



72 Yorktown Road
Sandhurst
Berkshire
GU47 9BT

Tel: 01252 877 322
Fax: 01252 749 839

1 Cambridge Road
Owlsmoor, Sandhurst
Berkshire
GU47 0UB

Tel: 01344 751 184
Fax: 01344 759 049

Yorktown Road GPs

DR SIMON BROWN
DR NILESH KANJARIA
DR VARSHA JOGLEKAR
DR DAVID de KLERK
DR EMMA JOYNES
DR AGNIESZKA PAPCIAK

Owlsmoor GPs

DR ANITA VAKIL
DR ROHAIL MALIK
DR KREVAN MOODLEY
DR C BOARDMAN

ASSISTANT GP

DR EMMA NICHOLLS

www.sandhurstgp.co.uk

THE PRIMARY HEALTH CARE TEAM:

Partners:

Dr S N Brown	MB BS DCH FIMC RCSEd. DRCOG MRCGP 1982 London (male)
Dr A Vakil	MB BS DCH DFFP DRCOG MRCGP 1991 London (female)
Dr N Kanjaria	BMSc(Hons) MB ChB DFFP MRCGP 1994 Dundee (male)
Dr R Malik	MB ChB DFFP DRCOG MRCGP 1997 Dundee (male)
Dr. K Moodley	MB ChB MRCGP 1999 Cape Town (male)
Dr. V Joglekar	MB BS DFFP MRCGP London (female)
Dr. D de Klerk	MB BCh DRCOG MRCGP 1999 Johannesburg (male)
Dr. C Boardman	MB Bch DRCOG DFSRH Edinburgh (male)
Dr. E Joynes	MA MB BS DFFP DRCOG MRCGP DFPHM 1995 London (female)
Dr. A Papciak	MB BS London 2005 MRCGP DiPDerm (female)
GP Assistant:	Dr E. Nicholls MSc MB BS MRCGP (female)

Group Practice Manager: Mrs Jennie Ford

Group Practice Deputy Manager: Mrs Jen Crayden

Practice Nurses:
Mrs Sylvia Lepperd RGN
Mrs Anne Freeguard-Webb RGN
Mrs Sarah Jackson RGN
Mrs Sarah Hennessey RGN
Mrs Rachel Jarrett-Kerr RGN

Our Health Care Assistants are available to support the GPs & Nurses in Clinical tasks

All are supported by a team of medical secretaries, reception and administrative staff.

OUT OF HOURS

For out of hours emergencies you should contact 111. Calls to 111 are free. Patients are asked where possible to avoid Using Accident and Emergency unless it is an emergency.

TELEPHONE ADVICE

Telephone advice is available from a number of sources – doctor, nurse, health visitor, practice manager, etc. It would be helpful if you explain the nature of your query to the receptionist who will then be able to advise you who to contact and when they may be available.

APPOINTMENTS

We offer routine, telephone and medical emergency appointments. Pre-bookable appointments can be booked at any time, medical emergency or book on session appointments can be booked on the day you wish to have an appointment. If your need is urgent, we offer '5 minute' medical emergency appointments during both morning and evening surgeries. These can only be booked in the morning after all book on session appointments have been taken, or after 2.00 pm if a problem occurs later in the day. Medical emergency appointments are "Sit & Wait" you may have to wait up to an hour and we are unable to guarantee which surgery or GP you will see. Please be patient & arrive on time.

If you have a specific requirement for a routine appointment at a particular time of day, we recommend that you book well in advance. If your problem is more pressing, we can offer you a sooner appointment, but you may have to ring back and the timing of the appointment will be more restrictive.

Extended Hours Appointments. We offer a late evening and Saturday morning clinic on alternate weeks at each site. These appointments are aimed at those patients who find it difficult to get to the surgery during normal opening hours. Patients will be seen by the GP on duty and not necessarily their own GP. The surgeries are CLOSED during these clinics and access is for PRE-BOOKED appointments only.

REPEAT PRESCRIPTIONS

For safety, repeat medication is only available by written request - on paper or through Patient Access, available to sign up to on our website. **Telephone requests will not be taken.** Regular repeat prescriptions will normally be ready 2 working days after request. The doctor may wish to review your medication, in which case it may take longer. Please be aware there may also be a delay if your own GP is part-time. Please do not attempt to order repeat prescriptions more than 10 days before it is due - without a valid reason, requests submitted earlier than 10 days before due date will be rejected – this is an NHS policy guideline

COMPLAINTS PROCEDURE

We do endeavour to ensure that all patients receive the best possible service and care, however, if you have a comment or concern about the service you have received from the doctors or staff, please address your complaint to the Group Practice Manager. We will always investigate complaints thoroughly and will keep you fully informed. A complaint form is available, and we encourage our patients to submit complaints in writing using the form, by letter or email.

