



Your guide to local health services



Maidenhead ● Windsor ● Ascot ● Slough
Bracknell ● Sandhurst
...and surrounding areas

2010



**Choose
well.**

What should I do if I don't feel well?

Self-help

Help yourself by keeping active, warm and eating well. Have a well-stocked first aid kit at home.

Pharmacist

Your local pharmacist is a useful first point of contact. They can give you expert advice on everyday ailments like coughs, colds and stomach aches.

NHS Direct

A 24-hour advice and information service run by qualified nurses, who can advise on the best course of action. Tel. 0845 4647 or visit www.nhs.uk

GP surgery

If the previous options are unsuitable, call your GP. Practices will offer appointments the same day if the condition is urgent.

If you have an urgent medical condition **at night or at weekends**, and it can't wait until your own surgery is open, call the GP out-of-hours service on: 0118 936 5390 (0118 936 5649 for Sandhurst Group Practice patients).

Walk-in Health Centre

The Slough Walk-in Health Centre, conveniently situated in the heart of Slough, opened in December 2009. Its opening hours are 8am-8pm every day, including weekends and bank holidays. It is for everyone living in, working in or visiting Slough. You do not need an appointment or to be registered with a GP.

The Walk-in Health Centre is at Upton Hospital, off Albert Street, Slough SL1 2BJ. It provides speedy and convenient access to a wide range of NHS services. The vast majority of patients are seen by a doctor or nurse within 30 minutes.

The Walk-in Health Centre is the place to go with minor illnesses and injuries such as ear infections and rashes, cuts and burns. It also provides blood pressure checks and contraceptive advice. You can be seen at the Slough Walk-in Health Centre even if you are registered with a GP at another practice. Registering with a GP at the Slough Walk-in Health Centre enables you to access a wider range of services.

Tel. 01753 635505



'Think twice before you go to A&E'

Minor Injuries Unit (MIU)

MIUs are for less serious injuries such as sprains, cuts and grazes. You don't need an appointment and may wait less time than at A&E, where more-serious conditions take priority.

Your local MIUs are at:

- Heatherwood Hospital, Ascot – tel: 01344 877805
- St Mark's Hospital, Maidenhead (under review, spring 2010) – tel: 01753 638500

Please call MIUs first to check opening times.

Urgent dental treatment

If you need urgent dental care 6.30-10pm Monday-Friday, or 9am-5pm weekends and bank holidays, call 0118 936 5390. If you suffer serious injury to your teeth or gums, or severe bleeding or infection, contact A&E.

Eye emergencies

If you suffer eye injury, including bleeding, pain or blurred vision, you can go to the Prince Charles Eye Unit, King Edward VII Hospital, Windsor. Tel: 01753 636359.

This unit is not open 24 hours, seven days a week. When closed, please go to your nearest A&E.

A&E and '999'

Only visit an accident and emergency (A&E) department or call '999' for serious life-threatening injuries such as severe bleeding, head injury, chest pain, breathing difficulties and deep wounds.

There are A&Es at:

- Wexham Park Hospital, Slough
- Frimley Park Hospital, Camberley
- Royal Berkshire Hospital, Reading
- St Peter's Hospital, Chertsey



'Think twice before you go to A&E'

Primary care in east Berkshire

Primary care is an umbrella term for all the different health services you might normally use when you are first ill. Those services include GPs, school nurses, health visitors, dentists, opticians, pharmacists and district nurses – all of whom directly provide community health services.

At NHS Berkshire East – the new name for Berkshire East Primary Care Trust – we are responsible for the primary care services you receive in Ascot, Bracknell, Sandhurst, Maidenhead, Slough, Windsor and surrounding areas. It is our job to:

- Improve the health of your local community
- Develop primary and community health services
- Plan and fund hospital services, and
- Provide a range of community health services

NHS Berkshire East oversees the primary care services provided by:

- 53 general practices
- 67 dental practices
- 54 optometry practices
- 74 pharmacists
- Four community sites – St Mark's (Maidenhead), Upton (Slough), King Edward VII (Windsor) and Skimped Hill (Bracknell)

How your local NHS measures up

Every year NHS organisations are rated on how well they are meeting the needs of their patients and public. The results are published in the 'annual healthcheck'. The latest ratings covering 2008/09 were published in October 2009 by the Care Quality Commission (CQC), the independent regulator of health and social care in England.

