



**The Gainsborough Practice
Warfield Green Medical Centre
1 County Lane
Warfield, Bracknell
RG42 3JP**

Telephone: 01344 428742

Email: eastberksccg.gainsboroughpractice@nhs.net

Website : www.gainsborough-practice.co.uk

The Practice has 2 GP Partners and 5 Salaried GP's

Dr Chauke KADE

Medico-Cirujano (MC)
(London 1981) Male

Dr Wishav GOEL

MBBS Certificate in Diabetes Care
(London 1982) Male

Dr Sophie BEARPARK

MBBS
(London 2012) Female

Dr Farhat MOIN

MBBS
(Pakistan 2015) Female

Dr Manik IMSIROVIC

MBBS
(Australia 1990) Female

Dr Anneka CLARKE

MDChB
(Liverpool 2012) Female

Dr Ramit PRASHAR

MBBS
(London 2012) Male

Surgeries

Opening Hours: 0800 – 1830 (weekdays only)

GP Surgery Time: 0830 – 12:00 and 1500 – 18:00

Practice Nurse Surgery Times: 08:30 – 13:00 and 14:00 – 18:00

New Patients

Patients requesting to join the practice will be asked to do the following:

- 1 Confirm their residency in the UK and our catchment area with ID where possible
- 2 Complete a GMS1 registration form – available from reception or download from our website
- 3 Complete a New Patient Health Questionnaire which will then be screened by the Practice Nurses.

Any information contained in the questionnaire which would indicate the need for an appointment with either a GP or the Practice Nurse will be followed up with a letter or telephone call to the patient to book an appointment. We recommend patients have a new Patient Health check to gather some basic health information for you and see if there are any particular areas of your health we need to be aware of this includes blood pressure and routine testing.

Appointment System

We operate a system where you will be allocated a personal doctor. We at The Gainsborough Practice are committed to delivering high quality medical care to all our patients, and we believe the best way to achieve this is to provide you with your own regular doctor who will see you for all your doctor appointments. When booking your appointment, it would be very helpful to the staff if you would give a brief explanation as the nature of your appointment so they can signpost you to the most appropriate healthcare professional.

Appointments may be made, either in person, online or by phoning reception on **01344 428742**. You can pre book routine appointments normally up to 4/6 weeks in advance (subject to demand), and a limited number of urgent appointments are also available 24hours ahead. Telephone consultations are also available for medication queries or other purposes.

If your problem is **urgent** you will be seen within 24 hours, by either the Triage Nurse or a Doctor. A triage nurse is available twice daily to advise and treat acute conditions.

Please arrive in time for your appointment as it may not be possible to see patients who arrive late, or they may be seen only with a considerable wait.

If you are unable to attend for your appointment please ring in plenty of time to cancel ideally minimum of 24 hour notice, so that another patient can be booked. Annually we lose a number of vital appointments through patients failing to attend the surgery. This helps to avoid wasting appointments other patients in need could have used.

Emergency Calls and Out of Hours Calls

A receptionist will take your calls on weekdays between 0800 and 1830 on **01344 428742** and then will contact the Duty Doctor or triage nurse, When we are closed and at weekends you call the Out of Hours Service **NHS 111 by dialling 111**.

You may be asked to attend the local Primary Care Centre to be seen there. Patients can also contact NHS 111 by dialling **111** at anytime for advise..

For serious but not-life threatening issues you can also use the **Bracknell Urgent Care Centre** 8am – 8pm 365 days per year. They are contactable on **01344 551100** or see the website www.bracknellurgentcare.co.uk for more information. In a life threatening **emergency** then please **call 999** and ask for an ambulance.

Home Visits

Please try to phone your request for a home visit before 10:30 am and only call after this time if your problem is urgent. Where possible try to come to the surgery as we can provide a better service here.

Repeat Prescriptions

Patients on long term medication may, with the doctor's agreement, be able to obtain repeat prescriptions without seeing a doctor. This is done using the repeat prescription forms attached to the prescription, or you may post in your request and provide a stamped addressed envelope for its return, or email direct to the reception team on eastberksccg.gainsboroughreception@nhs.net .

You can also be set up for online prescription services via our website - yet you need to be registered for online patient services – this needs to be done in person at reception .

Prescription requests **cannot** be taken over the phone, so please be careful **not** to run out of your medications. We ask for a **minimum of 48 working hours** for the repeat prescription request to be processed. For some patients where appropriate.

Most repeated medications can be requested through a nominated pharmacy of your choice if you are on regular medication, please ask your GP at your next medication review.

Test Results

Specimens are taken to the laboratory by transport at 16:30 daily. Please bring in any specimens before this time and ensure they are labelled clearly with your name and date of birth. Many results may be available 2 working days later and x-rays usually 7 days. Some results may be requested by the doctor more urgently if it is deemed necessary. **Results of your tests phone between 1130 - 1330hrs, or you can view your results via online access if registered for this service.**

Specialist Clinics

The practice operates a number of specialist clinics for diabetes, asthma, hypertension, baby immunisations, phlebotomy; minor operations and family planning services, Anticoagulation monitoring. Please ask at reception for more information.