However please note : - "From 1st April 2013, if a member of the public has a comment or complaint about a GP, dentist, pharmacy or optician that cannot be resolved by the Group Practice Manager, they need to contact the NHS Commissioning Board at: nhscommissioningboard@hscic.gov.uk or by telephone on 0300 311 2233."

In addition patients can direct any concerns through the following organizations:

Patient Advice & Liaison Service (PALS)

SEAP - Support Empower Advocate Promote - Telephone 0300 343 5702

Parliamentary and Health Service Ombudsman

Millbank Tower

Millbank, London

SW1P 4QP

Telephone 0345 014 4033

Equally compliments are always appreciated, and if you feel a particular member of staff deserves a special 'thank you' for whatever reason, please do write and let us know. Letters of compliment should be addressed to the Group Practice Manager. Your letter will always be acknowledged, and the staff concerned will always receive a copy of your letter.

ACCIDENT DOCTOR SERVICE

Dr Brown is a member of the voluntary BASICS Berkshire Immediate Care Scheme and attends serious accidents at the request of the emergency services. He is a Medical Director of the South Central Ambulance Service NHS Trust.

THE HELP SPOT

The HELP Spot is a drop-in service, available to all young people within the Sandhurst area and is staffed by a GP, Family Planning Nurse, School Nurse and Youth Worker. It is based in a dedicated room at The Spot – the youth centre adjacent to Sandhurst School. It is open **each Wednesday afternoon from 3.30 to 4.30 pm** for confidential help and advice on issues important to young people, ranging from acne and bullying to sexual health and contraception.

TRAINING IN GENERAL PRACTICE

As a practice we are dedicated to and very involved in the education of both medical students and postgraduate doctors. The practice has been accredited as being suitable for the training of those doctors intending to become General Practitioners. This means that the practice and doctors have had to achieve a number of standards which have been assessed by the local GP Deanery, acting on behalf of the national organisation (The Joint Committee for Postgraduate Training in General Practice). We also have student nurses working within the practice from time to time. Currently our GP Trainers are Dr Joglekar or Dr De Klerk at Yorktown Road and Dr Anita Vakil at Owlsmoor

We will normally have GP Registrars attached to each surgery within the Practice. These doctors are fully qualified doctors who are gaining experience before qualifying as General Practitioners.

REGISTERING WITH THE PRACTICE

If you are resident within our practice area (see website) you may request to register with the practice. You will be asked to complete a form GMS1; you may also register for Patient Access & nominate a pharmacy for EPS prescriptions. You will also be given a questionnaire to complete for information pending the arrival of your records from your last GP. If you have a particular preference for a chosen GP please state this preference to reception.

If you wish to change your preferred GP, please speak to a member of the reception staff who will ask you to complete a form indicating your new preferred GP. We will try to accommodate your request whenever we can, but this may not always be possible if your preferred GP already has a large patient list.

HOME VISITS

Requests for non-urgent home visits should be made before 10.00 am. This enables the doctors to make best use of their time. Please make every effort to get to the surgery, as facilities for examination and treatment are far better than at home.

EQUAL OPPORTUNITIES POLICY

This Practice follows the principles of Equal Opportunities and discourages unlawful discrimination either directly or indirectly, positively or negatively against all employees and patients. The Practice requires that its employees, agents and contractors, in all their activities for the Practice adhere to these principles.

ATTACHED STAFF

Health Visitors

Our Health Visitors can provide advice and support on your own family's healthcare. They hold Well Baby Clinics and carry out developmental assessments on children. If you wish to know more about the services they offer please telephone 01344 786920.

Community Nurses

Our nurses work closely with the doctors and are able to provide treatment at home and advice about care and convalescence after discharge from hospital. They may be contacted via the surgery.

Community Midwives

Our midwives are employed by Frimley Park Hospital NHS Trust and run regular ante-natal and post-natal clinics in association with the doctors. They can be contacted via the surgery.

Primary Mental Health Care Workers

Primary Mental Health Care Workers offer a service for mild to moderate mental health problems. Patients are referred via their GP.

Speech Therapist

Our speech therapist offers help to children who are experiencing speech and communication difficulties. Referrals are made by your GP or patients can attend drop-in clinics. Information is available in the surgery.

Phlebotomist

The phlebotomist is available daily at both our surgeries to take blood for routine blood tests. Your GP will refer you to the phlebotomist and supply you with a pathology form indicating the tests they wish performed.