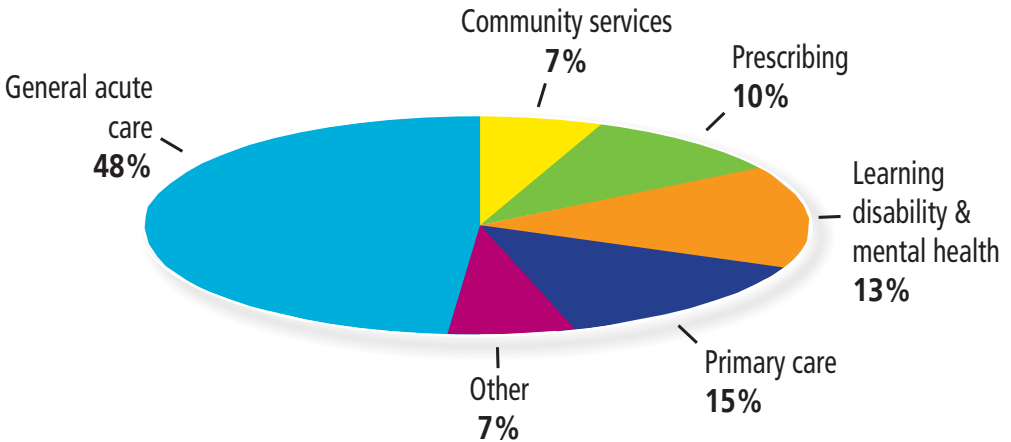
NHS Berkshire East recorded improved scores for both overall quality and financial management, moving up from 'fair' to 'good' – the second highest rating – in each of the key categories which make up the annual healthcheck. The comprehensive assessment takes account of performance on safety, infection control, governance, clinical and cost effectiveness, and patient focus.

The table to the right sets out the ratings received by NHS Berkshire East and the organisations which provide NHS services to local people. You can find the full results at: www.cqc.org.uk

How we compare

| Trust | Overall quality | Financial management |
|---------------------------------------|------------------------|-----------------------------|
| NHS Berkshire East | Good | Good |
| Heatherwood and Wexham Park Hospitals | Fair | Fair |
| Frimley Park Hospital | Good | Excellent |
| Royal Berkshire | Good | Excellent |
| Berkshire Healthcare (mental health) | Excellent | Good |
| South Central Ambulance Service | Weak | Good |

How your money is being spent, 2009/10



How to get involved

To be successful every PCT must understand the health needs of its population. To help us do that we analyse information to make sure the right services are in place to meet local needs. But number-crunching doesn't tell us everything.

We want to make sure you can voice your views about the health services you use, and to take an active role in shaping the future of healthcare in east Berkshire.

NHS Berkshire East has an effective and influential Health Panel, an advisory committee made up of local people who are passionate about the NHS. They

have a real influence over monitoring current services and planning for the future. For contact details see PALS below.

We also have a growing network of Health Associates – a wider group of people interested in the development of local health services. This includes a large number of young people. For contact details see PALS below.

Many GP practices in east Berkshire also have their own patient groups to provide feedback on services based on experience. Ask your surgery for details.

Other ways in which you can get involved include:

- Joining your Local Involvement Network (LINK) – a network of local people and groups that want to make health and care services better. There are three LINKs in Berkshire East, covering Bracknell Forest, Slough, and Windsor, Ascot and Maidenhead. To find out more call 0300 111 0102 or visit: www.makesachange.org.uk
- Coming to one of our public Board meetings – find out what we're doing to support your health. There is always an opportunity to have your say. Dates and venues for Board meetings are publicised in the local media and on the NHS Berkshire East website.