▪ **WHO DO I NEED TO SEE?**

PRACTICE NURSE

All minor illnesses, Blood Pressure Monitoring, Chronic Heart Disease (CHD), Cervical Smears, Contraception / Family Planning including Coil checks and removal, Children's Immunisations, Diabetes Monitoring, COPD & Asthma, Diet / Lifestyle Advice, General Health Advice, Ear Syringing, Travel Vaccinations and Advice, Removal of Stitches New Patient Health Checks, Dressings, ECG's, NHS Healthchecks, Vitamin B12 injections.

TRIAGE NURSE

Minor illnesses including Common Colds & Flu, Chest Infections, Sore Throats, Constipation, Vomiting/Sickness and Diarrhoea, Cuts and Grazes, Burns, Earache, Eye Infection, Hayfever, Asthma, Insect Bites, Rashes, Urine Infection.

RECEPTIONIST

Booking Appointments, Repeat medication requests, Update contact information, All Registrations, Set up patients for online services, Sickness certificates & Fit to Work note extensions/queries etc.

SECRETARIES

Insurance Forms, Referral letters, Medicals, Fit to Fly letter, Hospital Transport bookings.

MIDWIFE

All pregnant patients throughout duration of pregnancy for routine ante-natal checks

FIRST CONTACT PRACTITIONER (PHYSIOTHERAPIST)

All skeletal pain/aches, Joint injections

*Can only see patients aged 16 and over and cannot see pregnant women.

DIETITIAN

All patients to this service must be referred in for initial consultation follow up can be booked by the dietitian or reception

SOCIAL PRESCRIBER

Wide range of patients, those with long term health conditions who need support with their mental health, those who feel lonely or isolated or who have complex social needs which affect their wellbeing.

PHARMACIST

Hypertension Monitoring/Reviews, Asthma Monitoring/Reviews, Medication Reviews, Frailty Care Planingng, Diabetes Monitoring/Reviews

GP's

Chronic illness; Minor Surgery; Urgent Medical Problems including abdominal & back pain; Long Term Health conditions, Referrals; Change of Medication; New Patient Medication review.

Smears

Women between the ages of 25 and 65 are asked to attend for a routine smear following DOH guidelines, unless there is a reason that they do not need one. Please book an appointment with one of our Practice Nurses, or these can also be booked at our extended hours service in the evenings and weekends

Non - NHS Services

Medicals for the purposes of insurance, pre-employment, fitness to travel, and driver medicals and other services not covered by the NHS are charged at rates available to view in reception. Special appointments are required as these services often take longer than routine appointments. Please note often this may need a few weeks' notice for the required length of appointment and payment for this appointment would be required beforehand.

Practice Nurses

The Practice Nurses hold surgeries every day and operate a minor illness triage twice daily and can discuss patients immediately with the duty doctor if required. The nurses also provide family planning advice, travel advice and give travel immunisations, take cervical smears, and advise on smoking, asthma, contraceptive pill checks, high blood pressure, weight control and support long term health conditions.

Alison Dick	RGN, PGDip SCPHN
Anita Surrey	RGN/Dip General Nursing
Jeannie Humphrey	RGN/Dip General Nursing

District Nurses

Our District Nursing team provides nursing services to the terminally ill and the housebound. Their contact number is **0300 365 1234**.

Health Visitors

The Health Visiting team is based at Skimped Hill Health Centre **07899876568**.

Practice Management

The Practice Manager, Diana Lock is responsible for the overall running and operation of the business and is also responsible for the administrative and reception staff.

Complaints

The Practice Manager can help you with any queries or complaints about our service. If you have a problem or a complaint, please contact the practice at the first instance. Otherwise please contact PALS (Patient Advice and Liaison Service) on 01753 636808 at King Edward VII Hospital, St Leonard's Road, Windsor, Berkshire, SL4 3DP or email feedback.bracknellccg@nhs.net

National Surveys

The Practice population is randomly surveyed, by the NHS each year, as part of a national survey to assess how the Practice is performing. Patient access to the surgery is a particularly important part of the survey and so the Practice provides multiple pathways for you to see an appropriate health professional. Nurse appointments, triage and telephone consultations, and E-Consultations via our website are used to meet a wide range of medical requirements. If you are asked to complete the national survey, please remember the variety of pathways we offer when accessing the surgery.

