

Electronic Data Handling

We are a computerised practice and abide by the "Caldicott Principles " and "Confidentiality : NHS Code of Practice".

Access to Records.

In accordance with the Data Protection Act 1998 and Access to Health Records Act, patients may request to see their medical records. Such requests should be made through the Practice Manager No information will be released without the patient's written consent unless we are legally obliged to do so.

Concerns and Complaints Procedure

If you are dissatisfied with any aspect of the surgery we want to know. Please ask at reception for our Complaints leaflet.

You may also approach Healthwatch or the Independent Health Complaints Advocacy for help or advice:

The local Healthwatch can be found at:

<http://www.healthwatch.co.uk/>

The IHCA is able to be contacted at:

<http://www.seap.org.uk/services/nhs-complaints-advocacy/>

Our services will be provided without discrimination and with courtesy and respect. We expect our patients and their carers to return this courtesy and respect towards our staff. The surgery has a Zero tolerance to violence and aggression towards NHS staff

Access

The clinical rooms are all on the ground floor and are accessible by wheelchair users. There is a toilet for wheelchair users.

A hearing loop is available at reception.

Accessible Information Standard

If you, or a family member, have , loss of sight or loss of hearing, or another impairment ,we need to know your communication needs. Please speak to one of our receptionists for further information.

The staff are keen to help but need to know how best to offer assistance.

Repeat Prescribing

Repeat prescriptions are not taken over the phone. You may order repeat prescriptions online or by coming into the surgery. Please specify your name, address, date of birth and the medication required. Please allow 2 full working days for processing prescriptions and longer if you have asked for the prescription to be sent to a chemist for issuing.. If you are collecting on behalf of a patient, please ask them to authorise this in writing. With the surgery.

Please ask about Electronic Prescribing Service - it will save you time.

Enquiries The phone lines are busy until 11am. Please help the receptionists by phon-

PRACTICE LEAFLET

Easthampstead Surgery,
23 Rectory Lane,
Bracknell,
Berkshire.
RG12 7BB

Telephone: 01344 457535

Email: eastberksccg.Easthampstead@nhs.net



***Caring for Your Health in
Partnership with You.***

Welcome to Easthampstead Surgery.

This leaflet contains information about the services that we provide.

Further information is available on our website
www.easthampsteadsurgery.co.uk

Surgery Times

The surgery building is open 8.00 to 6.30pm Monday to Friday. (excluding public holidays).

We close at 1pm on Thursdays .

The doctors' clinics normally run from 8.30 to 12pm and then from 2pm to 6.00pm with some variation based on need.

Routine appointments offered at Boundary House between 18.30-20.00 Monday to Friday and weekends. Talk to reception to book.

Out of Hours Treatment and Advice

For all life threatening emergencies call 999

For non-emergency advice contact 111

**Brants Bridge Walk in centre, 8am-8pm
Bracknell RG12 9RT**

Sign up for electronic prescribing: EPS
You can book your appointment online with patient access. Ask reception for a form.

Changing personal details: let us know and we will update your record. We need your current details in case we need to contact you.

Appointments

If you require a same day appointment with a GP, please phone our triage line between 7am and 10 am. Leave the patient's name date of birth and brief message. The clinician will call you back the same day. They will however only call you twice so you must make sure you are available to take the call. Please ensure you keep your contact details up-to-date with us.

NURSE APPOINTMENTS

Appointments with the Practice Nurse and HCA can be booked through reception.

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

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.

We had 958 appointments wasted last year

Requests for Home Visits

If you are too ill to attend the surgery please phone to request a Visit before 10am. During the time a home visit is made that doctor could see up to 5 patients at the surgery and the surgery is better equipped for patients.

Clinicians

Dr T. Suresh. (f) MB BS , DRCOG, DFFP, MRCGP.

Dr J. Marshall. (m) MB BS

Dr.Saha (f)

Dr A Zaman (m)

Dr D. Goyal (m)

Dr.Q.Khan (f)

Patience Thebali (f) ANP

Jacque Keeling (f) HCA

Services available at the practice (by appointment).

Well Person	Blood Pressure
Child Development	Wound Dressings
Asthma	COPD
Family Planning	Diabetes
Antenatal clinics	Menopause
NHS Health checks	Weight advise
Travel advice	
Travel	Vaccinations