To get in touch or find out more, please:

- Use the Contact Us form on our website
- Phone PALS on: 01753 635615
- Email PALS: pals.berkseast@berkshire.nhs.uk
- Visit or write to the PALS team at Beech House, Upton Hospital, Albert Street, Slough, SL1 2BJ. A home visit can be arranged if required.

Patient Advice and Liaison Service (PALS)

PALS can provide you with:

- Confidential advice and support when using the NHS
- Information on the NHS and health-related matters
- Confidential assistance in resolving problems and concerns quickly
- Explanations of complaints procedures and how to get in touch with someone who can help
- Information on how you can get more involved in your own healthcare details on transport services to local hospitals and other health sites

You can call PALS on: 01753 635615, Monday-Friday, 9am-5pm, or email: pals.berkseast@berkshire.nhs.uk

Better care, closer to home



Right Care, Right Place

NHS Berkshire East is making good progress in essential areas of care that you have told us are important to you. Here are some examples:

1 Better access to primary care

Patients often tell us they want more convenience and choice, especially when it comes to GP appointments. We have been working with local doctors' surgeries to open up more opportunities to see a doctor in the evening and at weekends. Most GP practices in east Berkshire now offer appointments outside normal working hours.

To find out whether your doctor is offering this service check the list to the right (last updated February 2010). In addition, anyone can go to the **Walk-in Health Centre in Slough which is open 12 hours a day, every day** (see page 2 of this information sheet for full details).

Looking for an NHS Dentist?

We are easier to

find than you think!

2 Better access to dental care

Another frequent comment we hear from patients is about getting an NHS dentist. NHS Berkshire East has responded by investing in additional NHS dentistry. This means that anyone not registered for NHS treatment can now do so. To find the nearest NHS dentist to you contact PALS on 01753 635615 or use your postcode to carry out a search at: www.nhs.uk

3 Keeping our hospitals clean and infection-free

What matters most to patients when they come into hospital is hygiene and cleanliness. That's why preventing and controlling infections like MRSA and C diff are priorities for our community hospitals. We also work closely with the local acute hospitals (Heatherwood and Wexham Park) to ensure they are complying with the highest standards.



cleanyourhands[®]
campaign

We are signed up to the national 'clean your hands' campaign and our team of modern matrons keep tabs on cleanliness across our inpatient wards in Maidenhead and Slough. We also tested our emergency planning for real following the swine flu outbreak.

4 Better cancer care

Deaths from cancer are on a downward trend. We are meeting all our cancer waiting time targets relating to patients being referred, seen, diagnosed and treated. Don't forget to take up any invitations you receive for cancer screening.

Finding a doctor

To see a doctor (GP), you need to be registered with them. The easiest way to do this is to contact a nearby practice directly (see below). You may be asked for your address, postcode and a form of identification to make sure you live in the area they serve.

You can also use www.nhs.uk to search for GPs (as well as dentists, pharmacists, optometrists and hospitals) using your postcode. If you have difficulty finding a GP or NHS dentist, you can call PALS on 01753 635615.

When you need to see a doctor quickly, you should be offered an appointment within two working days. All GP surgeries should also allow you to book an appointment more than two days in advance, if you prefer. Most surgeries are now open extended hours, so you can go earlier in the morning, later in the evening or in some cases at weekends.