The Computer

Computers are used throughout the Practice, for consultations, prescriptions, appointments and holding medical records. They help check what treatment you are on and what treatments are due. All information stored on the computer is strictly confidential and will only be divulged to other health professionals for clinical purposes or to 3rd parties with your written consent only. If you wish you may opt out of the SCR (Summary Care Records please ask for information and a form from reception. If you would like to opt out of your confidential information being used by the NHS for research and planning or to find out more about the National Data Opt-Out please visit <https://www.nhs.uk/your-nhs-data-matters/>

Patients with Disabilities

There are consulting rooms on the ground floor and two Nurse Treatment Rooms, all of which are easily accessible for those with mobility restrictions. There are also consulting rooms upstairs which have lift access. Please tell the receptionist when you make an appointment if you will be unable to use the stairs, or if you have any disability which will affect your appointment at the surgery.

Health Authority Checks

The NHS requires that there is good account of the use of public money. This includes checking on money paid to GPs for the services they provide to their patients. So that checks can be made on surgeries, it is periodically necessary for Health Authority staff to be able to check selected medical records to see which patients came to the surgery and which services were provided to them. Checks like this will only be done by a few members of the Health Authority who work in complete confidentiality and they will have signed a special confidentiality agreement. If you do not want your records to be part of such a financial check, please let the practice know, preferably in writing. Your objections will be respected.

Healthcare Partners

The Gainsborough Practice works along with the NHS England Team, East Berkshire Clinical Commissioning Group and the other health care providers in this area to serve the population of Bracknell. Key Contact information is provided below.

NHS England Thames Valley Team - Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxfordshire, OX4 2LH Telephone: 01865 963800

East Berkshire CCG (EBCCG)

King Edward VII Hospital, St Leonards Road, Windsor, Berkshire, SL4 3DP

Telephone: 01753 636872

Email: eastberksccg.enquiries@nhs.net

Useful telephone numbers

Out of Hours service NHS 111	111
Bracknell Urgent Care Centre (UCC)	01344 551100
District Nursing Team Hub	0300 365 1234
MacMillan Nurses (Palliative care team)	0808 808 0000
Xray/Ultrasound Booking Office	01753 633554
H/wood Children's Centre to book under 13's blood test	01344 877112
Frimley Park Hospital	01276 604604
Heatherwood & Wexham Park Hospital	01753 633000
Royal Berkshire Hospital	0118 322 5111
King Edward VII Hospital	01753 860441
Upton Hospital, Slough	01753 635505
PALS (Patient Advice and Liaison Service)	01753 636808
CMHT (Mental Health Team) Crisis Number	0300 365 9999
New Hope (Drugs & Alcohol) Service	01344 312360
Social Services Adult Switchboard	01344 351500
Social Services Children	01344 352020
Children and Family Services	01344 352000
East Berkshire Clinical Commissioning Group	01753 363872

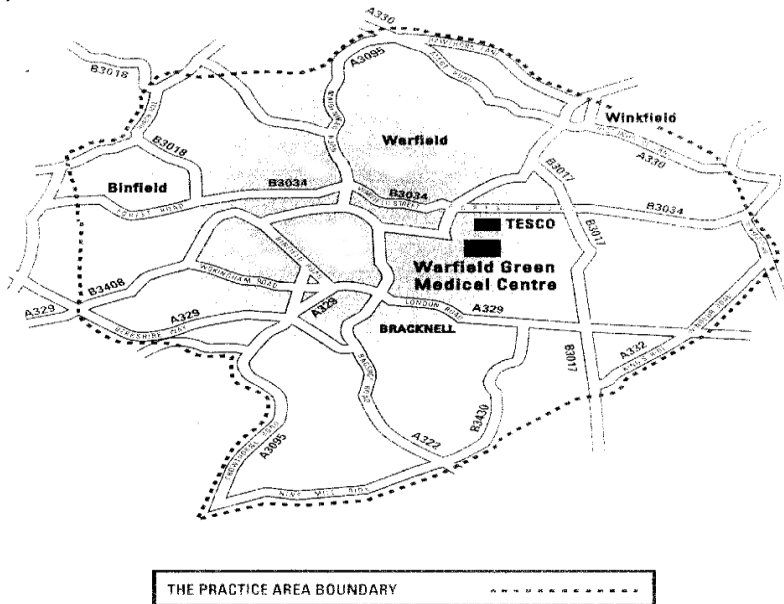
If you would like this booklet in an alternative format, for example in larger print, or if you need help communicating with us because you use sign language, please let us know.

Rights and Responsibilities of Patients:

- Patients have the right to be dealt with in a professional and courteous manner by all practice staff and employees.
- Patients have the right to data protection and patient confidentiality.
- Patients are expected to use the services of the practice in a sensible and appropriate manner.
- Patients are expected to notify the practice of changes in their personal details including changes of name or address including email and mobile.
- Patients are expected to notify the practice when they are unable to attend appointments.
- Patients are expected to act responsibly and appropriately whilst on practice premises.
- Patients are requested to give as much detail as possible to enable the reception staff to sign post them to the most appropriate service.

This practice operates a 'Zero Tolerance' policy regarding physical or verbal abuse against or towards any member of our practice staff

Practice Catchment Area Map



July 2020