



THE POTTERIES

Practice Leaflet

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Reading
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Doctors

Dr Jude Coleman
(GMC: 4034092)

(female) MB, ChB, DCH, DRCOG, DFFP, MRCGP, DTM&H
Qualified 1993 Liverpool

Jude was a trainee at Tilehurst Surgery in 1996 before moving to Italy where she worked as a GP in Milan. She re-joined the Practice in 2000. Special interests in child health, women's health including coil and implant fitting and minor surgery.

Dr Lada Jamnicky
(GMC: 4443289)

(female) MBChB, BSc (Hons), MRCPCH, MRCGP, DFFP, PGCCE
Qualified 1997 Edinburgh.

Lada initially embarked on a career in Paediatrics, before seeing the light and switching to General Practice. She joined Tilehurst Surgery in 2004 as a trainee under Dr Boulos. She became an approved trainer for the Oxford Deanery and welcomed her first GP trainee in 2016. In addition to medical education, Lada's interests are child and women's health including coil and implant fitting.

Dr Elena Griffin
(GMC: 4643278)

(female) MBBS, BSc, MRCGP, DRCOG, DFFP
Qualified 1999 University College London.

GP training in Reading and Crawley.

Elena joined Tilehurst Surgery in June 2005.

Her special interests include Long Term Conditions and the mentoring of the Nursing team and Pharmacist. Elena is interested in all aspects of family medicine.

Dr Nicola Hunt
(GMC 4704535)

(female) MB ChB, MRCGP, DFFP, PG, Dip Ther
Qualified 2000 Glasgow University.

Nicola spent 5 years working in hospitals before doing her GP registrar training in Knutsford. She has worked in Australia, England and Scotland and moved to Reading in 2012. She has done a postgraduate diploma in Therapeutics and has a special interest in diabetes. Nicola joined Tilehurst Surgery in 2015 and oversees the treatment of diabetic patients at the Surgery.

Dr Charlotte Tyler
(GMC: 4667283)

(female) BMBS, BMedSci (Hons), MRCGP, DRCOG,
DCH, DFFP.

Qualified 1999 Nottingham University

GP training with the Oxford Deanery.

Charlotte joined Tilehurst Surgery after completing GP training in 2005. Her special interests include family planning and acupuncture and she is also currently involved in teaching Oxford medical students.

Dr Jacqui Mayer
(GMC: 602902)

(female) BA Cantab 1998, MB BS, DCH, DRCOG, MRCGP, DFRH.

Qualified 2001 Imperial College, London

Jacqui spent time working in a remote community in Tanzania, held junior doctor positions at a number of hospitals in London and the South East, and spent a year working in Sydney, Australia.

Her rotation included posts in general medicine and surgery, dermatology, palliative care, cardiology, paediatrics, obstetrics and gynaecology.

Jacqui joined Tilehurst Surgery in 2013 and her special interests include child health, women's health and the care of patients with learning disabilities.

Dr Juliet Zani
(GMC 7455792)

(female) MBBS, MRCGP

BA (Oxon 2011), MBBS (2014), MRCP (UK 2019), MRCGP (2020), qualified 2014 Imperial College London

Juliet has spent time at the practice in the past as part of her GP training, and enjoyed it so much she decided to come back after she qualified. She has had multiple hospital and community posts, enjoying particularly her time in palliative care. She enjoys all areas of family medicine and general practice.

Dr Jacqui Ashworth
(GMC 6167401)

(female) BM BSc MRCGP GMC 6167401 Qualified 2008 University of Southampton. Jacqui initially trained in general adult medicine for a few years before changing course and retraining in general practice. She completed her GPVTS in Frimley in 2021. She has spent time in multiple specialities in hospitals and the community including ENT, obstetrics and gynaecology, community psychiatry, palliative care, paediatrics and Emergency medicine. She enjoys all aspects of family medicine. She joined the Tilehurst Surgery in 2022.

Dr Emily Law
(GMC 7528796)

(female) BSc (2013), MBBS (2016) Barts and the London, MRCGP (2021).

Emily completed her final training year in Tilehurst in 2021 and took the opportunity to join the team again after a short break to help cover Dr Zani's maternity leave. She has previously worked in posts in elderly care, general medicine, palliative care and paediatrics and particularly enjoys care of the elderly.

