



Your guide to local health services 2008

This guide tells you about local NHS services in **Ascot, Windsor, Bracknell, Maidenhead, Slough** and surrounding areas

- **Inside!**
- **Your doctors and NHS dentists**
- **Other local NHS services**
- **How you can be part of improving your local NHS**

What can you tell us?

This year BE PCT will continue to use surveys to find out what you think of our services. A major national patient survey on the accessibility of GP services, involving five million people, happens each year. Latest results are due to be published in summer 2008. The outcome will help determine payments to GPs, including those in east Berkshire.

Throughout early 2008 we are asking everyone in east Berkshire to give us their opinion on how we can deliver the right kind of health care in the right places. We are doing this via a consultation programme called Right Care Right Place which is running now until 14th April.

For more information about Right Care Right Place call freefone 0800 2889 807 or visit: www.rightcarerightplace.nhs.uk

How you hear from us

The PCT is constantly trying to improve communication with its patients and public.

This year we're redeveloping our website so that it's easier to use, with features that will make it the best place to get information about local health services. But what more could we be doing? Should we hold more meetings, use text-messaging or offer more printed information? Get in touch with us via PALS or the contact details listed along the bottom of this leaflet.

Need more copies of this?

Further copies of this leaflet are available from the PCT. We can also provide versions in Braille and large print, on audio cassette and disk, and in other languages – please call or look at the website: www.berkshireeast-pct.nhs.uk The website also carries the PCT's publication scheme of documents available under Freedom of Information legislation.

We can't do it without you

To be successful every PCT must have an excellent understanding of the health needs of its population. To help us do that we analyse information and data to see which of our health services are most in demand and why that is. But number crunching doesn't tell us everything.

We want to make sure that we give you the opportunity to voice your views about the health services you use, and to take an active role in shaping the future of health care in east Berkshire. We've tried to make it easy for you to get in touch. You can:

- Use the Contact Us form on our website
- Call us on: 01753 860441
- Write to us: Berkshire East PCT, King Edward VII Hospital, St. Leonards Road, Windsor, Berkshire, SL4 3DP

- You can also:
- Join a planning or patients' reference group, to help the PCT monitor and shape services.
 - Come to one of our Board meetings – you are very welcome to come and hear what we're doing to support your health and everyone is welcome. There is time for questions during each meeting as well as an opportunity to catch up on latest health issues. Dates and venues for Board meetings are advertised in the local press and on our website.
 - Join a voluntary or user group at your local hospital or your GP surgery.
 - Join your Local Involvement Network (LINK): a network of local people, organizations and groups that want to make health and care services better.
 - From the 1st of April 2008 there will be three LINK areas in east Berkshire, one for each local authority. The LINKs replace Berkshire East Patient and Public Involvement Forum. To find out more about a LINK in your area please call: 0118 981 4279.
 - Contacting the PCT with your compliments, comments and complaints by writing to the Patient Services Manager.

For more details on all of these options please contact PALS on: 01753 635615 or via email: pals.berkseast@berkshire.nhs.uk

How your local NHS measures up

Every year the Healthcare Commission measures and rates how well all NHS services are meeting the needs of their patients and public. The results are published in the Annual Health Check. In 2007 BE PCT had its first ever Annual Health Check. We were rated as 'fair' for both the quality of services we provide and for the use of our resources.

- The targets we achieved included:
- Waiting times for out-patient appointments
 - Waiting times from diagnosis to treatment of all cancers
 - Reductions in mortality rates from cancer, heart disease and stroke
 - Year-on-year reductions in MRSA
 - Guaranteed access to a primary care professional within 24 hours, and a doctor within 48 hours

The score of 'fair' shows that, while we hit the majority of targets, there is still room for improvement in certain areas, including:

- Outcomes for adults and children with mental health problems
- Participation of problem drug users in treatment programmes
- Halving the rise of obesity in children by 2010

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, opticians, pharmacists and district nurses - all of whom directly provide community health services.

At Berkshire East Primary Care Trust (BE PCT) we are responsible for the primary care services you receive in Ascot, Bracknell, 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.

