**Teaching Practice:**

This practice is teaching practice and occasionally trainee clinicians may be required to sit in with a clinician during consultations with patients. You will always be asked if you consent prior to the consultation. If you do not consent the trainee will not sit in on the consultation.

**Threats of Violence or Abuse of Staff:**

The NHS operate a zero-tolerance policy about violence and abuse, and the practice has the right to remove violent patients from the list with immediate effect to safeguard practice staff, patients and other persons. We will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

**Feedback, Suggestions and Complaints:**

Our aim is to give the highest possible standard of service. We would like you to tell us what you think about the service we provide. If you would like to offer a comment, suggestion please fill out the feedback form on our website.

We are aware that things can go wrong resulting in an unsatisfied experience. Please fill out the complaint form on our website to advise us about any concerns you may have.

This will not replace the current NHS complaints procedure or other forms of feedback. Hospitals and other service providers will continue to use their own ways of gathering feedback in addition to the NHS FFT.

**Patient Participation Group:**

The Patient Participation Group allows patients to feedback constructive comments and suggestions for improvements to services provided by the practice.

If you would like to join our group, please complete the application form on our website and register your interest to be included in our group. Your contact details will be kept safe.

**Patient Data:**

All Clinical and Non-Clinical staff have an ethical as well as a legal duty to protect patient information from unauthorised disclosure and in accordance with the Data Protection Act 2018.

The patient privacy notice is available on the practice website.

**NHS England Contact:**

This practice provided NHS services on behalf of NHS England.

**Address:** NHS England, PO Box 16738, Redditch, B97 9PT

**Email:** england.contactus@nhs.net

**Telephone:** 0300 311 22 33

**Reviewed: November 2025**

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# Claremont & Holyport Surgeries

## Practice Information Leaflet

**Claremont and Holyport Surgeries** is a partnership providing NHS Services under an **NHS England General Medical Services Contract**.

**Claremont Surgery:**

2 Cookham Road

Maidenhead, Berkshire

SL6 8AN

**Holyport Surgery:**

Stroud Farm Road

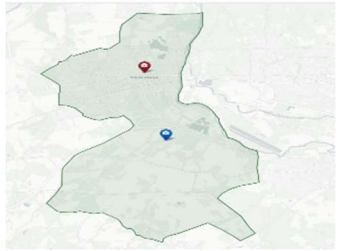
Holyport, Maidenhead, Berkshire

SL6 2LP

**Telephone:** 01628 624469

**Website:** www.claremontgp.nhs.uk

**GP Services are provided to the following areas:**



**Further information can be sought from www.nhs.uk**

**Opening Hours:**

**Claremont Surgery & Holyport Surgery**

| | | |
|---|---|---|
| Mon - Fri | 8:00am | 6:30pm |

**Are you using the right service?**




**How to Register at the Practice:**

The quickest way to register is to use the practice website. You must live within our catchment area. If you are unable to use the website, please contact the surgery for information on how to register.

**Access and Support for Disabilities:**

The practice offers step free access to the premises. Additionally, we have ground floor consultation rooms available too. Large Print Leaflets and a hearing loop are available upon request.

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**Patient Rights and Responsibilities:**

When registering you have a right to express a preference to be seen by a particular GP. This will be recorded on the clinical system and where possible you will be allocated appointments with that clinician.

Further information about your rights and what we expect of our patients are detailed within the NHS Constitution.

**Preference for a named Practitioner:**

All registered patients have a named doctor who has overall responsibility for their care and support. Your registered GP is also your named accountable GP.

Your allocated GP will be responsible for the provision of your healthcare. However, if you choose to see another doctor at the surgery you are entirely free to go on doing so.

If you are unsure of who is your named Doctor please ask at reception.

Patients have the right to express a preference of doctor on their records. However, the practice may not always be able to comply with your request. If this is the case, we will explain why.

**Appointments and Accessing practice services:**

To make a routine appointment to see a clinician please submit an E-Consult via our practice website. Should you be unable to complete an E-Consult, please contact the practice and a member of our Reception Team will be able to assist you.

If you are unwell and need to be seen the same day, please contact the practice. A member of our clinical team will discuss your condition with you and advise accordingly. If appropriate, the GP will arrange an urgent appointment for the same day.

**Services we provide:**

In addition to the routine services that are provided, this practice also offers the following:

- **Immunisations –** The nursing team administers vaccines for both adults and children.
- **Cervical Screening -** For women aged between 25-64. These are undertaken by our nursing team
- **Chronic Disease Management –** We hold a range of clinics to manage their long-term medical conditions including asthma, diabetes, hypertension, kidney disease and heart disease.
- **Other Clinics –** The practice also offers baby, post-natal, contraceptive care, Steroid Injections appointments and clinics.

Details of all our clinics are available from reception and are also listed on our website.

**Home Visits:**

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception before 10:30 am.

You may only request a home visit if you are housebound or are too ill to visit the practice. A Clinician will only visit you at home if they think that your medical condition requires it and will also decide how urgently a visit is needed. Please bear this in mind and be prepared to provide suitable details to enable the doctor to schedule house calls.

We also have a PCN provided home visiting service to allow some more capacity for home visiting.

**Prescriptions/Repeat Prescriptions:**

Repeat Prescriptions can be ordered in the following ways:

- **NHS App**
- **Online –** please complete our web form which can be found on our website
- **In Person –** By filling out a prescription form in reception and placing it into the designated box.

Please note, we do not take prescription requests via the telephone unless medically required.

Please allow 3 working days before collecting your prescription.

**The Practice Team**

This practice operates under a partnership agreement and provide services on behalf of the NHS.

**Partners:** Dr Ian Nock | Dr Huw Thomas | Dr Sarah Smart | Dr Kiran Judge | Jane Wardle (ANP)

**General Practitioners:** Dr Anna Browning | Dr Ruth Scott | Dr Hannah Casson | Dr Hannah Sharp | Dr Gordon Macleod | Dr Halina Viarheichyk | Dr Maryam Ahmad | Dr Nishil Zahari

**Practice Business Manager:** Jayne Rigg

For all members of our practice team please go onto our website.

This Practice also has a variety of PCN extended services such as: Paramedics, Physician's Assistants, Clinical Pharmacists, Care Co-Ordinators, First Contact Physiotherapists and Social Prescribers.

**When we are closed:**

When the practice is closed, if you urgently need medical help or advice and it is life-threatening, dial 999. If it is not life threatening, NHS 111 can help if you have an urgent medical problem and you're not sure what to do. NHS 111 is available 24 hours a day, 7 days a week and you can get help online or on the phone.

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