Dietician

Our dietician holds regular clinics and offers help for all patients needing dietary advice and support. Patients are referred by their GP or the Practice Nurse.

Audiology

Our audiologist holds regular clinics and offers help for all patients needing audio tests and support.

Podiatrist

Our podiatrist holds clinics at Sandhurst Surgery on Wednesdays and Fridays by appointment. Referrals are made via your GP or the Practice Nurse.

Reception

- A courteous and friendly welcome at our front desk by a named receptionist.
- All patients will be treated with respect, kindness and dignity, irrespective of ethnic origin, religion or cultural beliefs.
- Our receptionists are normally your first contact during surgery hours, whether calling by telephone or visiting the surgery and they are there to help you.
- If you wish to speak to a member of the team in private, please ask.

PRACTICE PATIENTS' CHARTER

OUR RESPONSIBILITY TO YOU

Premises and Facilities

- Clean, comfortable, safe and easily accessible premises to all patients.

Appointments

- We run an appointment system and you will be given a time when the doctor or nurse hopes to be able to see you.
- Medical Emergency appointments are available on the day.
- We always try to keep to appointment times. Due to unexpected circumstances this may not always be possible. If your doctor is delayed by more than 30 minutes, you will be informed and offered another appointment if you do not wish to wait.
- In the event of a clinician being unexpectedly unavailable we will endeavour to contact you as soon as we can to rearrange your appointment.

Home Visits

- If you think a home visit may be necessary, please contact the surgery before 10am so that the doctors can plan their day. You may receive a phone call from the GP first to see how best to deal with your problem.

Telephone

- The telephone will be answered as promptly as possible and courteously.
- If you wish to speak to your GP on the telephone rather than use an appointment, please let reception know - Telephone appointments with the GP's are also usually available.

Test Results

- Please telephone for test results after 11.30 am.
- Results will only be given to the patients, unless under 16 years of age and unless specific written consent has been given to give results to a relative.
- Test results will also be available on Patient Access, please enquire about registering for this service.

Repeat Prescriptions

- Requests for repeat medications will normally be ready in 2 working days.
- Occasionally your doctor may wish to review your medication, in which case the process may take longer.
- GP's are required not to issue medication more than 10 days early, if you order earlier than this - without a valid reason in writing, your request will be rejected.

Health Records

- You have the right (subject to certain restrictions) to view your health records. These records are kept confidential at all times.
- Anonymised information may be used to:
 - prepare statistics on activity
 - investigate complaints or legal claims
 - help staff review the care they provide and make sure it is of the highest standard
 - training and educating staff
 - undertaking research approved by the Local Research Ethics Committee (if anything to do with the research involves you personally you would be contacted to give your consent).

PRACTICE PATIENTS' CHARTER

YOUR RESPONSIBILITY TO US

Reception

- We ask that you treat the practice staff with courtesy and respect.

Appointments

- If you cannot keep your appointment, please tell the surgery as soon as possible. We may be able to fit someone else into your cancellation; this can also be done online if you are registered with Patient Access
- If you register a Mobile Number you can make use of the text message reminder service, you can also cancel the appointment using this service.
- When making your appointment, please let reception know if you require any help due to disability.
- Routine appointments are usually 10 minutes. If you feel that your problem may take longer than the allotted appointment slot, please alert the receptionist so that a longer appointment can be booked.

Home Visits

- Please only request home visits if you are physically unable to travel to the surgery. It is much easier for the doctor to undertake a suitable examination in the surgery than at home.
- Out of hours requests for visits and in particular, night visits, should only be requested in a real emergency, when you should telephone 111.

Telephone

- Please avoid telephoning during peak surgery times, except for urgent matters,

Test Results

- To ensure you receive the results of your tests, please telephone the surgery after the appropriate time, preferably between 11.00 am and 4.00 pm.
- Results of tests done during hospital visits are not normally sent to the practice.

Repeat Prescriptions

- Please allow 2 working days for repeat prescriptions.
- Remember to plan your needs for medication to cover weekends and bank holidays.
- Please do not order prescriptions earlier than 10 days before they are due - without a valid reason in writing – early requests will be rejected.
- Please remember to amend your nominated pharmacy if you have moved area.
- If you have not nominated a pharmacy yet, please discuss your requirements with local pharmacies – Electronic Prescriptions (EPS) is much quicker & safer

Information

- Please inform us as soon as possible of any change of name, address or telephone number.
- If you do not understand any aspect of your illness or treatment, please ask for more information.

ZERO TOLERANCE

The practice supports zero tolerance against both verbal and physical abuse towards any member of the practice team.

