



HartBeat

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STAFF NEWS

The surgery sadly said goodbye to the following members of staff recently

Sharone Charlotte, our Physician Assistant left us for new adventures.

We thank her for all her hard work and wish her well for the future.

Sally Field, who was our Senior Medical Secretary, has retired after 8 years at the Hart. We are extremely grateful for all her hard work and dedication to the surgery and wish her a long and healthy retirement. Corrie Gibson takes over as the head of our medical secretary team.

Louise Colam, our Social Prescriber has moved on to a new social care role in the local area. She has been a real asset to the surgery and will work closely with her successor as she continues to support our local community in Henley

Dr Jemma Mildon, has completed her 6-month training contract with us. Jemma has been a breath of fresh air, and we wish her every success as she continues her medical career.

Introducing the following new members of staff to the surgery

Dr James Bracken
Salaried GP



Hi, I'm Dr Bracken (James)

I'm very excited to be joining the team and can't wait to get started. I like to connect with my patients and take a holistic approach in their care. I enjoy running, although these days that is mostly just after my two young boys aged 4 and 1. Lover of coffee. Currently started reading the book "Butter" by Asako Yuzuki. Look forward to meeting you all.

Judy Parker
Social Prescriber



Judy joined us in January 2026. She is passionate about helping people live their best life. She is not medically trained but will lend a sympathetic, non-judgmental ear and give practical help and advice. She can signpost patients to local support services, such as community groups and charities who can offer physical activities, the teaching of new skills, friendship groups or finding of employment.

Judy attends d:two church, which hosts or has links to The Family Centre, Nomad Charity, the Food Bank, The Henley Debt Centre and she can access a wealth of local resources, activities and volunteer groups.

Dr Tom Stroud
GP Registrar



Tom joined us this month to complete his GP training. He has just moved to Reading from Southampton and previously worked at a practice in Newbury.

NHS

NEW PHARMACY FIRST SERVICES

AVAILABLE WITHOUT PRESCRIPTION

- sinusitis
- sore throat
- earache
- infected insect bite
- impetigo
- shingles
- uncomplicated urinary tract infections in women

PHARMACY First

THINK PHARMACY FIRST

As we are now well and truly into the winter and are experiencing high volumes of requests for appointments, we would ask that you please use your local pharmacy if you are experiencing any of the following symptoms listed above.

Henley Pharmacy, Boots, Tesco's, Day Lewis in Sonning Common, Newdays Pharmacy in Twyford and Emmer Green Pharmacy will provide advice and prescribe you medication if required to manage your symptoms. You can book an appointment online by visiting Think Pharmacy First <https://www.nhs.uk/nhs-services/pharmacies>.

Please note our senior triage Doctors may also ask that you attend a local pharmacy for medical advice if you have a minor illness that can be treated by a Clinical Pharmacist.

Do more with the NHS App!

NHS App

THE NHS APP

Please can we encourage patients to download the NHS App. This can be done through the Apple app store, Google Play or by following this link [NHS App and your NHS account - NHS](#)

Our local hospitals, Cora (who provide muscular skeletal care such as physiotherapy), and other primary care clinicians are using the NHS App to inform patients of appointments, responding to

request for referrals through the choose and book system, and providing electronic hospital letters.

We are aware that several patients have missed information and experienced delays in their waiting time for an appointment as they did not have the NHS App.

For patients who are unable to use an NHS App, please can we reassure you that our local hospital providers, primary care clinicians and other agencies will send appointment and clinical letters via the post.

Your new patient portal Royal Berkshire Connect



The Royal Berkshire Connect is a secure, easy-to-use service where you stay on top of your care by viewing and managing appointment, and receive timely notifications and updates.

If you're already under the care of the RBH, you should have received a text message invitation from to access (or register for) the Royal Berkshire Connect portal. To register or login please visit <https://www.royalberkshire.nhs.uk/royal-berkshire-connect>



Xmas Tree Giving Appeal

Thank you to all those who donated gifts to our Xmas Tree giving appeal. We are very grateful to our generous patients for supporting this very worthwhile cause.



A reminder from our Phlebotomists

If you are attending the surgery for a blood test that has been requested by a doctor or Clinician you are seeing at The Royal Berkshire Hospital, John Radcliffe Hospital or Churchill Hospital, please ensure that you bring the blood form request with you. Our GP's are unable to write a form as they will not know what blood tests the hospital team requested.

YOUNG PERSON CONSENT FORM



If you are a parent of a teenager who is 14 or about to turn 14, please be aware that your child will receive a letter from The Hart Surgery **which will be addressed to them**. The letter includes a consent that your child **MUST** sign and return to the surgery promptly.

Completing the Young Person Consent Form ensures we have the contact details that your child wishes us to use on their health care records. It can be their personal mobile number or a parent's number. The completed consent form also allows you as a parent to continue to have access to your child's medical records, order routine medication, complete a triage form, and make appointments for your child at the surgery.

HEALTH SCREENING FOR PATIENTS

The Hart Surgery encourages our patients to attend health screening appointments. Early detection of cancer increases the chances of a positive response to treatment.

Please ensure that the personal information we have on your records is correct as patients are invited to attend screening by external agencies will write to you using the postal address we have on our electronic system.

BREAST SCREENING

- You will automatically get your first invite for breast screening between the ages of 50 and 53. You'll then be invited every 3 years until you turn 71
- You will be sent an appointment with details of when and where your screening will take place.
- Screening usually takes place at a hospital or local screening unit. In some areas, a mobile screening van may be used – the equipment and quality are exactly the same.
- The test itself is a mammogram: a quick, safe x-ray that takes images of each breast.
- If you are over 71 or you have missed your appointment, you can contact the breast screening unit at The Royal Berkshire Hospital on **0118 322 8282** to arrange a mammogram.



