

CIPPENHAM SURGERY

261 Bath Road
Slough
Berkshire
SL1 5PP
Tel: 01753 532 006
Fax: 01753 554 987

Cippenham Surgery is a forward looking surgery and we aim to provide our patients the highest standard of service and endeavour to improve the health of the overall practice population. We aim to achieve this by developing and maintaining a practice which is responsive to patient needs which reflects wherever possible the latest advances in Primary Health Care.

Dr Ajaz Nabi, Dr Rafath Khan, Dr Vineet Agnihotri,
Dr Sakina Naqvi and Dr Shagufta Bashir

PRACTICE NURSE: Ms Elizabeth V. Aziz, Mrs Ruth Rehmat
HEALTH CARE PRACTITIONER: Currently none in post

PRACTICE MANAGER: Mohammed Anis

RECEPTION/
ADMIN STAFF: Mala Bamrah, Shabnum Deen, Shamim Mir
Sonia Laggha, Radha Mayilsamy (Secretary)

APPOINTMENT SYSTEM

We have a combination of 'booked in advanced' and some appointments offered on the day you call. Please ring from 8:30am for morning appointments Monday through to Friday and from 3pm for afternoon appointments.

For full practice information and services please refer to our practice website at:

www.cippenhamsurgery.nhs.uk

Practice Leaflet

COMMENTS AND COMPLAINTS

We try to provide a high standard of care and service to all our patients and are continually striving to improve our services. Any helpful suggestions are much appreciated. A suggestions box can be found in the vicinity of the reception area. However there may be times when you are not happy about something. Please discuss your concerns with a member of the staff directly involved or with the Practice Manager. Please check with the reception desk for information on our complaints procedure. We hope that you will be satisfied after talking to us. Complaints should be addressed to: **Mohammed Anis – Practice Manager – Cippenham Surgery.**

ZERO TOLERANCE TO VIOLENCE AND AGGRESSION

The practice considers aggressive behaviour whether personal, abusive and/or aggressive comments, swearing, cursing, physical contact or aggressive gesture would be treated seriously and may result in immediate removal from the practice list. Any instances of actual physical abuse by a patient or their relative will be reported to the Police.

You will be treated with respect and as a partner in your care, we will:

- Ensure our patients have 24hrs access to medical advice.
- Aim for you to have access to a suitably qualified medical professional with 48hrs of our initial contact during surgery hours or in an urgent case the same day.
- The prevention of disease, illness or injury is our primary concern. The doctors and/or nurses will provide you with useful information to help keep you in good health and a healthy lifestyle. We provide a range of other services that are listed in this leaflet.

In return for our services we ask you to:

- Let us know well in advance if you intend to cancel an appointment so it can be offered to someone else.
- Be punctual with your appointment times. If you are 10 minutes or more late for your appointment then you may be asked to re-book your appointment.
- Treat all our staff with courtesy and respect. Reception staff may have to ask some personal questions to help us provide you with the best service.

- Report to the reception desk as soon as you arrive for your appointment.
- Inform the reception staff of any changes in your circumstances, such as change of surname, address and telephone numbers.
- After registration you are obligated to come for a routine health check-up.
- Help us by using the services we provide with patience and understanding. We ask that you only request home visits for those who are too ill to attend the surgery and that non-urgent telephone calls are not made during peak busy times in the mornings.

REGISTERING WITH THE PRACTICE

Everyone registering with the practice must provide evidence of their:

- identity (e.g. passport, birth certificate or photocard driving licence)
- address (e.g. a utility bill)

You will be asked to complete a registration form and a new patient questionnaire, allowing us to provide medical care in the interim period while your medical records are transferred from your old practice to us. If you are a parent or guardian we will ask you to provide details of all the people who can authorise treatment for your child. If you move out of the practice area, you will need to register with a new practice as soon as you move.

TELEPHONE CONSULTATION

Please ring the surgery to request a telephone consultation. The doctor on call will usually return your call after the end of the morning surgery for calls received in the morning. For requests received after 3pm your calls will be returned after the end of the evening surgery. Please give us your correct phone number so the doctor can return your call promptly.

REPEAT PRESCRIPTIONS

These may be obtained by ordering online via your nominated pharmacy, our website, personal request, fax or by post (please enclose a self-addressed envelope if you wish this to be posted to you). Please allow three working days excluding the day the request was made for the prescription to be ready for collection. Telephone request are not accepted because of potential of error.