Dr David Barcik
(GMC 7652728)

(male)

Physician Associate

Nirali Ladva – MSc, BSc PAMVR(3186) BSc Biomedical science (Manchester 2017) MSc physician Associate (Essex 2020). Nirali joined West reading PCN in December 2020 as a physician associate working across both Tilehurst and Western Elms Surgery. She is passionate about paediatrics and palliative care. During her rotation at Princess Alexandra Hospital, she started a virtual visiting project at the hospital to deliver video calls to loved ones for those at the end of their lives in the hospital, making PAH the first hospital in the UK to deliver this service at the height of the pandemic. This led to national recognition on the news and her paper being published. She hopes to bring the same enthusiasm and care to all her patients and colleagues.

Practice Paramedics

Steve White: Steve joined the Ambulance Service in 2008. Initially working as an Emergency Care Assistant he qualified as an IHCD Ambulance Technician in 2010 and went on to complete his FdSc in Paramedic Science at Brookes University in 2017. He was keen to develop his knowledge and career within the Urgent Care sector and joined the surgery in April 2019. He currently works 2 days a week at the surgery as a Practice Paramedic and 2 days a week frontline for the Ambulance Service. Prior to joining the Ambulance Service Steve spent 8 years travelling the world as a senior PADI Scuba diving instructor, 1st AID and CPR instructor and RYA Yachtmaster. He hopes to work towards completing his Paramedic Practitioners degree and further develop his career.

Lee Nicholson:

Practice Nursing Team

The Practice Nursing Team can help with many of your health problems, included are: Asthma, COPD, diabetes, health checks, immunisations, ECG, wound care, family planning, HRT, diabetes, travel advice/immunisation, smear tests, smoking cessation and weight loss.

Holly Griffin: Lead Registered Nurse.

Savanagh Holt: Registered Nurse

Vicky Fitzsimons: Registered Nurse

Julie Busby: Senior Healthcare Assistant

Sarah Botting: Healthcare Assistant

Sally Smith: Healthcare Assistant

Victoria Richards: Healthcare Assistant

Sam Dakeyne: Healthcare Assistant

In-house Pharmacy Team

Rita Nyamekyeh – Practice Pharmacist: Rita qualified as a pharmacist in 2006 and joined the practice in 2019 after spending much of her earlier career in community pharmacy. She has also had clinical experience in a hospice setting, providing palliative pharmaceutical care. She holds a Postgraduate Diploma in Clinical Pharmacy Practice. She has a strong interest in medicines management and is an independent prescriber.

Mark Holmes – Practice Pharmacist: Mark qualified as a pharmacist in 2006 from University of Bradford and joined the practice in 2021. Mark was previously working as a Community Pharmacist in Berkshire, Surrey and Guernsey in both NHS and private healthcare. He is currently studying for the Postgraduate Clinical Pharmacy Diploma with University of Bath. Mark has a keen interest in Hypertension management and also Minor ailments.

Katherine Fielder – Practice Pharmacist: Katharine qualified as a pharmacist in October 2021. She qualified after primarily working in a community pharmacy for 5 years whilst at the same time studying and has now joined us in a GP practice environment. She will undertake the Primary Care Pharmacy Education Pathway commencing in April 2023 and work towards becoming a prescriber in the next 2 to 3 years. She already has experience looking after medication for Nursing Home residents and is looking to continue this role at The Potteries specialising in elderly care medicine.

Naqia Charania – Practice Pharmacist:

After completing her pre-registration Period split between hospital and primary care Naqia qualified as a pharmacist and joined the register in 2022. Naqia has also previously worked in community pharmacies while studying at university. Going forward, she intends to enrol in the CPPE pathway for PCN pharmacists and in the independent prescribing qualification, to further develop her knowledge in diabetes management.

Tolu Okeke – Practice Pharmacist

Victoria Garfath-Nebbett – Pharmacist Technician

Kimberley Lailey – Pharmacist Technician

Karen McMordie - Pharmacist Assistant

Attached Staff

Health Visitors:

The Health Visitors are no longer located at the Surgery but can be contacted on 0118 9382132.

District Nursing Team:

The District Nurses specialise in arranging and providing nursing care for patients who cannot attend the Surgery. The team are able to provide expert nursing care for acutely and terminally ill people. Health promotion for disabled people and their carers is also provided.

The District Nurse Team can be contacted on: 0300 365 1234

Midwives:

The Midwives are no longer located at the Surgery – please call 0118 322 8964 to arrange your first booking appointment.