CERVICAL SCREENING (SMEAR TESTS)

All women and people with a cervix between the age of 25 and 64 are eligible for a cervical smear



- The Cervical Screening Management System (CSMS) is the 'call and recall' product for the NHS cervical screening programme in England. It identifies and invites eligible participants, helps GP surgeries to manage eligible patients, and manages receiving and sending results.

Please note - The Hart Surgery will contact you if you have not booked an appointment within 6 months of a recall from CSMS or if you need an early recall

Our Nurse Specialist, Pauline works on Tuesday, with clinics in the morning and afternoon, and Friday afternoon.

Appointments can be made via the reception. Please call us on 01491 843200 between 2pm and 4pm.

Pauline also provides contraceptive advice to patients on the phone and is able to perform clinical procedures such as coil fitting, contraceptive implants and injections during her clinics on a Tuesday and Friday afternoon. Please contact the surgery to arrange an appointment.

BOWEL CANCER SCREENING

- If you're aged between 50 and 74, you'll be invited to take part in bowel cancer screening every two years. The bowel cancer screening programme has recently been rolled out to include people aged 50 and over, but because it's been changed gradually some people will receive a test when they turn 52, depending on where they live and when their birthday is.
- You will receive a letter and a test kit that is sent to you directly. There will be instructions as to how to complete the test and return it to be tested.
- If you're aged 75 or over, you can ask for a screening test by calling the free bowel cancer screening helpline on 0800 707 60 60



PROSTATE CANCER MONITORING

If you are male or a person with a prostate and are experiencing any of the following urinary symptoms listed below, please request an appointment to be reviewed by a GP.

They will discuss with you whether it is clinically indicated to have a PSA blood test, other investigations, or referral to see a Specialist.

- urinary changes like frequent urination (especially at night)
- weak flow
- difficulty starting/stopping
- feeling the bladder isn't empty
- blood in urine/semen
- erectile dysfunction
- pain in the back and hips



CHILD VACCINATION UPDATE

Chicken Pox

You may have seen in the national news on 29th August that from January 2026 children aged from 12 months will be offered a chicken pox vaccination with their MMR (now called MMRV– please read the link below for further information.

<https://www.gov.uk/government/news/free-chickenpox-vaccination-offered-for-first-time-to-children>

Whooping (Pertussis) Cough in Pregnancy

Keeping you and your unborn baby safe

Please contact the Hart Surgery to arrange a whooping cough vaccination if you are pregnant. You can be vaccinated from 16 weeks gestation.

There has been a case in the news over the last few weeks where a baby sadly died as their mother had not had a whooping cough vaccination.

For further information regarding the whooping cough vaccination please follow the link below.

https://assets.publishing.service.gov.uk/media/667ad3fec7f64e234208ffbd/UKHSA_12961_Whooping_cough_pregnan_cy_leaflet_10_WEB.pdf

How can we help?



We understand that for some of our patients attending the surgery can be difficult due to disabilities, some of which may not be visible. We will always do our utmost to ensure that all our patients have a positive experience when visiting The Hart Surgery. Please ensure the reception team are aware if you require help when arranging an appointment or that your appointment may need to be earlier or later in the day.

Please note – our clinics run most days between the hours of 08.30 and 16.30. The car park tends to be less full around lunch time or late afternoon.



SAFE SURGERIES

The Hart Surgery is always a safe place



If you are experiencing anxiety, feeling overwhelmed by a situation, require some support and advice, or just want a quiet, warm place to sit, we can provide you a safe space.

Please make yourself known to one of our receptionists if you require help and take a seat.

WARM SPACES

- **The 60+ Social Club** in Greys Road car park is open Monday to Friday from 9.30 to 16.00
- **Christ Church** in Reading Road is open Monday to Friday from 10.00 to 15.00.
- **St Mary's Church** in Hart Street offers a warm space and is open every day from 9am to 5pm. Every Sunday at 8am there is a Holy Communion service and at 9.30am there is a sung Eucharist.
- **D:Two** Open daily 09.00 – 14.00
- **Henley Library** Open Mon – Sat (see <https://www.oxfordshire.gov.uk/oxfordshire-libraries/find-library/henley-library>)

PATIENTS

PLEASE MASK,

if you are experiencing any of these respiratory symptoms:

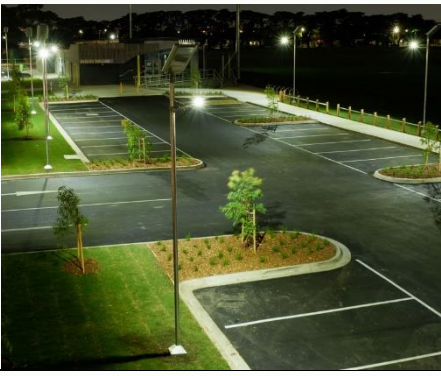
- Shortness of breath
- Fever/chills
- Coughing
- Sore throat
- Congestion
- Runny nose

VISITORS

If you are experiencing any of the above symptoms,
PLEASE DO NOT PROCEED INTO THE BUILDING.



THANK YOU
FOR FOLLOWING OUR
masking
guidelines



CAR PARK LIGHTING

We apologise that our car park lights have not been working recently. They are linked to the Bell Surgery's electrics and despite numerous visits by electricians, as yet, no one has been able to fix the problem. We have rigged up some temporary lighting which we hope will help but please ask receptionists to help escort you to your car if you feel you need assistance.

PRACTICE MANAGER JOB OPPORTUNITY

After almost 15 years at the surgery, our practice manager, Sarah Moberly, will be retiring at the end of March. We are now advertising for her successor. Please see our website for further details.