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
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
Green Meadows Surgery, Winkfield Road, Ascot 01344 621627
Kings Corner, Kings Road, Sunninghill, Ascot 01344 623181
Magna House, Station Road, Sunningdale, Ascot 01344 637800
Radnor House, London Road, Ascot 01344 874011
Binfield Practice, Terrace Road North, Binfield 01344 477 0932
Forest End Practice, Ringmead, Birch Hill 01344 421364
Ringmead Medical Practice, Birch Hill Medical Centre, Birch Hill 01344 477 3609
Balfron Practice, Skimped Hill Lane, Bracknell 01344 306613
Boundary House Practice, Mount Lane, Bracknell 01344 483900
Crown Wood Practice, Crown Row, Bracknell 01344 310202
Evergreen Practice, Skimped Hill Lane, Bracknell 01344 306936
Great Hollands Practice, Great Hollands, Bracknell 01344 378867
Cippenham Medical Centre, Weekes Drive, Cippenham 01753 693535
The Village Medical Centre, Mercian Way, Cippenham 01628 660788
The Orchard Practice, Wheelwrights Place, Colnbrook 01753 542424
Cookham Medical Centre, Lower Road, Cookham 01628 524646
Heath Hill Road Practice, Heath Hill Road South, Crowthorne 01344 779715
Datchet Health Centre, Green Lane, Datchet 01753 541268
Easthampstead Practice, Rectory Lane, Easthampstead 01344 457535
Runnymede Medical Practice, Bond Street, Englefield Green 01784 437671
South Meadow Surgery, Church Close, Eton 01753 833777
Waterfield Practice, Ralphs Road, Hermans Water 01344 454266
Holyport Surgery, Stroud Farm Road, Holyport 01628 624469
Langley Health Centre, Common Road, Langley 01753 544288
The Orchard Practice, Trelawney Avenue, Langley 01753 542424
Cedars Surgery, Cockham Road, Maidenhead 01628 620458
Claremont Surgery, Cockham Road, Maidenhead 01344 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 01344 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 01344 477 3538
Sandhurst Group Practices, Cambridge Road, Owslebury 01344 477 1878
Sandhurst Group Practice, Yorktown Road, Sandhurst 0844 477 2503
40 Ragstone Road, Ragstone Road, Slough 01753 775545
240 Wexham Road, Wexham Road, Slough 01753 517360
242 Wexham Road, Wexham Road, Slough 01753 552255
Bharani Health Centre, Landsdowne Avenue, Slough 0844 477 8682
Chapel Medical Centre, Upton Hospital, Slough 01753 635239
Crosby House Surgery, Stoke Poges Lane, Slough 01753 823280
Farnham Road Surgery, Farnham Road, Slough 01753 520917
Herschel Medical Centre, Osborne Street, Slough 01753 520643
Kumar Medical Centre, Grasmer Avenue, Slough 01753 579803
Manor Park Medical Centre, Jerpoint Drive, Slough 01628 477 0946
Princes Street, Slough 01628 477 0946
Shreeji Medical Centre, Whitingby Road, Slough 01628 477 2848
The Avenue Medical Centre, Wentworth Avenue, Slough 01753 530402
The Surgery, Leeds Road, Slough 01753 538741
Upton Medical Partnership, Sussex Place, Slough 01753 522713
Gainsborough Practice, Country Lane, Warfield 01344 428742
Waterfield Practice, County Lane, Whitegrove 01344 454626
Clarence Medical Centre, Vansittart Road, Windsor 01753 865773
Dedworth Medical Centre, Dedworth Road, Windsor 01753 864545
Sheep Street Surgery, Sheep Street, Windsor 01753 860334
Lee House Surgery, Osborne Road, Windsor 01753 861612
Runnymede Medical Practice, Burfields Road, Windsor 01753 863642
Whipsbury Medical Centre, service provided by Datchet Health Centre (listed above)

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
- Frimley Park Hospital
- Royal Berkshire Hospital
- St Peter’s Hospital
- Wycombe Hospital
- Slough 01753 633000
- Camberley 01276 604604
- Reading 0118 322 5111
- Chertsey 01932 872000
- 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 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 693260

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.healthysex.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.healthysex.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
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 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

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

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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.

Albanian

Nëse do të shërbugojë në këtë këshill, më shërbyem në qëllim të tjerët. Dëshmitë të njohur të kërkoni më të tërë të mund të i japni; jepëri në lokalitet që kërkoni numrin: 01753 635615

Arabic

ان كنت ترغب في الحصول على هذه المعلومات مكتوبةً (العربية) الرجاء الطلب من أحد أفرادنا أو استفادتك في الاتصال بنا على الرقم: 01753 635615

Hindi

यदि आपको यह जानकारी हिंदी में पसंद हो तो कुछ अभिव्यक्ति के अधीन नहीं वाले समय में नहीं दी जा सकती है क्योंकि यह इस समय पर टेलीफोन करें: 01753 635615
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

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 freephone 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.

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Are we speaking your language?
If a friend or relative would like this leaflet in another language please call PALS on 01753 635615

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

Nepalese

Somali
Haddii aad rabtid macluumaadkan oo ku qoran Af Soomaali fadlan ka codso qof qaraabadaama ama saaxibkaaga oo Ingiriiska ku hadal inuu ku waca: 01753 635615

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

Urdu
01753 635615

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Windsor SL4 3DP Tel. 01753 860441 www.berkshireeast-pct.nhs.uk
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