**REDWOOD HOUSE SURGERY**

***Supporting you and your family to stay well***

**PATIENT INFORMATION LEAFLET**

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**Telephone 01628 826227**

**Redwood House Surgery**

**Cannon Lane**

**Maidenhead**

**SL6 3PH**

**www.redwoodhousesurgery.co.uk**

**May 2020**

**WELCOME TO**

**REDWOOD HOUSE SURGERY**

**WELCOME**

Redwood House Surgery is a two partner surgery situated on the outskirts of Maidenhead, within easy reach of local amenities. It is a General Medical Practice looking after patients in Maidenhead, who live within our NHS boundary. It has been situated at this site for 27 years and has grown to serve a population of over 6500 patients. The practice does not discriminate on the grounds of race, gender, social class, religion, sexual orientation, appearance, disability or medical condition.

The surgery is well supported by pathology, radiology services and all other clinics at local NHS Hospitals (St Marks, Wexham, Wycombe, King Edward, Heatherwood and Royal Berks).

The Partners and staff of Redwood House Surgery are committed to providing the highest level of patient care. We have concentrated our energies over the past few years on developing our skill mix and creating new and innovative ways of working that maximises the efficient use of clinical time and offers the best patient services.

Redwood House Surgery is a member practice of the Berkshire East Clinical Commissioning Group (CCG), which commissions local services for its patients. More information about the role of East Berks CCG can be found at

www.windsorascotmaidenheadccg.nhs.uk

Alternatively, East Berks CCG, King Edward Vll hospital, St Leonards Road, Windsor, SL4 3DP or telephone 01753 860044 or email eastberksccg.info@nhs.net

This patient information leaflet contains information about the facilities and services at Redwood House Surgery; we hope you find it useful. We suggest you keep it safe and accessible for future reference.

**ACCESSIBILITY AND DISABILITY ACCESS**

Redwood House Surgery is fully accessible to patients, including those in wheelchairs and patients who may need assistance or help with communication or information needs. Please let our receptionist know if you need any assistance or help so we can take action to support you in the future.

We have a disabled parking space situated close to the front door for cars displaying a disabled badge. We have easier access at the back of the building as we have a ramp leading straight into the waiting room for wheelchair users. Consulting rooms are on the ground floor and are easily accessible.

If you have difficulty in entering our surgery please ring the front doorbell and a member of staff will assist you.

If any patient is house bound then alternative arrangements can be readily made to access our services.

**SURGERY OPENING TIMES**

The surgery is open from 8.00am to 6.30pm Monday to Friday and closed Saturday, Sunday and all Bank holidays.

At all times when the practice is closed emergency advice and assistance is available by calling 111. If it is a life threatening emergency ring **999.**

**SURGERY TRAINING DAYS**

In order to provide you with the best care, all of our doctors, nurses and staff need to keep their knowledge and skills up to date.

We therefore have regular training sessions throughout the year. These times are displayed in surgery and on the surgery website and are normally a Tuesday, Wednesday or Thursday. Every surgery in Windsor, Ascot and Maidenhead closes for training at the same day and time. During this time and whenever we are closed the Out of Hours Service (OOH’s) take over.

At all times when the practice is closed including training days, emergency advice and assistance is available by calling 111. If it is a life threatening emergency ring **999.**

**THE SURGERY TEAM**

**Partners**

Dr Aisha Ahmed MBBS, MRCGP

Dr Sabina Shaik MBBS, MRCGP, MRCPCH, DCH, DFSRH.

**Clinical Team**

Dr Suhanika Major MBcHB MRCGP DRCOG

Practice Nurse Sarah Carbonaro RGN

Health Care Assistant Emily Davis

Diabetes Nurse Bindy Laurent RGN

**Clinical Pharmacist**

Nicola Greenberg

**Nursing Team**

The nursing team are highly trained members of the team and are involved in many aspects of patient care including health promotion, advice, preventative care, immunisations, travel advice, family planning, cervical smears, dressings, asthma and diabetes care.

