated to offering care that is safe, effective, and tailored to your unique needs.

Here at Broad Street Health Centre, we're guided by a few simple but important principles that help us deliver the best care possible:

- We respect your privacy and dignity – We are committed to protecting your independence and privacy in every interaction.
- We encourage your autonomy – We want to help you stay involved in your community and support your independence.
- We empower you to make informed choices – We believe you should have all the information you need to make the best decisions about your care and treatment.
- We celebrate diversity and human rights – We work closely with other healthcare professionals to support our diverse community and ensure everyone has access to the care they need.
- We offer personalised care – Our clinical team will always discuss and agree on the most suitable care plan and referral options for you.
- We work together to safeguard your wellbeing – We hold regular meetings to address any concerns about safeguarding, including child protection and support for vulnerable adults.
- We invest in our staff – We're committed to ongoing training and development to ensure our team is always improving and delivering the best possible care.

If you have any questions or need assistance, we're here for you. Please don't hesitate to get in touch.

Warm regards,

Elena Orr

Practice Manager, Broad Street Health Centre

☎ 0118 902 8300 | ✉ bobicb-bw.bshc@nhs.net | 🌐 <https://broadstreethealthcentre.co.uk/>