SURGERY OPENING TIMES

MON TO FRI

08:00 – 18:30



You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

Call 111 if:

- you need medical help fast but it's not a 999 emergency
- you think you need to go to A&E or need another NHS urgent care service
- you don't know who to call or you don't have a GP to call
- you need health information or reassurance about what to do next

SLOUGH WALK – IN HEALTH CENTRES : Slough Walk – In Health Centre is for people with minor illness or injuries that do not require an x-ray. They are located at **Upton Hospital, Albert Street, Slough, Berkshire. SL1 2BJ. Phone – 01753 635505**

ACCIDENT AND EMERGENCY – CALL 999 : Whatever the day or time if you or someone else experiences persistent severe chest pains, loss of blood, loss of consciousness, breathing difficulties, acute confused state or fits that are not stopping then go to the nearest accident and emergency department or **call 999** if an ambulance is needed.

We also do electronic prescriptions which allows patients to get their prescription sent electronically to a nominated pharmacy of their choice. EPS eliminates chances of lost prescriptions as there are no printed scripts with EPS. Please enquire at reception if you would like your prescriptions sent electronically to a nominated chemist of your choice.

EMERGENCY CONSULTATION

Emergency appointments are offered both during morning and evening sessions. However we have a limited number of emergency appointments that are given to patients to deal with that one emergency problem. Appointments are strictly offered for urgent problems that cannot wait for another day. Emergency appointments are offered on a 'first come first served basis'. Please note that these appointments are not for obtaining sick notes or prescriptions and doctors may prioritise some emergencies.

OBTAINING TEST RESULTS

Please contact the surgery between 12noon and 1pm for results of tests, allowing 3 — 4 days following submission of specimen or as instructed by the doctor or nurse. All the results have to be checked by the doctor. If your results are normal then the receptionist will tell you directly to save time otherwise we will arrange for you to have an appointment or telephone consultation with a doctor. The practice has a strict policy regarding confidentiality and data protection. We will only release test results to the person to whom they relate unless that person has given prior permission for the release of the results or they are not capable of understanding the results.

CHAPARONE SERVICES

At Cippenham Surgery we offer all our patients chaperone service. If you feel that your consultation with a doctor or nurse requires presence of a close member of your family then please do come along with that member of your family for your consultation. If you do not have a close member of your family present during your consultation with a doctor or a nurse and you feel that a chaperone is required during this examination then please inform the doctor or nurse prior to this examination so that a member of reception staff whom you agree to be present in the consulting room during the course of this examination. We have a chaperone policy at the surgery and all our staff are trained and will strictly abide by the protocols of this chaperone policy.

LIFESTYLE INFORMATION

Physical activities: Everyday activities such as walking, gardening, walking or cycling to work or school, housework or DIY in or around your home. Recreations activities like walking or cycling or active play amongst children. Sports activities such as exercise and fitness training at a gym or exercise class, swimming or competitive exercise such as football, tennis, cricket etc.

Healthy Eating: For healthy eating and diet please ask our nurse for patient information leaflets or visit the NHS Choices website at: <http://www.nhs.uk/livewell/healthy-eating/Pages/Healthyeating.aspx> to access a whole host of healthy eating and diet related resources.

STOP Smoking: We would like to help and support all our patient who currently smoke to give up smoking. Please ask for STOP Smoking leaflets from our reception desk or check for leaflets or details displayed within our waiting area. Alternatively visit the Stop Smoking Berkshire — website address: <https://www.smokefreelifeberkshire.com> or *quitwithhelp* website at: https://www.quitwithhelp.co.uk/?OVMTc=Exact&site=&creative=46947622996&OVKEY=stop%20smoking&url_id=27089296&adpos=1t1&device=c&gclid=CPGF0ZS32ciCFWjKtAodUgQAGA for free quit smoking plan, tips and other useful advice.

PATIENT PARTICIPATION GROUP

We have a Patient Participation Group which represents all our patients. The patient participation group met in October 2017 and reviewed patient survey conducted in 2017. The groups' primary purpose is to provide the practice with regular feedbacks, recommendations, constructive criticism and advice on ways to improve quality and enhance services. The PPG members met and provided the practice with a number of recommendations. Some of which the practice has already achieved before the PPG met and other matters are being worked on at present. The Group will meet once a year. If you would like to read the PPG meeting discussions and action plans or would like to become a member of the PPG then please speak to the Practice Manager.

SUMMARY CARE RECORD (SCR)

The NHS is changing how patient information is stored and shared in England, to provide better care for patients. SCRs provide healthcare staff treating patients in an emergency or out-of-hours with faster access to key clinical information.

Your Summary Care Record contains important information about any medicines you are taking, any allergies you suffer from and any bad reactions to medicines that you have previously experienced. Allowing authorised healthcare staff to have access to this information will improve decision making by doctors and other healthcare professionals and has prevented mistakes being made when patients are being cared for in an emergency or when their GP practice is closed.

If you do not want to share your summary care records ONLY accessed by healthcare staff then inform the receptionist who will make notes on your electronic records for your informed dissent.

COMMENTS AND COMPLAINTS

We make every effort to give the best service possible to everyone who attends our practice.