**PRACTICE STAFF**

Practice Manager Jane Taylor is responsible for the general management of the practice. The partners, doctors and nurses are supported by the management team and administration team.

**THE COMMUNITY TEAM**

**District Nurses**

The District Nursing Team works closely with the Primary Health Care Team and other services.They may be contacted 24 hours per day by ringing 0300 365 1234.

**Health Visitor**

Health Visitors can advise on all aspects of health care for all ages, from the very young to the elderly. The have responsibility for all children under 5 years. They also run local health clinics at the local community centre for weighing and advice please ring 0300 365 6523. The Health Visitors are happy to offer home visits on requests.

**Midwife**

The registered Midwife works together with the GP to provide your ante natal care and post-natal care. Yourappointment may be offered at the surgery or via the Midwife Hub.

Contact the surgery after the 7th week of your pregnancy where you will be provided with details on how to register your pregnancy with the midwifery service directly.

**APPOINTMENTS**

Consultations with our practice team are available by appointment only.

Patients can book future routine appointments by visiting the surgery or telephoning reception or online using one of the apps; we recommend you do this whenever possible. Initially you will need to contact the surgery to be issued a PIN to enable you to create an online account, allowing you to book appointments, order repeat prescriptions, and view your medical record. If you book ahead you will have more choice of times and to see the GP of your choice.

The doctors currently work the following days:

|  |  |  |
| --- | --- | --- |
| Doctor | Morning | Afternoon |
| Dr Aisha Ahmed | **Monday**  **Tuesday**  **Wednesday** | **Monday**  **Tuesday**  **Wednesday** |
| Dr Sabina Shaik | **Tuesday**  **Thursday**  **Friday** | **Tuesday**  **Thursday**  **Friday** |
| Dr Suhanika Major | **Monday**  **Tuesday**  **Thursday**  **Friday** | **Monday**  **Thursday**  **Friday** |

The surgery also uses regular Locums who work closely with The Partners to ensure the best clinical care for our patients.

We provide extended hours pre-bookable telephone consultations with a GP two evenings a week and two early morning Practice Nurse Clinics on a Wednesday and Thursday. If you would like one of these appointments please contact the surgery.

We also offer extended hours pre bookable appointment at St Marks Hospital or King Edward VII 6.30pm to 9.00pm. Please speak to a receptionist to book one of these appointments.

It is important that you are on time for your appointment; otherwise if you are late the doctor may not be able to see you and you will be asked to re-book.

**EMERGENCY APPOINTMENTS**

If your condition is too urgent to wait for an appointment please contact the surgery, the receptionist will try to find an emergency appointment that day. You will be asked for an indication of the problem as this information is necessary to ensure you are seen by the most appropriate clinician.

Emergency appointments are for one problem only and you may have to wait beyond your booked time as the doctor may be attending to other urgent problems.

Patients can also be seen for emergency on the day contraception.

At all times when the practice is closed emergency advice and assistance is available by calling 111. If it is a life threatening emergency ring **999.**

**CONFIDENTIALITY**

We realise that sometimes the main reception desk is a little public. If you wish to discuss a confidential matter please mention it to the receptionist who will arrange for you to speak to someone privately away from the desk.

**CHAPERONES**

Your doctor or clinician may request a chaperone or should you wish to have a chaperone present during any intimate examination, please tell the doctor, clinician or nurse and this will be arranged. A chaperone will be an appropriate member of the clinical team, if an appropriate chaperone is not available you may be asked to rebook.

**ACCESSING A GP OR NURSE BY TELEPHONE**

If you want to speak to a GP, please telephone the surgery and the receptionist will advise you of a convenient time to call back or they will take your details and ask the GP to call you. However any emergency will be put through to the GP immediately or as soon as possible.

