

Electronic data handling

We are a computerised practice and abide by the "Caldicott Principle" on patient confidentiality. Please note that this surgery follows accepted practice and communicates patients' medical details by fax and e-mail as well as post.

In accordance with current legislation patients may be allowed access to their own medical records. Please ask at reception.

Complaints procedure

If you are dissatisfied with any aspect of the surgery we want to know. Please put your complaint in writing or e-mail and address it to the Practice Manager. Please state your name and address, the time and the date that the problem arose and the nature of the complaint, including the names of staff involved. Given this information we will endeavour to fully investigate your complaint and improve our service in the future.

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) provides free, informal, confidential help and advice for patients, carers and their families. They can provide information about local healthcare services, and aim to sort out problems quickly on your behalf in an informal, friendly manner. They also use your feedback to improve the quality of NHS services.

If you wish to make a comment or give general feedback on local services, please send PALS an email on feedback.bracknellccg@nhs.net

or contact them on 01753 636808

By post: King Edward VII Hospital, St Leonard's Road, Windsor, Berkshire SL4 3DP

Our services will be provided without discrimination and with courtesy and respect. We expect our patients to return this courtesy and respect to all our staff. It is the policy of Berkshire East Primary Care Trust that rudeness, aggression and violence will not be tolerated.

Easthampstead Surgery
23 Rectory Lane
Bracknell
Berkshire

Phone: 01344 457535
Fax: 01344 301862
E-mail: be-pct.easthampstead@nhs.net

Practice Leaflet

Easthampstead Surgery

Caring For Health in Partnership with You

23 Rectory Lane

Bracknell

Berkshire

RG12 7BB

Tel: 01344 457535



www.easthampsteadsurgery.co.uk

Welcome to Easthampstead Surgery, this leaflet contains information about the services that we provide. If you require any more information then please visit our website. The website contains up to date information on health and travel and you can book appointments and order prescriptions. Please ask at reception for details

Opening Times

Monday	8.30 - 6.00
Tuesday	8.30 - 6.00
Wednesday	8.30 - 6.00
Thursday	8.30 - 1.00
Friday	8.30 - 6.00
Saturday	Closed
Sunday	Closed
Lunchtime closing	1 .00 - 1 .50

Surgery Times

The doctors' surgeries normally run from 8.30 -10.30am and from 4.00-6.00pm.

Appointments

If you require a same day appointment please phone our triage line where the lines are open from 7am –10am. Leave a message and the clinic will call you back the same day.

There are a small number of doctors' appointments that can be booked in advance. You can also book appointments via our website just ask at reception for your log in details.

Children under 16 should be accompanied by a responsible adult.

If you book an appointment and find you no longer need it please let us know so that we can give it to someone else.

The doctors are able to carry out telephone consultations. The Doctor will aim to call you back within an hour during morning or afternoon surgery. They will however only call once so you must make sure you are available to take the call.

If you are too ill to attend the surgery please phone for a home visit before 10am. During the time a home visit is made the doctor could see about 5 patients at the surgery. Please bear this in mind and do not abuse the service. If the doctor feels you are well enough to attend surgery he may ask you to do so.

Enquiries

The phone is busy until about 11am. Please help the receptionists by phoning for routine enquiries, blood tests and results after this time.

Repeat prescriptions

Repeat prescriptions are not taken over the phone. If you require a prescription please notify the surgery through the online patient services or via our website, and please specify your name, address, date of birth and the drug (s) required. Please allow at least 2 full working days for processing the prescription before collection.

Doctors

Dr. T.Suresh MBBS DRCOG DFFP MRCP

With further qualifications in training in General Practice. Special interest in Gynaecology and Diabetes.

Dr. J.Marshall MBBS

His special interests are ENT.

Ms.Patience Dhklama

Advanced Nurse Practitioner

The practice also trains trainees. Your medical records may be inspected by other doctors for education and training purposes. If you are unhappy with this you have the right to object.

Services available at the practice (by appointment)

Well Person	Blood Pressure
Child development	Wound Dressings
Weight advice	Asthma
Menopause	Diabetes
Travel advice	Stop smoking
Minor surgery	Antenatal Mon/ wed
NHS healthchecks	Family Planning

We work with a Christian ethos and aim for good quality, appropriate care.

The surgery is equipped with full wheelchair access and a toilet for the disabled. A hearing loop is available at reception.