Patients who do not comply will be reported to the NHS England and removed from the practice list. In the case of physical abuse the police may also be called.

TEENAGE HEALTH

Most young people will talk to parents about health and illness, but for some teenage issues like feeling depressed, contraception or bullying, they may decide to go and talk to a doctor or nurse in confidence. Sometimes this happens because it is just too embarrassing to talk to parents about sensitive and personal matters. All children, even those under 16, can make an appointment to see their doctor or nurse without their parents' knowledge or consent. The doctor or nurse will keep this appointment confidential as long as they are satisfied that the young person understands what is going on. There may be occasions, such as sexual or drug abuse, where the doctor is unable to keep information confidential, but they will always discuss this first and act in the best interests of the young person.

HOW YOU CAN HELP US TO HELP YOU

- By treating our reception staff with courtesy
- By phoning before 10.00 am for a home visit
- By planning your needs for repeat medication especially during holiday times or around bank holidays.
- By registering for Patient Access & nominating a pharmacy
- By only taking medical emergency appointments when absolutely necessary
- By letting us know if you change your name, address or telephone number
- By telephoning for results as specified by your doctor (also available using Patient Access)
- By letting us know if you cannot attend an appointment
- By letting us know if you feel we could do better
- By letting us know if you feel we have provided an excellent service

TREATMENT ROOMS

You may see our nurses by appointment – they offer treatment advice on a wide range of services including:

- Minor casualties
- Ear syringing
- Hearing tests
- Wound dressing and suture removal
- Dietary and lifestyle advice
- Blood pressure testing
- Immunisation and vaccination – child/adult and travel
- Smear tests

OTHER SERVICES OFFERED

MENOPAUSE ADVICE

QUIT SMOKING CLINIC

CHILD HEALTH SURVEILLANCE

ANTE NATAL CARE

WELL BABY CLINIC

MINOR SURGERY

TRAVEL ADVICE

RESPIRATORY CLINIC

PHLEBOTOMY

FAMILY PLANNING

DIABETES CLINIC

DIAGNOSTIC ULTRASOUND

FLU AND PNEUMONIA INJECTION CLINICS

These are held each year, usually in October and November. These injections provide valuable protection against flu in at risk patients, such as patients with heart, lung and kidney problems, diabetics and the elderly. The pneumonia injection is currently recommended for over 75s and those at risk as with flu. The Department of Health states that we are not able to provide flu or pneumonia vaccination for our patients who do not fall into the above categories, but we will be able to advise you on where you will be able to obtain the vaccination.

SERVICES IN ADDITION TO THE NHS

An appropriate fee will be charged for services carried out that are not part of the NHS. A list of fees is displayed in Reception.

OVER THE COUNTER MEDICINES

A wide range of effective remedies are now available in the pharmacy without the need for a prescription. The doctors in this surgery can recommend the following treatments for the common conditions mentioned. By treating yourself you can save yourself time and money as the majority of the drugs mentioned are cheaper than a prescription charge.

- 1% Hydrocortisone cream for skin irritation, contact dermatitis and eczema
- Piriton and other antihistamines for hay fever, insect bites and allergies
- Daktarin or Canesten cream for athlete's foot, nappy rash or thrush
- Ibuprofen tablets for acute sprains, muscle aches or period pain
- Acyclovir (Zovirax) cream for cold sores
- Paracetamol syrup (Calpol or Disprol) or Ibuprofen for mild to moderate pain and temperatures in children
- For the treatment of many other common ailments such as threadworms, head lice, acne and tummy upsets, your pharmacist is trained to give advice.

If your condition does not clear up within a few days or you are uncertain about your diagnosis, then please consult your doctor.

CERVICAL SCREENING (SMEAR TESTS)

All women aged 25 to 64 are offered a cervical smear test as part of the national cervical screening programme every 3 years from age 25-49 and every 5 years from age 50-64. However, if you are aged 65 or over and have never had a test, you are still eligible and are welcome to book an appointment with the Practice Nurse.

CONTRACEPTIVE ADVICE

If you cannot, or would prefer not to, visit your GP for contraceptive advice, you can visit one of the local Pharmacies who offer private consultations, and speak with the Pharmacist, especially if you are in need of Emergency Contraception (Morning After Pill).