BE PCT oversees the primary care services delivered by:

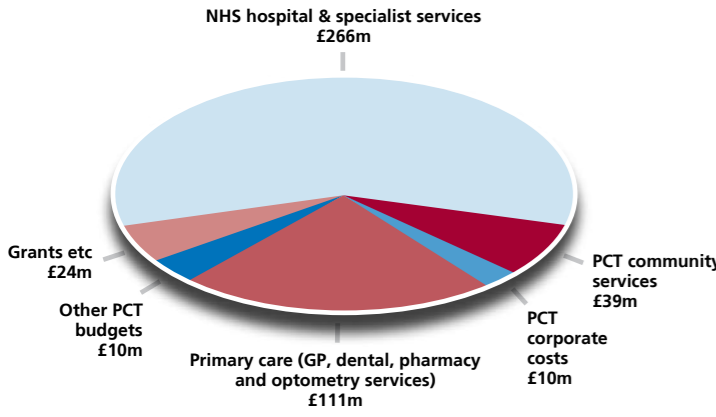
- 53 GP practices and 226 GPs
- 69 dental practices
- 36 optometry practices
- 74 pharmacists
- 4 Community sites – St Mark's (Maidenhead), Upton (Slough), King Edward VII (Windsor) and Skimped Hill (Bracknell)

How we compare with other local NHS services

- Berkshire East Primary Care Trust
- [Heatherwood and Wexham Park Hospitals](#)
- Frimley Park Hospital
- [Royal Berkshire Hospital NHS Foundation Trust](#)
- Berkshire Healthcare NHS Foundation Trust (mental health)
- [South Central Ambulance Service NHS Trust](#)

	Quality of services	Use of resources
Berkshire East Primary Care Trust	Fair	Fair
Heatherwood and Wexham Park Hospitals	Excellent	Fair
Frimley Park Hospital	Good	Excellent
Royal Berkshire Hospital NHS Foundation Trust	Fair	Excellent
Berkshire Healthcare NHS Foundation Trust (mental health)	Excellent	Good
South Central Ambulance Service NHS Trust	Fair	Fair

How your money is being spent 2007/08



The Healthcare Commission also looks at the quality of care provided by GP surgeries. The figures for 2007 were published last summer and are available on our website.

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 على هذه المعلومات مكتوبة (بالعربية) الرجاء الطلب من احد اقربائك او اصداقائك 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 करें : 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 ہماری کسی انگریزی بولنے والے دوست یا رشتہ دار کے ذریعے اس نمبر پر فون کرنا کہہ کر حاصل کریں: 01753 635615

Nepalese
यदि तपाईंलाई यस जानकारी नेपालीमा चाहिन्छ भने कृपया कोही अङ्ग्रेजी बोल्न 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 ਬਿਸਤਰੇਦਾਰ ਜਾਂ ਦੋਸਤ ਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰਣ ਲਈ ਕਹੋ: 01753 635615

You might like to keep this guide somewhere handy so that if you have a health problem or issue you can find the best person to help you

Finding a doctor or dentist

To see a doctor (GP) or NHS dentist, you need to be registered with them. The easiest way to do this is to contact a practice local to you and ask to register with them. You may be asked for your postcode to see if you live within the area that they serve.

You can use www.nhs.uk to search for GPs and NHS dentists (as well as pharmacists, optometrists and hospitals) using your postcode. If you don't have access to the internet you can find where your local NHS dentists are by calling the Patient Advice and Liaison Service (PALS) on: 01753 635615. The telephone numbers for all the GPs in your local are listed below. Surgeries with female doctors are shown by this symbol: ♀

