

# Heath Hill Surgery



54 Heath Hill Road South, Crowthorne, Berks RG45 7BN

Appointments and Administration

**Tel: (01344) 777915**

**Fax: (01344) 762788**

**[www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)**

*INFORMATION FOR PATIENTS*

# HEATH HILL SURGERY

54 Heath Hill Road South, Crowthorne, Berks RG45 7BN

## PATIENT INFORMATION BOOKLET

### DOCTORS

Dr Gordon R Mackay	MB ChB DRCOG
Dr Pamela Ross	MA MB BChir DCH DRCOG DFFP MRCGP
Dr Murtada Muhsen	MB ChB DFRSH MSc MRCP MRCGP
Dr Sangita Judge	MBBS BSc DBO
Dr Susannah Denny	BM BCh

### THE PRACTICE

Heath Hill Surgery is a general partnership contracted to NHS England to provide primary medical services and other services in accordance with the provisions of the contract. As well as offering a full general practice service, we run asthma and diabetes clinics, childhood immunisation clinics, flu immunisation for those aged 65 and over and other 'at risk' groups, perform minor surgery, and offer anti-coagulation (warfarin) monitoring, maternity services, cervical cytology (smear) service, full conservative services and a travel clinic.

### NURSE PRACTITIONER

Mrs Judy Pack	SRN BSc (Hons) Nurse Practitioner Independent/Supplementary Nurse Prescriber SCM Family Planning Cert, Diploma in Asthma Care
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### PRACTICE NURSES

Mrs Jennifer Schroeder	RGN, Asthma Diploma, Independent/Supplementary Nurse Prescriber
Mrs Janine Dunbar	RGN, Diabetes Diploma

### MIDWIFE ATTACHED TO THE SURGERY

Mrs Julie Davis	Attached to Frimley Park Hospital Trust
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### HEALTH VISITORS

Mrs Margaret Harris	RGN RHV NP (Nurse Prescriber) - now based at the Alders and Chestnuts Childrens Centre, Branksome Hill Road, College Town, Sandhurst. GU47 0QE. Tel: 01344 354200, e-mail: childrens.centres@bracknell-forest.gov.uk
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### DISTRICT NURSES

There is a team of district nurses attached to the surgery.

### PRACTICE MANAGER

Mrs Sarah Boyd
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### OTHER STAFF - (all part time)

Deputy practice manager, two secretaries, one administrator, eight receptionists, two of whom also work as HCAs, one summariser and two scanning clerks.

### RECEPTIONISTS

Our receptionists are fully trained and do a very difficult job well. Please remember that if you need to be kept waiting or seem to be asked one or two irritating questions, they are only carrying out our policy which is aimed at making the practice run smoothly. They have to judge the urgency of your request so try to give them the necessary information. They have been trained to elicit this and are not just being nosy!

### NEW PATIENTS

If you live in the surgery's practice area and wish to register with the practice, please ask the receptionist for a registration form. Your registration will be with the practice but you may express a wish to be treated by your preferred doctor. The practice will endeavour to comply with any reasonable preference but need not do so if it is impractical.

When you register you will be invited to take part in a new patient check with one of our practice nurses/health care assistants. This will consist of measuring height, weight and blood pressure, testing urine and checking for family history of various diseases.

### OPENING AND CONSULTING TIMES

The doors are open from 8.00am - 6.30pm Monday to Friday.

Doctors are available for routine consultations Monday to Friday 8.00am - 12.30pm and 3.50 - 5.40pm. Pre-booked appointments may also be made for Saturday morning. Please ring the intercom for access.

Please note: your doctor may not always be available on the same day and the same time each week.

In an emergency, outside normal working hours, please telephone the surgery for the phone number of the out-of-hours service.

### BASE SESSIONS (Bracknell & Ascot Supporting Education)

This surgery closes for one half-day a month for protected learning time to enable doctors, nurses and practice staff to attend an educational event in order to keep up to date with all that is best in treatments, techniques and medications.

