

COOKHAM MEDICAL CENTRE
Lower Road, Cookham Rise, Berks. SL6 9HX

Partners:

Dr. Azmy Birdi, MBBS, MD, FRCOG, DFFP, MRCGP

Dr. Michael Sealy, MBBS, BSc, MRCGP, DRCOG

Dr. Anu Swamy, MBBS, MRCGP, DFRH

Dr. Kenney Tsoi, MBBS, BSc (Hons) MRCGP

In a serious medical emergency – ring 999

If you are unsure which medical service you require ring **NHS 111**
(Both inside and outside practice opening hours)

The practice is open from **08:00 to 18:30 Monday to Friday** excluding
Bank Holidays
(open at 07:30 Tues and Wed by appointment only)

Telephone Numbers

Appointments and queries **01628 810242**
(Including the 7 day service appointments)

Lines open 08:30 to 13:00 and 14:00 to 18:00)

Emergencies (not requiring 999) **01628 524646**
(Line opens 08:00 to 18:20)

Home visits: **01628 524646**
Please call before 10.30 if possible

Out of hours: **Ring NHS 111**
For medical services (not requiring 999 response)

Website: www.cookhammedicalcentre.co.uk

Fax: **01628 810201**

Practice Manager - Mrs Jill Stinchcombe

Practice Nurses and Healthcare Assistants

Mrs. Deborah Roberts, BscDipHe Adult Nursing RGN

Ms. Alfiyah Jiwajee

Mrs. Christine Penny

Our nurses hold surgeries in the mornings and afternoons on an appointment only basis for the following:

| | | |
|---------------|-------------|---------------------|
| Immunisations | Dressings | Removal of stitches |
| Ear syringing | Blood tests | Travel advice |
| ECGs | Injections | Cervical smears |

Baby clinic - This is held on Wednesday afternoons by a nurse when your child can be given the necessary immunisations.

Vaccinations – vaccinations such as seasonal flu, pneumonia and shingles are also done either within normal appointments or as specific clinics – publicised in the practice and website.

Long Term Conditions Clinic - We run a specialist clinic for people with certain long term conditions on Wednesday mornings. Patients will be sent an invitation to arrange an appointment in this clinic for their Annual or mid-year reviews.

Training Practice - We are a training practice so have GP Registrars working with us on a regular basis. These are qualified doctors who are training to be GPs.

The Practice closes for clinical staff training one afternoon every month except August. Dates are publicised on the website and in the practice.

Appointments

The practice operates an appointment only system.

For patients requiring urgent same day assistance we operate a Duty Doctor Telephone triage system. This enables the Doctors to manage and prioritise patients according to clinical need. Patients are placed on the triage list and the Doctor will ring the patient back. In many cases the matter can be resolved during the call but if a face to face consultation is needed – the doctor will arrange a time for this directly with the patient.

To book an appointment

Call the appointments line 01628 810242 (08:30 - 13:00 and 14:00 – 18:00), book online or book in person at reception. It is also possible to book telephone appointments. Nurses appointments and telephone consultations are not yet available online). Please see Online Services section for more details.

Seven Day Access – to GP services

A weekend and evening GP and nurse service is also available at St Mark's Hospital for pre-booked appointments only. These can be booked by our receptionists but the GPs and nurses there are not from this practice. Online booking is not currently available for this service. The staff at St Mark's Hospital can access the notes held by the surgery with your consent.

Please see 7 Day Access leaflet for more details.

Home Visits – please contact the practice as early in the day as possible if you feel a home visit is necessary. The Duty Doctor will telephone and discuss your condition and then arrange a time for the visit if appropriate. Visits would generally take place between the morning and afternoon surgery times.

Facilities for the Disabled

We have a disabled parking space in our car park and access to the Medical Centre by gentle incline. There is a WC for disabled persons in the Medical Centre.

Repeat Prescriptions

Some medication can be put on repeat prescription if it is to be long term; this is subject to regular medication review. Other medication may be prescribed on a single issue basis – you may hear this described as Acute. Such medication may become available “on repeat” at a later date – for example when its suitability has been assessed and found successful.

To order repeat prescriptions please use the list of repeat prescription items which can be found on the right hand side of a paper prescription or on a request sheet provided by your chosen pharmacy. Tick the required items and hand in either to the surgery (there is a secure letter box when we are closed) or to the pharmacy if they are handling your prescriptions for you.

Please allow 48 hours for routine repeat (2 full working days) prescriptions to be checked and processed. **Please be aware of your medication review date.** If you are at, or beyond, your review date, you may need to come in for blood tests etc. so should allow more time for your request. If you are requesting items **not** on the repeat list, you may need to have an appointment with a doctor to discuss your request so allow plenty of time.

You can also order online – please ask at reception for an application form and leaflet. You will need to provide photographic identification but if you do not possess any please discuss with the practice manager to agree an acceptable alternative.

The NHS Electronic Prescription Service (EPS) is available at the practice enabling prescriptions to be sent electronically from the authorising doctor directly to the pharmacy of your choice. If you wish your prescriptions to be sent this way, please ask your preferred pharmacy to put this in place. This will then show on our system as the destination.