Community Navigator

The purpose of a Community Navigator (also known as Social Prescriber) is to connect people to activities, groups and services in their community. This could be, for example, finding social groups, such as coffee mornings and craft groups, referrals to befriending agencies, exploring debt advice or support groups.

Danielle Stanborough: joined us from Berkshire Women's Aid where she was a refuge worker, prior to that she worked in Mental Health and Learning Disability support as well as Victims Support for Thames Valley Police.

Management Team**Practice Manager:**

David Griffin: David is responsible for the overall management and development of the Practice.

Deputy Practice Manager:

Mandy Bond: Amy oversees the day-to-day running of the Practice.

Administrative Staff

A dedicated team of receptionists, clerks and secretaries supports the Surgery. They ensure the smooth running of the Practice and are happy to help with any concerns or queries you may have.

Teaching and Training

Our Practice is involved in training new medical staff. Trainee GPs and Medical students may sit in on some surgeries.

We will inform you if a trainee is present in the surgery and ask if you would prefer them to leave for your consultation. Occasionally we may ask for your written permission to video your consultation. These videos are used for training purposes and are seen only by doctors involved in the student's training.

Surgery Times

Monday to Friday

The Surgery doors are open from 8.00 am to 6.30 pm. The enquiries phone line is open from 8.00 am to 6.30 pm. The appointment line is open from 8.00 am to 5.30 pm.

Saturday

Every third Saturday we are open for pre-booked appointments. For dates, please enquire at Reception.

Appointment Times

GP appointments are available at various times during our period of opening, depending which Doctors are on duty. If you ask for a telephone consultation a GP will phone you back. Please make sure that you are at the number you give when booking the appointment.

Nurses are available from 8.30 am to 12.00 pm and 2.00 pm to 5.30 pm.

Additional appointment times are available from 7.30 am most weekdays and 6.30 pm to 7.30 pm Monday and Wednesday evenings.

How to See Your GP

If you wish to make an appointment the telephone line is open between 8:00 am and 5.30 pm.

Appointments can be booked up to 2 weeks in advance with the GP.

Patients who ring with a new problem and wish to be seen on the same day may be offered a telephone slot. If you must see a GP, the next available same day emergency appointment will be offered to you.

Telephone Consultations – many of your problems can be resolved over the phone. You will be offered a telephone consultation and the GP will ring you.

Patients can express a preference of Practitioner by informing the Surgery in writing. You should bear in mind that by making this expression it may result in a longer wait for an appointment. In the event of a medical emergency, you will be seen by the Duty Doctor.

Booking Your Appointment On-line

You can register to book and cancel your doctor's appointment online by visiting our website: www.tilehurstsurgery.co.uk

If you want to have full access to Patient Services and order your repeat medication at the same time, please call into the Surgery with photographic ID and complete a registration form.

Don't forget:

- ☺ **NHS Choices** can help with a wide range of health advice and information –go to www.nhs.uk
- ☺ **The Pharmacist** at your local chemist's shop is trained to give advice about chronic disease problems and medicines. He/she can also advise on, and may be able to prescribe for, some minor ailments. You can see him/her without an appointment.
- ☺ **NHS 111 Service** you should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Home Visits

If you are too unwell or infirm to visit the Surgery, please try to telephone before 10.00 am as this allows the clinicians to plan their visits. The Receptionist answering your call will need to ask you certain questions regarding the complaint. These details are necessary to enable us to deal with the most urgent calls first. Where possible you will be asked to attend the Surgery, as facilities for examination and treatment are much better here.

Telephone Enquiries

Patients wishing to talk to their GP may be asked to ring back after a certain time to prevent interruption to surgeries. Advice regarding medical conditions is obtainable from NHS Choices www.nhs.uk.

Emergencies (Day and Night)

During Surgery hours a member of the reception team will answer the telephone and will inform the Duty Doctor of your call.

Out of Hours

You will hear a recorded message giving you a number to ring

Between 6.30 pm and 8.00 am the number given will be NHS111

Dial 111

In a life-threatening emergency dial 999

Information for New Patients

Practice Area and Location

We serve patients in Tilehurst and West Reading. The boundary of the Practice area may change according to the number of patients covered.

The Practice is well covered by public transport, we are on the No. 17 bus route and the Readibus is available to transport eligible patients to and from the Surgery (Tel. 0118 931 0000). There is parking at the Surgery for patients, including spaces for disabled users.

New Patient Registration

All newly registered patients are requested to complete a questionnaire. Please note that your medical records may take some time to be transferred from your previous practice, should you need regular medication it will help if you bring your medication in with you when you see a GP.