SELF TREATMENT OF COMMON ILLNESSES AND AILMENTS:

1. *Backache*
Backache usually responds to a few days rest and Paracetamol or Ibuprofen.
2. *Burns*
Apply large quantities of cold water to the affected area immediately and maintain this until the pain subsides. If the burn is larger than 4-5 inches in diameter or the skin is broken, consult the practice nurse.
3. *Colds/Flu (adults)*
There is no cure. Antibiotics will not help. Use decongestants (eg. Sudafed) or inhalation steam (Friar's Balsam, Karvol, etc.) Suck soothing throat pastilles and take frequent drinks. If you are feverish take Paracetamol or Aspirin.
4. *Cystitis*
Symptoms include passing urine frequently, burning and passing occasional blood. Drink as much water as possible. Some remedies are now available over the counter at the pharmacy. If symptoms persist arrange an appointment with your doctor.
5. *Diarrhoea*
In adults and older children, it usually settles on its own. Treatment consists of replacing lost fluid and resting the digestive system by having nothing solid to eat for 24 hours. Dioralyte or similar electrolyte solution can be obtained from the chemist without prescription.

USEFUL CONTACTS and TELEPHONE NUMBERS

Acorn:

Tel: 01276 670883

Ascot Area Alzheimer's Carers Support Group

Contact: Mrs Una Rowson

Tel: 01344 886887

Age UK

Tel Reading: 0118 9502480

Tel Bracknell: 01344 428074

Tel Camberley: 01276 707585

AIDS Information (Upton Hospital)

01753 692401

Alcoholics Anonymous

Tel: 08457 697555

Benefits Enquiry Line

Tel: 0800 882200

Berkshire Healthcare Foundation Trust

Website: www.berkshirehealthcare.nhs.uk

Berkshire Chlamydia Screening

Website: www.getyourkitoff.co.uk

Out of hours

Tel: 111

Website: <http://www.nhs.uk/NHSEngland/AboutNHSservices/doctors/Pages/out-of-hours-services.aspx>

Bracknell & District Citizen's Advice Bureau

Tel: 0844 4994107

Bracknell District Disability Information Network

Tel: 01344301572

Bracknell Forest Domestic Support Service

Contact: Diane or Katherine

Tel: 01344 383516

Bracknell Forest Mental Health Carers Support Group

Contact: Joy Banks

Tel: 01344 884490

Bracknell Forest Council Social Care

Tel: 01344 351500

Bracknell Forest Council

Website: www.bracknell-forest.gov.uk

Bracknell Urgent Care Centre (the fast alternative to A&E when it is not life threatening)

Royal Bracknell Healthspace, Bracknell, RG12 9BG – open 8am to 8pm

Tel; 01344 551100

www.bracknellurgentcare.co.uk

Carers UK-Bracknell Branch

Contact: Barbara Briggs

Tel: 01344 451656

Children and Young People's Needs Analysis

Contact: alison.burnell@bracknell-forest.gov.uk

Website: www.bracknell-forest.gov.uk/children-and-young-peoples-needs-analysis.pdf

Creating Opportunities

A joint strategic plan for children and young people in Bracknell Forest 2011 – 2014 / 2011 Review

Website: www.bracknell-forest.gov.uk/creating-opportunities-2011-review.pdf

Contact: sandra.davies@bracknell-forest.gov.uk

For more information on the Children and Young People's Partnership please use the links below:

www.bracknell-forest.gov.uk/bracknellforestchildrenandyoungpeoplespartnership

www.bracknellforestpartnership.org.uk

Cruse

0844 4779400

Downside Resource Centre

Contact: Jane Brown

Tel: 01344 450230

Drug Advice (Freephone)

Tel: 0800 776600

Frimley Park hospital Foundation Trust

Tel: 01276 604604

Website: www.frimleypark.nhs.uk

Health Visitors

01344 354207

Heatherwood & Wexham Park Hospitals Foundation Trust

Heatherwood Tel: 01344 623333

Wexham Park Tel: 01753 633000

Website: www.heatherwoodandwexham.nhs.uk

Keep Mobile

Tel: 0845 945 6696

Local Health Watch

Website: www.healthwatchbracknellforest.co.uk

01344 266 911

NHS Berkshire East

Website: www.berkshireeast-pct.nhs.uk

PALS – Patient Advice and Liaison Service and Complaints

Patient Advice & Liaison Service (PALS)

King Edward VII Hospital, St Leonard's Road, Windsor, Berkshire SL4

Tel: 01753 636808

Email: feedback.bracknellascotccg@nhs.net

Princess Royal Trust (Carers Emergency Respite Scheme)

Tel: 01344 351263

RELATE:

Tel: 01252 324679

Royal Berkshire hospital Foundation Trust

Tel: 0118 3225111

Website: www.royalberkshire.nhs.uk

Sandhurst Police Point

Tel: 01252 875601

Samaritans:

Tel: 08457 909090

St Michael's Pastoral Centre

Tel: 01252 873030