Ascot Medical Centre♀, London Road, Ascot	01344 877772	Sandhurst Group Practices♀, Yorktown Road,	
Green Meadows Surgery♀, Winkfield Road, Ascot	01344 621627	Sandhurst	0844 477 2503
Kings Corner♀, Kings Road, Sunninghill, Ascot	01344 623181	40 Ragstone Road, Ragstone Road, Slough	01753 775545
Magnolia House♀, Station Road, Sunningdale, Ascot	01344 637800	240 Wexham Road♀, Wexham Road, Slough	01753 517360
Radnor House♀, London Road, Ascot	01344 874011	242 Wexham Road, Wexham Road, Slough	01753 552255
Binfield Practice♀, Terrace Road North, Binfield	0844 477 0932	Bharani Health Centre♀, Landsdowne Avenue,	
Forest End Practice♀, Ringmead, Birch Hill	01344 421364	Slough	0844 477 8682
Ringmead Medical Practice♀, Birch Hill Medical Centre,		Chapel Medical Centre♀, Upton Hospital, Slough	01753 635239
Birch Hill	0844 477 3609	Crosby House Surgery♀, Stoke Poges Lane, Slough	01753 823280
Balfron Practice♀, Skimped Hill Lane, Bracknell	01344 306613	Farnham Road Surgery♀, Farnham Road Slough	01753 520917
Boundary House Practice, Mount Lane, Bracknell	01344 483900	Herschel Medical Centre♀, Osborne Street, Slough	01753 520643
Crown Wood Practice♀, Crown Row, Bracknell	01344 310202	Kumar Medical Centre, Grasmere Avenue, Slough	01753 579803
Evergreen Practice, Skimped Hill Lane, Bracknell	01344 306936	Manor Park Medical Centre♀, Lerwick Drive, Slough	0844 477 0946
Great Hollands Practice♀, Great Hollands, Bracknell	0844 477 3867	Princes Street, Slough	0844 477 0946
Cippenham Medical Centre♀, Weekes Drive, Cippenham	01753 693535	Shreeji Medical Centre♀, Whitby Road, Slough	0844 477 2484
The Village Medical Centre, Mercian Way, Cippenham	01628 660788	The Avenue Medical Centre♀, Wentworth Avenue,	
The Orchard Practice♀, Wheelrights Place, Colnbrook	01753 542424	Slough	01753 530402
Cookham Medical Centre♀, Lower Road, Cookham	01628 524646	The Surgery, Leeds Road, Slough	01753 538741
Heath Hill Road Practice♀, Heath Hill Road South,		Upton Medical Partnership♀, Sussex Place, Slough	01753 522713
Crowthorne	01344 777915	Gainsborough Practice♀, Counrty Lane, Warfield	01344 428742
Datchet Health Centre♀, Green Lane, Datchet	01753 541268	Waterfield Practice♀, County Lane, Whitegrove	01344 454626
Easthampstead Practice, Rectory Lane, Easthampstead	01344 457535	Clarence Medical Centre♀, Vansittart Road, Windsor	01753 865773
Runnymede Medical Practice, Bond Street,		Dedworth Medical Centre♀, Dedworth Road, Windsor	01753 864545
Englefield Green	01784 437671	Sheet Street Surgery♀, Sheet Street, Windsor	01753 860334
South Meadow Surgery♀, Church Close, Eton	01753 833777	Lee House Surgery♀, Osborne Road, Windsor	01753 861612
Waterfield Practice♀, Ralphs Ride, Hermans Water	01344 454626	Runnymede Medical Practice ♀ Burfield Road, Windsor	01753 863642
Holyport Surgery♀, Stroud Farm Road, Holyport	01628 624469	Wraysbury Medical Centre♀, service provided by	
Langley Health Centre♀, Common Road, Langley	01753 544288	Datchet Health Centre (listed above)	
The Orchard Practice♀, Trelawney Avenue, Langley	01753 542424		
Cedars Surgery♀, Cookham Road, Maidenhead	01628 620458		
Claremont Surgery♀, Cookham Road, Maidenhead	0844 477 3195		
Cordwallis Road Surgery, Cordwallis Road, Maidenhead	01628 627284		
First Care Practice, Ross Road, Maidenhead	01628 623767		
Symons Medical Centre, All Saints Avenue, Maidenhead	01628 626131		
Taplow Health Centre, Minton Rise, Maidenhead	01628 602345		
Linden Medical Centre♀, Linden Avenue, Maidenhead	0844 477 3112		
Redwood House Surgery♀, Cannon Lane, Maidenhead	01628 826227		
Rosemead Surgery♀, Ray Park Road, Maidenhead	01628 622023		
Woodlands Park Surgery♀, Woodlands Park Road,			
Maidenhead	0844 477 3538		
Sandhurst Group Practices♀, Cambridge Road,			
Owlsmoor	0844 477 1878		

If you are having difficulty registering with a GP or NHS dentist surgery please call the Patient Advice and Liaison Service on 01753 635615

Getting treatment when your surgery is closed

If you need to see your doctor or NHS dentist urgently when your surgery is closed, you can use the out-of-hours services which run from 18:30-08:00 every day - including bank holidays and weekends. If you need urgent care from a GP call: **0118 936 5390**. If you are registered with the Sandhurst Group Practice you will need to call **0118 936 5649**.

If you need urgent dental care, call **0118 936 5390**. If you need emergency treatment for serious injury to your teeth or gums, or severe bleeding or infection, contact A&E at your local hospital, see next column.

More from the NHS in your area

NHS Walk-in Centre

To get medical advice without an appointment you can use an NHS Walk-in Centre. At the NHS Walk-in Centre you can see a nurse for advice and the treatment of minor illnesses, such as coughs, colds and infections as well as minor injuries like strains, sprains and cuts. There is a NHS Walk-in Centre in Slough at Upton Hospital, Albert Street SL1 2BJ. It is open from 07:00-19:00 Monday-Friday and 09:00-17:00 at weekends. You can call the Walk-in Centre on: 01753 635505

Eye emergencies

If you have suffered an injury to your eye, or if you have pain, a burning sensation, or bleeding in your eye, or if your vision becomes affected in any way, you should seek immediate medical attention.