Temporary Residents

If a visitor to your home needs medical attention, you can make arrangements for them to be seen at the Practice. Patients can be seen on a temporary basis for up to three months. After this time, they need to be properly registered with a GP. If attending an appointment as a temporary resident please arrive a few minutes early as you will need to complete a short form.

Overseas Visitors

Eligibility for free NHS care is determined by residence NOT nationality. If you are normally resident in the UK you will be eligible for free NHS care. If you are a visitor from the EEC or from a country with reciprocal agreements with the UK you may also be entitled to free care. If you fall outside these categories you may be asked to pay a fee for your consultation and for any medications prescribed for you.

Asylum Seekers and Refugees

To qualify for free NHS treatment, you must have paperwork from the Home Office granting permission to live in this country and present this along with your passport when attending to register at the Surgery.

Facilities Available

We have two parking spaces for disabled users close to the main door. There is easy access for wheelchairs, all consultation rooms are on the ground floor and there is a specially adapted toilet with baby-change facilities.

We have a self-service check in system which will allow you to let us know you have arrived for your appointment without seeing the Receptionist. There is a large display screen to let you know when the doctor is ready to see you.

Prams may be left in the outer foyer of the main entrance to the Surgery at your own risk.

Dogs - All dogs, with the exception of assistance dogs, should be left outside the building.

Smoking & Food - The building is a non-smoking building and we request that this be honoured. We would also request that patients do not eat or drink whilst waiting for their appointments.

Repeat Prescriptions, Certificates and Non-NHS Services

Repeat Prescriptions

Patients on regular medication may be given computerised repeat prescription forms. When you have only one week's supply left, you can order through the Practice website www.tilehurstsurgery.co.uk, email to tilehurst.potteries@nhs.net, via the Online Appointment Booking System, bring it to the Surgery or post it to us.

Please allow 4 working days for this to be processed.

If you enclose a stamped, self-addressed envelope, the new prescription will be sent to you, but please allow 7 working days.

Repeat prescription requests will not be taken over the telephone because of the possibility of potentially dangerous errors being made.

Sickness Certificates

You are responsible for signing yourself unfit for the first seven days of any illness. Forms can be downloaded from the internet; alternatively, a paper copy is available from the Post Office or your employer for this purpose. After this period your doctor can issue a medical certificate (Med3) but only after a consultation.

If you are convalescing following a hospital stay, the hospital will issue you with a Med3.

Private Prescriptions

Private prescriptions are necessary for some drugs and vaccinations not currently available through the NHS. A fee will be charged for these.

Non-NHS Services

These include some claims, reports and private medicals (for example HGV and pre-employment). These can be arranged through the reception staff and a list of charges is displayed at reception. Please allow 10 working days for processing.

Other Services Offered

Minor Surgery

GPs working at the surgery may undertake some minor surgical procedures. Patients must be referred by a GP and appointments are 15 minutes long. In some circumstances you may be advised to arrange for a friend or relative to drive you home afterwards.

Family Planning

Our Practice Nurses and GPs offer family planning advice. We can fit coils and implants and prescribe emergency contraception at the surgery. If you require emergency contraception, please request an urgent appointment.

Smoking Cessation

The GP can refer you to the Stop Smoking Clinic or ask Reception to book an appointment.

Weight Loss

Advice and support is available from the Practice Nurses.

Smear Tests

These are recommended every three years in women aged 25 to 50 years and then every 5 years until the age of 65. A Practice Nurse will normally do them, however if you specifically require the Doctor to do it then please ensure that you ask for a double appointment.

Lung Function Testing

We have facilities for lung function testing in the surgery. This is an important tool used to assess patients with chronic lung diseases including asthma. Referrals for lung function testing are made through your GP.

Clinics Held At The Potteries

NAME OF CLINIC & STAFF MEMBERS INVOLVED	TIME OF CLINIC & INVITATION
Child immunisation - Practice Nurses	Wednesday 08.30 am —12.30 pm It is your responsibility to book the baby's first immunisations at 8, 12 and 16 weeks. You will be sent a letter advising you when to book immunisations for children over 12 months of age.
Diabetic Clinic - GP and Practice Nurse	Weekly on a Wednesday morning. Referral through GP
Smoking Cessation	Weekly on a Wednesday evening 6.00 – 8.00pm
Flu Clinic - Practice nurses give flu vaccines to those aged over 65, or with long-term heart or lung problems, diabetes, liver or kidney disease, pregnant & 2, 3 & 4 years old.	October and November, available at walk-in clinics. Times and dates will be advertised in the surgery.