Surgeries that offer extended hours are shown in **blue**

Surgeries with female doctors are shown by this symbol: *

| Practice/surgery | Location & postcode | Telephone |
|--|--------------------------------|------------------|
| Ascot Medical Centre, London Road * | Ascot, SL5 8AA | 01344 877772 |
| Green Meadows Surgery, Winkfield Road * | Ascot, SL5 7LS | 01344 621627 |
| Kings Corner , Kings Road, Sunninghill * | Ascot, SL5 0AE | 01344 623181 |
| Magnolia House, Station Road, Sunningdale * | Ascot, SL5 0QJ | 01344 637800 |
| Radnor House, London Road * | Ascot, SL5 7EN | 01344 874011 |
| Binfield Practice, Terrace Road North * | Binfield, RG42 5JG | 0844 477 0932 |
| Forest End Practice, Ringmead * | Bracknell, RG12 7PG | 01344 421364 |
| Ringmead Medical Practice, Birch Hill Med Centre * | Bracknell, RG12 8WY | 0844 477 3609 |
| Balfour Practice, Skimped Hill Lane * | Bracknell, RG12 1LH | 01344 306613 |
| Boundary House Practice, Mount Lane * | Bracknell, RG12 9PG | 01344 483900 |
| Crown Wood Practice, Crown Row * | Bracknell, RG12 0TH | 01344 310202 |
| Evergreen Practice, Skimped Hill Lane | Bracknell, RG12 1LH | 01344 306936 |
| Great Hollands Practice, Great Hollands * | Bracknell, RG12 8WY | 0844 477 3867 |
| Easthampstead Practice, Rectory Lane | Bracknell, RG12 7BB | 01344 457535 |
| Waterfield Practice, Ralphs Ride * | Bracknell, RG12 9LH | 01344 454626 |
| Cippenham Medical Centre, Weekes Drive * | Cippenham, SL1 2YP | 01753 693535 |
| The Village Medical Centre, Mercian Way * | Cippenham, SL1 5ND | 01628 660788 |
| The Orchard Practice, Wheelrights Place | Colnbrook, SL3 0JX | 01753 542424 |
| Cookham Medical Centre, Lower Road * | Cookham, SL6 9HX | 01628 524646 |
| Heath Hill Road Practice, Heath Hill Road South * | Crowthorne, RG45 7BN | 01344 777915 |
| Datchet Health Centre, Green Lane * | Datchet, SL3 9EX | 01753 541268 |
| Runnymede Medical Practice, Bond Street * | Englefield Green, TW20 0PF | 01784 437671 |

| Practice/surgery | Location & postcode | Telephone |
|---|--------------------------------|------------------|
| South Meadow Surgery, Church Close * | Eton, SL4 4JR | 01753 833777 |
| Holyport Surgery, Stroud Farm Road * | Holyport, SL6 2LP | 01628 624469 |
| Langley Health Centre, Common Road * | Langley, SL3 8LE | 01753 544288 |
| The Orchard Practice, Trelawney Avenue | Langley, SL3 7TX | 01753 542424 |
| Cedars Surgery, Cookham Road * | Maidenhead, SL6 8AJ | 01628 620458 |
| Claremont Surgery, Cookham Road * | Maidenhead, SL6 8AN | 0844 477 3195 |
| Cordwallis Road Surgery, Cordwallis Road | Maidenhead, SL6 7DH | 01628 627284 |
| First Care Practice, Ross Road | Maidenhead, SL6 2SR | 01628 623767 |
| Symons Medical Centre, All Saints Avenue | Maidenhead, SL6 6EL | 01628 626131 |
| Linden Medical Centre, Linden Avenue * | Maidenhead, SL6 6JJ | 0844 477 3112 |
| Redwood House Surgery, Cannon Lane * | Maidenhead, SL6 3PH | 01628 826227 |
| Rosemead Surgery, Ray Park Road * | Maidenhead, SL6 8DS | 01628 622023 |
| Woodlands Park Surgery, Woodlands Park Road * | Maidenhead, SL6 3NW | 0844 477 3538 |
| Runnymede Medical Practice, Burfield Road * | Old Windsor, SL4 2QF | 01753 863642 |
| Sandhurst Group Practices, Cambridge Road * | Owlsmoor, GU47 0UB | 0844 477 1878 |
| Sandhurst Group Practices, Yorktown Road * | Sandhurst, GU47 9BT | 0844 477 2503 |
| 40 Ragstone Road, Ragstone Road | Slough, SL1 2PX | 01753 775545 |
| 240 Wexham Road, Wexham Road * | Slough, SL2 5JP | 01753 517360 |
| 242 Wexham Road, Wexham Road * | Slough, SL2 5JP | 01753 552255 |
| 261 Bath Road | Slough, SL1 5PP | 01753 532006 |
| Bharani Health Centre, Landsdowne Avenue * | Slough, SL1 3SJ | 0844 477 8682 |
| Chapel Medical Centre, Upton Hospital * | Slough, SL1 2BJ | 01753 635239 |
| Crosby House Surgery, Stoke Poges Lane * | Slough, SL1 3NY | 01753 823280 |
| Farnham Road Surgery, Farnham Road * | Slough, SL2 1HD | 01753 520917 |
| Herschel Medical Centre, Osborne Street * | Slough, SL1 1TT | 01753 520643 |
| Kumar Medical Centre, Grasmere Avenue | Slough, SL2 5JE | 01753 579803 |
| Manor Park Medical Centre, Lerwick Drive * | Slough, SL1 3XU | 0844 477 0946 |
| Manor Park Medical Centre, Princes Street * | Slough, SL1 1SB | 0844 477 0946 |
| Shreeji Medical Centre, Whitby Road * | Slough, SL1 3DQ | 0844 477 2484 |
| The Avenue Medical Centre, Wentworth Avenue * | Slough, SL2 2DG | 01753 524549 |
| The Surgery, Leeds Road | Slough, SL1 3PX | 01753 538741 |
| Upton Medical Partnership, Sussex Place * | Slough, SL1 1NR | 01753 522713 |
| Taplow Health Centre, Minton Rise * | Taplow, SL6 0PD | 01628 602345 |
| Gainsborough Practice, County Lane * | Warfield, RG42 3JP | 01344 428742 |
| Waterfield Practice, County Lane * | Warfield, RG42 3JP | 01344 454626 |
| Clarence Medical Centre, Vansittart Road * | Windsor, SL4 5AS | 01753 865773 |
| Dedworth Medical Centre, Dedworth Road * | Windsor, SL4 4JR | 01753 864545 |
| Sheet Street Surgery, Sheet Street * | Windsor, SL4 1BZ | 01753 860334 |
| Lee House Surgery, Osborne Road * | Windsor, SL4 3EW | 01753 861612 |