- You can be seen at the Prince Charles Eye Unit, King Edward VII Hospital, Windsor
- You can call the eye unit on: 01753 636359
- The eye unit is open Monday-Thursday 09:00-20:00, Friday 09:00-17:00, and Saturday 09:00-13:00

When the unit is closed please go to your nearest Accident and Emergency (A&E) dept:

Wexham Park Hospital	Slough	01753 633000
Frimley Park Hospital	Camberley	01276 604604
Royal Berkshire Hospital	Reading	0118 322 5111
St Peter's Hospital	Chertsey	01932 872000
Wycombe Hospital	High Wycombe	01494 526161

Patient Advice 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 09:00-17:00 or email: pals.berkseast@berkshire.nhs.uk

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 or visit: www.berkshire.nhs.uk/timetostop

Drug and alcohol advice

For support with alcohol misuse contact: Cascade: 01753 821789
Bracknell Forest Drugs – New Hope: 01344 312360 (open 9am-5pm)

Slough T2 – Drug Treatment and Advice Centre; open access drug service offering advice information and support for those aged 18 and over. Call: 01753 692548

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 for those aged 18 and over. Call: 01628 683260

Sexual health clinics

The sexual health clinics run by BE PCT are called The Garden Clinic. You can visit the Garden Clinic for information, advice or both about sexual health issues including:

- tests to find out if you have a sexually transmitted infection
- contraception - including emergency contraception
- HIV testing
- Hepatitis B vaccination
- pre-pregnancy advice and pregnancy testing
- termination of pregnancy counseling
- anxiety about having sex

The Garden Clinic runs services in Maidenhead, Bracknell and Slough. For more information about The Garden Clinic services call: 01753 635302 or visit: www.healthyssex.org.uk

Emergency contraception – the morning after pill

The morning after pill is effective for up to 72 hours after unprotected sex and is available from your GP, any NHS Walk-in Centre, and the Garden Clinic at Upton Hospital in Slough.

You can also buy the morning-after pill from a pharmacy without needing a prescription. The pharmacist will have a quick chat with you first (usually in private room away from other customers) to make sure it's safe for you to take the medication and to ensure that you understand what to do if it doesn't work.

Emergency contraception is not available at A&E departments. More information: www.healthyssex.org.uk

Social care

Social services are run by the three borough councils.

Bracknell Forest Borough Council

Social Services Team: 01344 352000

Royal Borough of Windsor and Maidenhead

Social Services Team: 01628 683744

Slough Borough Council

Social Services Team: 01753 552288

Voluntary organisations

Support for voluntary and community groups is provided by:

Bracknell Forest Voluntary Action

01344 304404 or email: info@bfva.org

Slough Council for Voluntary Services

01753 524176 or email: lallen@sloughcvs.org.uk

Windsor and Maidenhead Voluntary Action

01753 622433 or email: wmvolaction@hotmail.co.uk

Carers support

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

01628 777217 or www.carers.org

Carers UK

0808 808 7777 or www.carersuk.org

Where can I go when I don't feel well?

It is important to keep A&E free for those who really need it and to take care of everyday illnesses at home.

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 and confidential advice on everyday ailments like coughs, colds and stomach aches.

NHS Direct: A 24-hour advice and health information service run by qualified nurses.

Tel. 0845 4647 or visit www.nhsdirect.nhs.uk

GP Surgery: If the previous options are not appropriate to your condition call your GP for an appointment. Find your local GP on the list in this leaflet.

Appointments are often available on the day, and should always be available within 48 hours. Practices will offer appointments on 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)

Minor injuries unit (MIU): MIUs are used for less serious injuries such as sprains, cuts and grazes. You do not need an appointment and may have less time to wait at the MIU than you would at an accident and emergency (A&E) department where more serious conditions take priority.

Your local MIU is at Heatherwood Hospital in Ascot. It is open from 8am-10pm every day (including bank holidays). To make sure that the MIU is the best place to go, you can call Heatherwood Hospital on: 01344 877805

Walk-in Centre: For minor injuries, such as strains and sprains, or illnesses like coughs or flu, there is the NHS Walk-in Centre at Upton Hospital, Slough. It is open every day. Opening times are listed to the left or call: 01753 635505

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

See other panels on this side of the leaflet for other useful contacts for local health services. If you are not sure where you can be treated, ring NHS Direct on 0845 4647 or visit www.nhs.uk