However, we're aware that things can go wrong resulting in a patient feeling that they have a genuine cause for complaint. If this is so, we would wish for the matter to be settled as quickly, and as amicably, as possible.

Simply contact the Practice Manager to arrange to speak to him about your complaint. Further written information is available on the complaints procedure from reception. We are continually striving to improve our service.

Any helpful suggestions would be much appreciated.

PATIENT CONFIDENTIALITY AND DATA PROTECTION

The practice complies with Data Protection and Access to Medical Records legislation GDPR. We ask you for personal information so that you can receive

appropriate care and treatment. Identifiable information about you will be shared with others in the following circumstances:

- To provide further medical treatment for you e.g. from district nurses and hospital services
 - To help you get other services e.g. from the social work department.
- This requires your consent
- When we have a duty to others e.g. in child protection cases

Anonymised patient information will also be used at local and national level to help the Primary Care Trust and Government plan services to manage disease registers such as diabetes, hypertension and so on. Under the Health and Social Care Act 2012, NHS England can now instruct the Health and Social Care Information Centre to extract data from all NHS Care providers including general practice. Such data is limited to NHS number, date of birth, gender and postcode. If you do not wish anonymous information about you to be used in such a way, please let us know. The surgery is fully computerised and compliant with the General Data Protection Regulation (GDPR). If you wish to view your medical record, please ask at Reception.

OTHER SERVICES

Cippenham Surgery provides access to several services and health promotion screening. You may receive an invitation from the Health Authority. Please respond promptly when you receive a letter to attend.

FAMILY PLANNING

General contraceptive information is available from the Doctor.

MATERNITY CARE

The Midwife attends the Surgery on Tuesdays (for booking appointments) and Wednesdays for follow up antenatal appointments. Please ask at Reception to book your appointment. Please remember to bring a urine sample to each antenatal appointment.

CHILD HEALTH

Postnatal check-up and infant development assessment are carried out when the new born infant is six weeks old. Please ask Reception to book two appointments so that Mother and Baby are both checked. Please remember to bring your child's 'Red Book' to this appointment.

VACCINATIONS AND IMMUNISATIONS

The practice strongly supports the childhood immunisation programme. All routine childhood immunisations are performed at the surgery by a nurse. We regularly check that children's immunisations are up to date and will call you to attend with your child's 'Red Book' to the immunisation appointment.

FLU VACCINATION

We also offer all 'at risk' patients and their carers the seasonal influenza vaccine from September to January every year.

NON-NHS SERVICES

Certain services are not covered by the NHS. Please speak to the Receptionist when you are arranging your appointment; she will tell you of the costs involved. Charges are also available on the list in Reception.

TRAVEL CLINIC

Please telephone to enquire which vaccines are required. It is very important to begin this process well in advance of your holiday (at least a minimum of one month). You will then be offered an appointment with a nurse to have these. Please note that some vaccines and certificates are chargeable as they are not provided for on the NHS.

CERVICAL SMEARS

The doctors strongly advise that all women aged 25-49 have a three-yearly test and women aged 50 to 64 years have this test every five years. The practice nurse does the cervical smears. Please respond promptly to any reminder or recall letter you receive and make your appointment with the practice nurse.

BREAST SCREENING

All women between the ages of 50 and 70 years of age should attend mammography test when invited. If you have a family history of breast cancer please contact the doctor as you may need early or more regular screening.

DIABETIC/ASTHMA/COPD

Clinics for these and other diseases are held by the practice nurse and you will normally be telephoned to attend a clinic. These clinics may include your blood pressure being checked as well as other checks and measurements.

HEART DISEASE

Heart disease is a common cause of death. You can reduce your risk by the following:

- a low fat diet
- take regular exercise
- stop smoking
- have your cholesterol checked

JOINT INJECTION CLINIC

This service is offered to those who require it.

DISTRICT NURSES

Our district nurses provide care and visits for patients confined to their homes. They can be contacted on 01753 517998.

NON NHS SERVICES

Some services offered at this clinic are not a National Health Service and hence with incur a fee payable. These may include completion of passport forms, naturalisation forms, screening requested for employment, solicitors, insurance companies, HGV, PSV, elderly drivers licenses and all other non-NHS doctors letter. The fees charged are in-line with BMA recommended fees for non-NHS work. Please speak to the receptionist if you require further information.

SICK NOTES

Doctors are not obliged to issue sick notes for absence from work less than seven days including weekends. The first three days of absence should be self-certified by filling out the relevant form provided by your employer. If you or your employer insist for a private certificate then please be aware that a fee is applicable for such a certification.