Carers

Do you look after someone who is sick, disabled, elderly or frail?
Would they struggle to live in their home without your help?
Are you unpaid and acting voluntarily?
Are you juggling work alongside your caring role?

Many people don't think of themselves as carers; they just look after someone close to them. Anyone can become a carer — children, parents, sons, daughters, spouses, partners and friends.

Support for You

Becoming a carer can feel isolating and it's often a struggle to get the information you need. When you are looking after someone, it's important to have some help and support for yourself. Carers Trust provides a range of support and services which can be accessed via the Reading & West Berkshire Carers Hub 0118 324 7333 www.berkshirecarershub.org. A representative from the Hub is present in the Surgery on the first Wednesday of every month from 9.00 am until 12.00 pm.

Your Own Health

As a carer, it is important that you look after your own health; it is easy not to look after yourself when you are looking after someone else. The Potteries want to be able to do all we can to try to help you to stay as fit and healthy as possible.

We will do our best to help you look after yourself as well as the person you care for. For example, we are keen to offer flu vaccinations to carers each Autumn.

Please register yourself as a carer at reception or discuss it with your GP.

Military Service

- Served in the armed forces?
- Member of an armed forces family?
- Tell the NHS!

Veterans and reservists have priority access to NHS hospital care for any condition related to their service (subject to the clinical needs of others).

The NHS also has veteran-specific services, like mental health and prosthetics. Members of an armed forces family should maintain their relative position on any NHS waiting list if the family is moved about the country.

So, when attending hospital, general practice or clinic, please tell them if you are a veteran, reservist or member of an armed forces family!

Please ask a receptionist for a form to complete or send the surgery a message through our website www.tilehurstsurgery.co.uk

Patient Participation Group (PPG)

With the onset of Commissioning, it is essential that the patient's voice is heard in order to help shape the future of the Health Service, both locally and nationally. The Surgery is keen to encourage patients to become involved and join our Patient Participation Group (PPG).

The Surgery is always trying to assess what patients need from the health services. Perhaps you would like to help the doctors and other professionals find out about your needs and those of your community. There is now more chance to influence decision making in the health service than there has ever been, and it is more important than ever to get involved.

To find out how to get the best from your surgery and to shape spending decisions in the whole Reading area, contact the Secretary/Surgery Representative. Details are on our website and displayed on the PPG Noticeboard in the Waiting Room. For further information please contact Natasha Mitson.

Our Practice Charter

Our responsibilities are to:

- Treat you with courtesy and respect at all times
- Ensure confidentiality within the practice team
- Provide the best possible service and comply with national standards
- Give an explanation if you have to wait for a prolonged period before your appointment or offer an alternative time for you to be seen
- Provide repeat prescriptions promptly
- Provide appropriate health checks
- Help you to achieve a healthy lifestyle
- Provide emergency care when you need it
- Give you information about your health, treatment or illness
- Arrange referral to a consultant when agreed between you and your GP
- Provide access to your medical records subject to limitations in the law
- Allow you to choose whether or not to take part in medical training
- Listen to your comments and suggestions regarding the services offered and continue to develop and improve them

Your responsibilities are to:

- Treat all staff with courtesy and respect at all times
- Let us know if you change your name, address or telephone number
- Attend appointments promptly or give as much notice as possible of cancellation
- Let reception staff know if a problem is urgent
- Refrain from booking more than one person in per appointment
- Ask for urgent appointments, home visits and out of hours visits only if justified and not for social convenience
- Be patient if your doctor is called out on an emergency during surgery hours
- Try to see the same doctor for an ongoing medical problem
- Volunteer all relevant medical information and follow medical advice given
- Comply with repeat prescription arrangements and ensure that your supplies of medication do not run low, particularly over weekends and holiday periods
- Adopt and maintain a healthy lifestyle

Comments and Complaints

The practice welcomes constructive comments regarding its provision of a comprehensive and efficient service. We also have an informal complaints procedure. The reception staff will supply details if required, so that we may speedily resolve a problem that may be causing you concern. Alternatively, you may contact the Partnership Manager.

The Health Service Ombudsman in England and NHS England Complaints:

The Parliamentary & Health Service Ombudsman website www.ombudsman.org.uk contains detailed information on raising a complaint about any aspect of the NHS in England.