**CANCELLING APPOINTMENTS**

Please inform us if you are unable to keep your appointment as soon as possible by telephone 01628 826227 or in person. Many appointments are ‘lost’ each year due to late cancellations and patients who do not attend (DNA). Please remember to make a note or a reminder to cancel in plenty of time so that another patient can be offered the appointment.

**HOME VISITS**

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities for the examination and treatment of patients, we do appreciate that this is not always possible. If you feel a home visit is necessary because you are medically unable to attend the surgery or house bound please telephone the surgery **before 10.30 am.** Your GP 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.

**JOINING THE PRACTICE**

**NEW PATIENTS**

We wish to thank you for registering with Redwood House surgery. We are happy to register patients who live within our designated NHS boundary.

To register as a patient visit reception ideally between 11.00am and 3.00pm and we ask you to bring with you;

* your passport or driving licence
* proof of address
* your National Health Number
* the name and address of your previous surgery

There are several forms to complete and you must register as a patient before you actually require an appointment. If you take regular repeat medication (including the contraceptive pill) you will need to book an initial appointment with a GP or Clinical Pharmacist before we can issue repeat medication.

**For children less than 5 years of age we would like to know their immunisation status.**

**NEWBORN BABIES**

Babies should be registered as soon as possible. You will need to bring along the hospital discharge papers with you as these contain the information we need. At the same time as registering your baby you should book your Mother and Baby check appointment. It is important for you and your baby to attend this appointment.

**TEMPORARY PATIENTS**

In an emergency we will see patients who are taken ill when staying with one of our registered patients. Please telephone the surgery and inform us that you have a temporary resident staying with you – this includes a son or daughter returning from university. The receptionist will advise you of the most suitable options for treatment.

**CARERS**

If you are a carer, please let reception know, we would like to add your carer details to your records so we can support you in caring for your health and well-being. There are many support facilities and activities locally or nationally available to you.

Optalis is the support group for Windsor and Maidenhead. Please visit their website at

<https://www3.rbwm.gov.uk/info/200178/carers> or call them on 01628 683744

**PATIENT PARTICIPATION GROUP (PPG)**

As a registered patient at Redwood House Surgery you are invited to join the Redwood House Surgery Patient Participation Group. The group is made up of practice staff and patients and meets several times a year. If you are interested in joining the group, please speak to a member of the reception team who will assist you.

**PATIENT AGREEMENT WITH REDWOOD HOUSE SURGERY**

It is your responsibility as a patient to attend your appointments and to give as much notice as possible if you need to cancel. We encourage patient self-care; this includes attending appointments and taking medications as advised by your doctor.

Our staff will be courteous and respectful at all times and will endeavour to help you to the best of their ability, although they may need to refer you to another member of the team to deal with your enquiry. They understand that patients are often worried or under stress when attending or telephoning the surgery.

**CONDUCT**

The practice supports the NHS policy of zero tolerance with regard to any form of abuse, be it physical or verbal, to doctors, staff or others on the practice premises or any other location where treatment may take place such as your home. In extreme cases the police may be summoned to remove offenders from the surgery premises. Persons abusing this policy risk removal from the practice list.

**KEEPING YOUR PATIENT DETAILS OR INFORMATION UP TO DATE**

It is imperative that our records and your patient contact details are kept up to date. If you move house, change telephone or mobile numbers or have a change of name or surname, please let us know straightaway, as in an emergency this information is vital.

We are exploring ways in which we can improve communications with patients and future technology systems as it becomes available to us such as E Consultations. We do use the text messaging service to remind you of your appointment time, appointment requests and it allows you to cancel your appointment by text. To access this texting system we must have your up to date contact numbers.

**REPEAT PRESCRIPTIONS**

Please make your request in writing, preferably using the tear off section on the right hand side of your prescription and place it in the box in reception. We need 2 working days, notice as a doctor needs to check and authorise each request. Or you can request your repeat prescription online using one of the apps, such as Patient Access or myGP. You will need to attend the surgery to be given a PIN to enable you to set up an online account. Telephone requests for repeat prescriptions are not accepted because of the risk of errors.