COMMON AILMENTS AND ITS TREATMENTS

A cough is a reflex action to clear your airways of mucus and irritants such as dust or smoke. Coughs may be dry or chesty and most coughs clear up within three weeks. Treatment isn't usually necessary, but a home remedy containing honey and lemon may help ease a short-term cough. There's little evidence to suggest that cough medicines will be any more effective. Dry coughs are usually felt in the throat as a tickle that sets off the coughing. It happens when the throat and upper airways become inflamed (swollen). No phlegm (thick mucus) is produced. The common cold or flu causes a dry cough because your brain thinks the inflammation in your throat and upper airways is a foreign object and tries to remove it by coughing. A chesty cough usually produces phlegm. The cough is helpful, because it clears the phlegm from your lung passages. Only see your GP if you've had a cough for more than three weeks after a viral infection, or if your cough is progressively getting worse.

Cold is a mild viral infection of the nose, throat, sinuses and upper airways. It can cause a blocked nose followed by a runny nose, sneezing, a sore throat and a cough.

In adults and older children, the cold will usually last for about a week as the body fights off the infection. Colds in younger children can last up to two weeks. There is no cure for a cold, although you can usually relieve the symptoms of a cold at home by taking over-the-counter medication, such as paracetamol, and drinking plenty of fluids.

Measles:

This usually causes a high temperature, cough and sore eyes, before the typical rash appears. This rash is red, blotchy and occurs on the face and trunk. It is contagious until 10 days after the rash began. Severe illness is unusual, but complications can occur, so vaccination of every child by the MMR vaccine is strongly recommended.

Mumps:

Painful swelling of the gland in front of one or both ears occurs. The patient is infectious for about 10 days after the onset. Serious complications can follow and all children should be immunised by the MMR vaccine.

Insect Bites and Stings:

Antihistamine tablets are usually effective and can be obtained direct from the chemist.

Chickenpox:

This rash is of small red patches which blister and then crust over. The rash is itchy and fever may occur. Calamine lotion and paracetamol will give relief. Children may return to school when all the crusts have gone.

Back Pain:

Most episodes of back pain settle within a few days. 90% of attacks settle within six weeks. Painkillers (e.g. paracetamol, aspirin, ibuprofen) should be taken regularly at first. Sit upright and support the small of the back, or lie flat on a firm bed. Consult your doctor if the pain is not controlled or persists.

Sprains:

Elevate the injured limb and apply a cold compress or ice pack to reduce swelling. Take regular painkillers.

Minor Cuts:

Wash the wound thoroughly. Stop bleeding by applying a clean dressing firmly to the wound for five minutes. Cover with a clean dry dressing.

Burns:

Apply large quantities of cold water to the affected area as soon as possible and continue until the pain subsides. This may take 15 minutes. If the skin is unbroken, but blistered, apply a loose dry dressing. If the burn is larger than 4 inches across, or the skin is broken, consult the hospital casualty department. Sunburn is harmful, particularly to children's skin. Avoid it at all costs by using a high factor sun cream. Treat sunburn as for other burns.

Nose Bleeds:

Sit forwards, blow the nose clear, then pinch the fleshy part of the nose for at least 10 minutes, to stem the bleeding point. If bleeding persists consult the hospital casualty department

Head Lice:

These creatures prefer clean hair and are not a sign of poor hygiene. Medication lotions are available from the chemist.

German Measles (Rubella):

This rash is harmless to the sufferer and usually gives a few other symptoms. It consists of small pink patches, 2-4mm and covers the body, arms and legs. It is infectious from two days before the rash appears, until about seven days afterwards. It can be harmful to the unborn child, therefore it is important to inform all contacts of the diagnosis. All children should be immunised by the MMR vaccine at about 12 months.

Diarrhoea and Vomiting:

The main treatment aim here is to prevent dehydration by drinking plenty of clear fluids. Rehydration powders (e.g. Dioralyte) help the fluid to be absorbed. Vomiting usually settles within a few hours. If it persists beyond 24 hours, sooner in babies and young children, consult your doctor. In adults and older children, kaolin mixture will help reduce the Diarrhoea after the worst is over.

When to see a GP

See your GP if you're concerned about your baby, an elderly person, or if you have a long-term illness, such as a chest condition. You can also phone NHS 111 for an assessment.

FLU

Influenza is another viral infection. It causes fever, aching, shivering and coughing. Usually it subsides in a few days, but it may leave the sufferer feeling washed out for a while. Treatment of symptoms with paracetamol and a cough linctus is usually all that is possible. If you are concerned consult your doctor, as complications are possible, particularly in the elderly or infirm. For these groups of people a yearly vaccination is advisable.

You only really need to see your GP if:

- your symptoms persist for more than three weeks
- you have a high temperature (fever) of 39°C (102.2°F) or above
- you cough up blood-stained phlegm (thick mucus)
- you feel chest pain
- you have breathing difficulties
- you experience severe swelling of your lymph nodes (glands) in your neck and/or armpits