(N.B. At present, prescriptions for Controlled Drugs are not permitted to be sent in electronic format).

New patients: To register as a permanent patient of the practice you must live within our catchment area. Please ask at reception for a registration form. Please bring your completed form, identification and proof of address to reception.

Temporary patients

Persons who are temporarily living in or visiting the practice area and become unwell may register as temporary patients and consult with the GP or nurse as appropriate.

Catchment area

The Practice inner boundary extends to the A4 in Maidenhead and follows the River Thames from Maidenhead Bridge to Quarry Wood Road/Grubwood Lane/Winter Hill Road and extends to Pinkneys Green.

We operate an inner and outer boundary system. Patients who move from the inner boundary but are still within the outer boundary may remain on our list. However, patients may only register as new patients if they live within the inner boundary. Please ask at reception to view the large version of the map.

Online services

The practice offers online booking and cancellation (includes appointments booked by other means), online prescription requests, partial access to medical records subject to GP authorisation and the electronic transmission of prescriptions to pharmacies if nominated by the patient. Please ask at reception for a leaflet and application form. Proof of ID will be required.

Responsibilities of patients – we ask all our patients to help us by cancelling appointments that they cannot attend with as much notice as possible and to behave in an appropriate manner whilst on our premises. Smoking and drinking alcohol are not permitted. We also ask patients to use our car park considerately and to let us know if there is an accident or incident in the car park.

Car Park

Please note the car park is reserved for patients with appointments at the Medical Centre and medical centre staff only as well as for people using Pinder Hall. Parking spaces must not be used by shoppers or commuters.

Services for Carers - A carer is anyone who cares, unpaid, for a family member or friend who, due to illness, disability, a mental health problem or an addiction, cannot cope without their support.

The Practice recognises that caring is a commitment which can create problems for carers such as stress, worry and ill health, isolation from friends, financial difficulties, etc. Help is available.

Please see the information about SIGNAL the current carer's support service in Berkshire. Carers can contact the service directly on **01628 947974** or a GP can refer carers with their permission.

If you are a carer please let the practice know so we can put you in touch with the right people. If you are unsure if the title of carer applies to you please talk to a nurse or GP.

Minor Procedures - Joint injections can be performed by Dr Sealy and Dr Tsoi. In certain circumstances, subject to NHS individual funding approval and suitability of condition, minor surgery can occasionally be performed. Ask Dr Sealy or Dr Birdi for advice.

Travel Advice - We offer our patients a full range of travel vaccinations and advice. Essential vaccinations should be completed at least 4 weeks prior to departure. Many travel vaccinations are **not** included as NHS treatment and a charge will be payable for these. We are an officially designated Yellow Fever Centre. For further information, please ask reception.

The website www.fitfortravel.nhs.uk may also be helpful.

Physiotherapist - a community physiotherapist from Berkshire Healthcare NHS Foundation Trust (BHFT) holds a clinic at the practice every Tuesday by appointment.

District nurses working in the Cookham area are also BHFT staff. They are not based here but keep in regular contact with the surgery staff to discuss patient care.

Dietitian A community dietitian attends the practice twice a month to see our diabetic patients or others requiring advice and support.

Health Visitors This service is provided by Achieving For Children. The Health Visitors give advice on health care, particularly for expectant mothers and parents of children under five. They are based at St. Marks Hospital and may be contacted by telephoning **0300 365 6523**.

Maternity Care Ante natal care appointments are provided by the doctors and the midwife has appointments at the surgery every Monday and Thursday morning. The Health Visitors offer first time mothers the opportunity to attend a one-off session of an ante-natal group at the Riverside Children's centre.

Family Planning - A full range of family planning services are offered by our Practice including a coil and implant clinic.

Preconception Advice and Care - Prior to having a family we would advise prospective parents to have a lifestyle check and for the female partner to be tested for immunity to German Measles. We can give advice about diet. Also we try to help any couple if they are unable to conceive.

Cervical Screening - We advise all women between the ages of 25 and 64 to have a cervical screening test every 3-5 years. A letter will automatically be sent to patients asking them to make an appointment with a practice nurse.

Chaperoning - If a doctor or nurse needs to examine you and you would like to be chaperoned please mention this before the examination. You may have a friend or family member as a chaperone or ask us to provide one from our clinical team.

Our Approach to Serving You - At Cookham Medical Centre's service we will:

- ensure that all patients and visitors are treated with dignity and respect.
- not tolerate any discrimination against or harassment of any person for reason of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.
- provide the same treatment and services (including the ability to register with the Practice) to any person irrespective of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or belief.

Named Accountable GP - all patients are allocated a named accountable GP who assumes administrative responsibility for them. For example any repeat prescription requests, incoming clinic letters etc. are all sent to the named GP, or if they are absent to their designated deputy.