Other useful support and services

The NHS is here to help you stay well, not just treat you when you are ill. Here are some examples of how we are helping you to better health:

Giving up smoking

Stopping smoking is the single most important thing you can do to improve your health. Free NHS help is available if you want to give up smoking.

Call 0845 602 4218 Text: QUIT to 88020

Email: stop.smoking@berkshire.nhs.uk

Drug and alcohol advice

● Bracknell Forest

Drugs – New Hope: 01344 312360; 01344 351749 (under-18s only).

Email: new.hope@bracknell-forest.gov.uk

● Royal Borough of Windsor and Maidenhead

Drug and Alcohol Action Team: 01628 796362

T2 – Drug Treatment and Advice Centre: open access drug service offering advice, information and support: 01628 683260

● Slough

T2 – Drug Treatment and Advice Centre; open access drug service offering advice, information and support for those aged 18-plus: 01753 692548

Social care

Social services are run by the three borough councils:

● Bracknell Forest Council

Adult Services: 01344 351500; Children and family services: 01344 351582

● Royal Borough of Windsor and Maidenhead

Adult Services: 01628 683744; Children and family services: 01628 683150

● Slough Borough Council

Adult Services: 01753 690400; Children and family services: 01753 690400

Voluntary organisations

Support for voluntary and community groups is provided by:

● Bracknell Forest Voluntary Action

Tel: 01344 304404 or email: info@bfva.org

● Windsor and Maidenhead Voluntary Action

Tel: 01753 622433 Email: info@wmva.co.uk

● Slough Council for Voluntary Services

Tel: 01753 524176 Email: enquiries@sloughcvcs.org.uk

More useful support and services

Sexual health



Chlamydia is the most common sexually-transmitted infection, affecting one in ten people under 25. It can cause infertility and pain if left untreated. Free chlamydia test kits are available from RU Clear Berkshire.