The staff here at the surgery work very hard to ensure the high quality of care the surgery provides, praise where it's due can make all the difference and we would like to hear any positive comments you have!

Confidentiality

The staff at this Practice record information about you and your health so that you can receive the right care and treatment. We need to record this information, together with the details of the care you receive, because it may be needed if we see you again.

We may use some of this information for other reasons, for example, to help us to protect the health of the general public generally, to plan for the future, to train staff and to carry out medical and other health research for the benefit of everyone.

We are currently involved in research studies for which we provide anonymised information from patients' notes. You cannot be identified in any way from this information as none of your personal details are given to researchers. Individual patients' records are added into a much larger anonymous database, containing records from millions of patients across the UK.

This information is used by researchers outside this practice. The databases to which we contribute anonymised records are known as The Health Improvement Network (THIN) and General Practice Research Database (GPRD).

These data may be anonymously linked to other data, such as hospital data. The databases are managed by companies outside the NHS which do not have access to your personal details, only to anonymous medical records. The data are used for research into such topics as drug safety, disease patterns, prescribing patterns, health economics and public health. Many of these studies provide useful information to medical staff on diseases, the use of drugs or outcomes of disease or treatment.

These studies may be performed by academic researchers or commercial companies amongst others. However, no researcher has access to your full details such as your name and address, initials or your full date of birth. The researchers are not given information about the GP nor the practice name, address or post code.

If you would like to opt out of this data collection scheme, visit <https://www.nhs.uk/your-nhs-data-matters/> or the NHS Digital contact centre on 0300 3035678. This will not affect your care in any way.

If anything to do with the research would require that you provide additional information about yourself, you will be contacted to see if you are willing to take part. You will not be identified in any published results.

Zero Tolerance

We will treat our Patients with respect, courtesy and will not discriminate against them in any way on the grounds of age, sex, colour, race, nationality, ethnic or national origin or disability, sexual orientation, religion or religious or philosophical belief.

Physical violence and verbal abuse is a growing concern. GPs, Practice Nurses and other Practice staff have the right to care for others without fear of being attacked or abused. We ask that you treat your GP and Practice staff properly – without violence or abuse.

We strongly support the NHS policy on zero tolerance.

Anyone either phoning or attending the Practice who abuses any staff member or patient, be it verbally, physically or in any threatening manner whatsoever, will risk removal from the Practice list.

In extreme cases we may summon the Police to remove offenders from the Practice premises.

Useful Contact Numbers

Surgery numbers: 0118 942 7528
 District nurses: 0300 365 1234

Hospitals:
 Berkshire Independent: 0118 902 8000
 Dunedin Spire: 0118 958 7676
 John Radcliffe: 0300 304 7777
 Prospect Park: 0118 960 5000
 Royal Berkshire: 0118 322 5111
 Townlands: 01865 903 709
 West Berkshire Community: 01635 273 300
 Wexham Park: 01753 633 000
 Wokingham: 0118 949 5000

Chemists:
 Asda (Meadway): 0118 951 4710
 Boots (Broad Street): 0118 957 1135
 Boots (Oracle): 0118 958 7529
 Grovelands: 0118 957 2389
 Manichem (school road): 0118 942 7353
 Newdays: 0118 959 0270
 Overdown: 0118 942 8990
 Pottery Road: 0118 996 4203
 Tesco Portman Road: 0118 990 4803
 Triangle: 0118 942 7523

Help lines:
 Age UK: 0118 950 2480
 Berkshire Women's Aid (domestic violence): 0118 950 4003
 Berkshire Carers Hub: 0118 324 7333
 Change, Grow, Live CGL (Substance Misuse): 0118 955 7333
 Citizens Advice Bureau: 0344 411 1306
 Cruse (bereavement counselling): 01344 411 919
 Dentist (emergency): 0118 958 8883
 Drinkline: 0300 123 1110
 Florey Unit (Sexual Health & Contraceptive Services): 0118 322 7202
 Macmillan Cancer Support: 0118 942 9665
 Maternity Triage Line: 0118 322 7304
 NHS Direct (medical advice): 111
 No. 5 (youth counselling): 0118 901 5668

Relate (marriage guidance):	0118 987 6161
Samaritans:	0118 926 6333 or 116 123(free call)
Talking Therapies:	0300 365 2000
Trust House (Rape & Sexual Abuse):	0118 958 4033
Patient Transport:	
Readibus:	0118 931 0000
South Central Ambulance Service:	0300 100 0015