Please check regularly that you have enough medication and request repeat prescriptions in good time, particularly around busy periods such as bank holidays.

To make it easier for patients we use the electronic prescription service (EPS) with the local pharmacies. This allows you to collect your medication directly from your nominated pharmacy, without the need for a paper prescription. You will need to sign up to the EPS at your pharmacy or here in the surgery.

**TEST RESULTS**

Test results are available by telephoning after 12.30pm and are only given to the patient concerned. All results have been reviewed by a clinician before they are given to you and you will be advised further if an appointment is required.

**SURGERY CLINICS**

**WELL WOMAN CARE:** regular check-ups are essential and we aim to provide a comprehensive well woman check-up which includes cervical smears, breast awareness teaching, mammography advice, blood pressure, weight and urine checks.

**CERVICAL SMEARS**: Cervical smear tests involve an examination of the cervix (neck of the womb) to check for changes which occur before cancer develops. These changes can be treated and cancer prevented. National guidelines recommend that all woman from the age of 25 up to 65 should have regular smears, unless advised otherwise. The NHS Screening Programme will send you a reminder then please book your 20 minute appointment with one of our practice nurses.

**CONTRACEPTIVE IMPLANT:** Dr Sabina Shaik can insert and remove the contraceptive implant – please contact reception for more details.

**WELL MAN CARE:** regular check-ups are essential. Weight, blood pressure and urine can all be checked by an appointment with our Phlebotomist.

**ASTHMA Reviews:** Sarah Carbonaro, Practice Nurse will see patients with asthma to review their condition. Please call the surgery to make an appointment.

**DIABETES CLINIC:** The clinics are run and organised by our Diabetic nurse and by appointment only.

**DIABETIC EYE SCREENING**

Screening is organised by the Health Authority Diabetic Eye Screening Programme (DESP) and supported by the surgery. Patients requiring screening will be contacted by letter directly and invited for annual eye screening. This appointment forms a vital part of your diabetic care and should not be confused with an eye test at the opticians.

**TRAVEL IMMUNISATION AND ADVICE**

We provide most of the common vaccines and up to the minute information on all travel medical needs. There is a charge for his service. If you telephone the surgery you will be able to speak to one of our Practice Nurses who will be happy to discuss this with you and make any necessary appointments. Please allow sufficient time before your departure date to book your course of vaccinations as some take as long as 3 months to receive.

**CHILDRENS IMMUNISATIONS**

It is important that young babies and children are protected in line with current guidelines. A reminder of the date the immunisation is due will be sent out by the Health Authority. When you receive this please ring the surgery for an appointment at the baby clinic which is held alternate Wednesday mornings.

**WELL BABY CLINICS**

A Health Visitor clinic is held on a Tuesday or on a Thursday afternoon at Cox Green Community Centre. No appointment is necessary.

**FLU CLINICS**

Influenza immunisation is recommended annually by the department of health for certain age groups, people living with long chronic term conditions (heart conditions, lung disease, diabetes, kidney disease) carers, residents of nursing homes and mums to be.

The flu vaccination programme usually starts in late September, early October, please watch out for notices in the surgery and text messages.

**PATIENT MEDICAL RECORDS**

Everyone working for the NHS has a legal duty to keep information about you confidential and this practice adheres to the relevant legislation that governs data Protection GDPR.

The exception to this is your Summary Care Record (SCR) which contains information about the medications you are taking, any allergies you suffer from and any bad reactions to medicines you have had in the past. Giving all healthcare staff access to this information can prevent mistakes being made when caring for you in an emergency or when the surgery is closed.

Your SCR also includes your name, address, date of birth and your unique NHS number to help identify you correctly.

If you do not want a SCR you must complete the patient opt out form. Forms are available from the SCR website: [www.nhscarerecords.nhs.uk](http://www.nhscarerecords.nhs.uk)

If you require more information regarding the way in which we use your data, please ask to speak to the Practice Manager Jane Taylor who will be happy to answer your questions.