Patients may see any GP they wish subject to availability and are not restricted to their allocated GP. The numbers allocated to each GP are done proportionally to ensure each GP has a balanced workload. We are informing patients of the name of their allocated GP during appointments and other encounters but if you have not yet been informed, please ask when you next contact us. If you wish to change to a different allocated GP you may do so. Please let a receptionist know your wishes.

Patients not seen within the last 3 years (within the last year if over 75) can request a health-check and general advice even if not currently unwell. If the patient is housebound then a home visit can be arranged.

Confidentiality - All doctors, nurses and administrative staff are aware of the rules of confidentiality and do all they can to respect the confidentiality of all our patients.

Medical Records and Confidentiality - Your medical records are held on our computer system. The Practice has a stringent security and confidentiality policy which complies with the Data Protection Act. Your details are only available to and used by those involved in your care. You have the right to know what information we hold about you. If you would like to see your Medical Records please contact the Practice Manager.

Please note we cannot disclose information without your consent so if you wish family members or carers to be able to discuss your care with us, we will need signed consent stating your wishes.

We will not divulge your information to any organisation or body outside the NHS without your consent unless required by law.

As of April 2016, patients may request online access to some parts of their medical records. Please ask at reception for a leaflet and application form if you wish to use this service.

Summary care record

Please see the information sheet about the Summary Care Record. If you wish to opt out of this, a form is provided.

The **Share your Care** project - 18 health and social care organisations and over 100 GP surgeries in Berkshire are involved in this. Soon every member of your care team will be able to access essential information for your immediate care online, subject to obtaining patient consent at the time of access.

See www.shareyourcareberkshire.org for more information

Suggestions and Complaints - We welcome any suggestions or constructive criticisms. There is a suggestion box in the waiting room run by the Patients Participation Group or simply contact our Practice Manager.

Please also complete the NHS Friends and Family Test – forms and box in reception

If you wish to complain about any aspect of the services we provide, please notify the Practice Manager.

Patient Participation Group (PPG)

The aim of the group is to act as a communication channel between the practice and the community, discussing concerns, contributing ideas and helping bring about improvements. They also organise health education events for the local community.

The group is made up of representatives of different sections of the community and its committee meets at the practice every three months. They produce a quarterly newsletter (available on our website and in the waiting room). They maintain regular contact with patients who have given the PPG their details (generally by email). They maintain a noticeboard outside the practice and have a page on the practice website.

If you are interested in joining the group please contact them via our website, see the information in the waiting room or contact them via the Practice Manager.

Practice website: www.cookhammedicalcentre.co.uk

This contains a direct link to the online patient services login page, information about staff and services plus the latest information on any closures for training or Bank Holidays. We are improving and updating our website content on an ongoing basis.

Policy on Violence and Aggression - In line with all NHS services the Practice has a zero tolerance policy regarding violence and aggression. We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive they will be warned to stop their behaviour. If they persist we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Services provided

The practice provides General Medical Services under contract to NHS England (NHS England South (South Central) Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxford, OX4 2LH) and other services under contract to Windsor, Ascot and Maidenhead Clinical Commissioning Group and RBWM

Services not covered by the NHS General Medical Services Contract held by the practice.

Taxi driver, HGV and other medicals etc. can be done by our GPs by appointment. A list of our current fees is available in reception. Letters and forms that are not part of your medical care and are not covered by the NHS General Medical Services contract will also incur a charge for example fitness to perform on stage, travel cancellation forms and others. Ask at reception for more details.

Patient Advice & Liaison Service (PALS)

Provides help with queries about local NHS services and the healthcare you receive.

Tel: 01753 636808

Email: feedback.wamccg@nhs.net

Address: Patient Advice & Liaison Service
King Edward VII Hospital
Windsor SL4 3DP

LOCAL INFORMATION

Chemist McParlands, Lower Road, Cookham
01628 521369
Mon – Fri 8.45-6.15 **Sat** 9.00-1.00

Hospitals Wexham Park Hospital **01753 633000**
St. Marks Hospital **01628 632012**

Cookham Voluntary Service **01628 523839**

CVS is designed to provide help with transport for the patients of Cookham Medical Centre to attend appointments at the surgery, hospitals or other clinics. It is run entirely by volunteers who can claim mileage for using their vehicle. Their telephone is manned from 10.00-12.30. There is an answerphone at other times. Voluntary donations are welcomed – ask driver for envelope.

Maidenhead Voluntary Services **01628 673937**

Cookham residents can also use this service but some restrictions apply. There is a transport charge cost.
Mon/Tues/Thurs/Fri 9.30-11.30

People to Places **01628 587920**

Offers transport to anyone living within the Royal Borough who cannot use conventional public transport. Patients would need to register for the service and fees do apply.

Elizabeth House Cookham Day Centre for the over 60s, providing members with lunches, a wide range of social activities, chiropody, hairdressing, keep-fit and a shower facility.

Contact **01628 527621**

Rendezvous (Based at Elizabeth House) A place for people with dementia and their carers to meet for support and company on Thursday afternoons 3pm to 5pm. Contact **07709 524384**

Healthwatch – www.healthwatchwam.co.uk

Booklet updated January 2018