Tel: 01753 635330

Visit: www.getyourkitoff.co.uk

Emergency contraception – the ‘morning-after’ pill

The morning-after pill is available from your GP, any NHS Walk-in Centre, and the Garden Clinic at Upton Hospital in Slough. Although the pill is effective for up to 72 hours after unprotected sex, the sooner it is taken, the better. You can also buy the morning-after pill from a pharmacy without needing a prescription. The pharmacist will want to talk with you first (usually in a private room) to make sure it's safe for you and that you understand what to do if it doesn't work.

Emergency contraception is not available at A&E departments.

More information: www.healthysix.org.uk

Cervical cancer vaccine

Hundreds of young women are being protected from cervical cancer through the HPV vaccine, provided in schools and GP surgeries. Half of all sexually-active women will at some point be infected by a strain of HPV, which is responsible for more than 99% of cervical cancers. The vaccine could eventually prevent up to 400 deaths from cervical cancer every year. To find out more, talk to your GP.

Support for carers

A carer is someone who gives care and support to a friend, neighbour or relative who could not manage otherwise because of frailty, illness or disability. If you are a carer, there is information, support and help available for you.

● Princess Royal Trust for Carers

Tel: 01628 777217 Visit: www.carers.org/berkshire

● Carers UK

Tel: 0808 808 7777 Visit: www.carersuk.org

Act FAST to beat stroke

If someone has a stroke, they need immediate medical attention. So act FAST to check if it might be a stroke: **F**ace – Has the person's face fallen on one side? Can they smile? **A**rms – Can they raise both arms and keep them there? **S**peech – Is their speech slurred? **T**ime – It's time to call '999' if you see any single one of these signs. For more information, see: www.nhs.uk/Actfast/Pages/stroke.aspx

Need more copies of this?

Further copies of this leaflet are available from the NHS Berkshire East. We can also provide versions in Braille and large print, on audio cassette and disk, and in other languages – please call or check website: www.berkshireeast-pct.nhs.uk

The website also carries the publication scheme of documents available under Freedom of Information legislation.

Are we speaking your language?

If a friend or relative would like this leaflet in another language, please call PALS on 01753 635615.

Albanian

Nëse dëshironi ta keni këtë, informacion në, gjuhën shqipe, ju lutemi kërkoni një të afërmi ose miku tuaj që, flet aglisht të telefonoj në këtë numër: 01753 635615

Arabic

ان كنت ترغب في الحصول علي هذه المعلومات مكتوبة (بالعربية) الرجاء الطلب من احد اقربائك او اصديقائك الناطقين باللغة الانجليزية الاتصال بهذا الرقم: 01753 635615

Hindi

यदि आपको यह जानकारी हिन्दी में चाहिए हो तो कृपया अपने किसी अंग्रेज़ी बोलने वाले सम्बन्धी या मित्र को कहें कि वह इस नम्बर पर टैलिफोन करे : 01753 635615

Nepalese

यदि तपाईंलाई यस जानकारी नेपालीमा चाहिन्छ भने कृपया कोही अङ्ग्रेजी बोलन जान्ने आफन्त या साथीलाई कृपया 01753 635615 मा फोन गरिदिन अनुरोध गर्नुहोस्

Polish

Jeśli chcesz otrzymać niniejszą informację po polsku, poproś osobę mówiącą po angielsku o wybranie numeru 01753 635615

Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰ ਕੇ ਆਪਣੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਚਿਸਤੋਦਾਰ ਜਾਂ ਦੋਸਤ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਟੈਲਿਫੋਨ ਕਰਣ ਲਈ ਕਹੋ: 01753 635615

Romanian

Daca doriti aceste informatii in limba romana, cereti unui prieten sau unei rude care vorbeste engleza sa sune la 01753 635615

Somali

Haddii aad rabtid macluumaadkan oo ku qoran Af Soomaali fadlan ka codso qof qaraabadaada ama saaxibkaaga oo Ingiriisiga ku hadla inuu kuu waco: 01753 635615

Urdu

اگر آپ کو یہ معلومات اردو زبان میں درکار ہوں تو براہ کرم اپنی کسی انگریزی بولنے والے دوست یا رشتہ دار کے ذریعے اس نمبر پر فون کروا کے حاصل کریں: 01753 635615