**ACCESS TO MEDICAL RECORDS**

Patients are allowed to access their medical records in accordance with current legislation. Please speak with a receptionist for details.

**SUGGESTIONS AND COMPLAINTS**

**FRIENDS AND FAMILY FEEDBACK**

Feedback forms are available in surgery and your feedback is also requested through the text messaging service. Feedback can also be submitted via the NHS choices website [www.nhs.uk](http://www.nhs.uk)

If you are happy with the service that we provide, pleased with the care or wish to acknowledge a member of our team, we would be delighted to know. We are also available to hear any constructive suggestions about the running of the surgery and we are happy to speak with our patients about any of the surgery services.

If you feel you have reason to grumble, complain, would like to make any suggestions or offer a compliment about any aspect of our surgery, in the first instance please speak with the Practice Manager Jane Taylor. A patient how to complain guide is available from reception containing information about how to complain and about your right to contact the Independent Health Service Ombudsman if your complaint is not resolved to your satisfaction.

Patients can also phone the PALs Team located within the Berkshire East Primary Care Team on 01753 635571 and they can help with most aspects of Primary Care.

**ALTERNATIVE CARE PROVIDERS**

If we have no appointments available, the reception team may direct you to one of the following providers:

Maidenhead Urgent Care (UCC) St Marks Hospital. The centre is open 8.30am to 5.00pm, Monday to Friday and 9.00am to 1.00pm at weekends and bank holidays. You may contact the UCC 03000 242 000.

Slough Walk-in Clinic Upton Hospital. The walk in clinic is open from 8.00am to 8.00pm seven days a week and offers a drop in service with no appointment needed. Phone 01753 635505.

Bracknell Urgent Care Centre, Brants Bridge, Bracknell. Open 8am to 8pm seven days a week, Phone 01344 551100.

Prince Charles Eye Unit, King Edward VII Hospital, Windsor. A specialist eye injury unit open 9.00am to 5.00pm Monday to Friday and 9.00am to 1.00pm Saturday. Phone 01753 860441 before attending.

If you have been asked to have blood test or you require a change of dressing you may be referred to the GP Hub (St Marks). You can book your own appointment by calling 03000 24 0009

Don’t forget NHS 111 for advice or assistance. You can also talk to your local pharmacist.

Alternatively, we are also able to offer seven day access appointments in the evening and at weekends at St Marks, Maidenhead, and King Edward VII, Windsor.

**Useful Telephone Numbers**

Princess Margaret Hospital, Windsor 01753 743434

St Marks Hospital, Maidenhead 01628 632012

Wexham Park Hospital, Slough 01753 633000

Heatherwood Hospital 01344 623333

Upton Hospital Slough 01753 821441

Thames Valley Hospice, Windsor 01753 842121

Sharps Bin Collection Number 01628 683800

Health Visitor Maidenhead 0300 365 6523

District Nurse hub 0300 365 1234

Age Concern East Berkshire 01753 822890

AIDA Counselling 01753 692401

Alcoholics Anonymous 07000 121200 / 0800 917 7650

Alzheimer’s Dementia Support 07516 165665

Asthma UK 0300 222 5800

British Heart Foundation 01372 388430

Cruse (bereavement counselling) 01344 411919

Depression Alliance 07964 376951

Diabetes UK East Berkshire 07764 863949

Macmillan Cancer Support 0808 808 0000

Multiple Sclerosis 01628 638652

Optalis (service for Carers) 01628 683744

Parent Partnership Helpline 01628 683182

Parkinsons UK 0808 8000303

People to Places 01628 587922

Safe Sex Berkshire (sexual health information) www.safesexberkshire.nhs.uk

Samaritans 116123

Smokefreelife Berkshire (advice on stopping smoking) 0800 622 6360

Social Services 01628 798888

Talking Therapies 0300 365 2000