### URGENT APPOINTMENTS - TELEPHONE 777915

If you require an urgent appointment and you feel you cannot wait until the next available routine appointment, please ask to speak to our nurse practitioner. She will either offer advice, or invite you to come and see her or a doctor as appropriate the same day. From time to time she may not be able to speak to you immediately but will telephone you back as soon as she is available. These appointments are for one problem only and are five minute appointments.

For the latest information click to: [www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)

Visit our website on : [www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)

## Neil Minter & Associates Chartered Physiotherapists

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**www.neilminterassociates.co.uk**

**54 Heath Hill Road South, Crowthorne**

### Professional specialist treatment

Neil Minter & Associates, Chartered Physiotherapists, is a private physiotherapy practice, situated in Crowthorne and Sandhurst, providing specialist treatment for sports injuries, back and neck pain, post-operative rehabilitation and musculoskeletal conditions. Our team of physiotherapists is highly qualified and state registered, we have over 65 years of professional experience between us in treating patients of all ages. We have treated professional and elite-level sportsmen and women from a wide range of sports including hockey, golf, football, rugby, tennis, judo, badminton, athletics, swimming and trampolining and have worked at two Olympic Games and one Commonwealth Games.

Our aim is to provide the highest quality physiotherapy service with emphasis on accurate assessment, diagnosis and treatment.

Our philosophy is good communication and specialist examination to enable us to provide an accurate diagnosis. With this we can, with your help, create an effective treatment plan. Treatment will be based on current research and the extensive clinical experience of our therapists.

We believe in using manual therapy such as mobilisation, manipulation, massage, soft tissue techniques, stretches and strengthening exercises to treat our patients.

This may be accompanied by the use of electrotherapy such as interferential, TENS, ultrasound, laser and pulsed electro-magnetic energy when appropriate.

We work closely with GPs and orthopaedic surgeons in the region.

We are also registered to perform acupuncture, and provide a domiciliary (home visit) service.

For more information please visit our website [neilminterassociates.co.uk](http://neilminterassociates.co.uk) or telephone 0118 976 0607.

Attract **more business** by placing your advert **here**. Simply call 0800 0234 196.

### ROUTINE APPOINTMENTS - TELEPHONE 777915 OR VIA EMIS ACCESS WEBSITE

We aim to offer routine appointments to suit patient demand. This may not be your usual doctor. If you require an appointment at a particular time or with a particular doctor, you can still book up to three weeks in advance. We offer pre-booked routine appointments on Saturday mornings. Please ask at reception for further details. All the doctors and the practice nurses have access to your full medical records but maintain full confidentiality.

It would be appreciated if you could telephone for routine appointments after 10.00am.

Please also remember that emergencies can occur throughout the day and it is necessary, on occasions, for the doctor you are seeing to leave the surgery to deal with them. You will be informed by the receptionist if this happens and offered the choice of awaiting the doctor's return or making another appointment.

### EMIS ACCESS

If you would like to make appointments with doctors and/or request repeat medication via the internet, please ask a receptionist to enrol you into EMIS Access. You will be given the details you need to register onto the website. If you wish to enrol another adult in your family we will need their signed consent for you to do so. They must be aware that you will be able to access their repeat medications and they must state that this is acceptable. Parents may NOT register children after the age of 11.

### OUT-OF-HOURS ARRANGEMENTS - TELEPHONE 111

'Out of hours' is defined as that period between 6.30pm to 8.00am Monday to Friday, plus weekends from 6.30pm Friday to 8.00am Monday, and bank holidays.

If you need a doctor urgently, telephone the above number or phone the normal surgery number to hear a recorded message giving the time that the surgery next opens and the telephone number for the out-of-hours service.

You will either be given advice or, unless you are housebound, you will be asked to attend the on-call doctor for attention, but you may be visited at home if the doctor feels it is necessary. The doctor is based at The Healthspace, Brants Bridge in Bracknell. Directions will be given if requested.

Please note that this is not a drop-in centre; you must telephone for an appointment.

### TELEPHONE ADVICE

If you wish to speak to a doctor on the telephone you will be offered a telephone consultation. These are available in both the morning and afternoon sessions. The doctor will try to phone you at the allocated time during the session, although the timing may slip if he/she is running late. **IN AN EMERGENCY THE CALL WILL BE PUT STRAIGHT THROUGH TO THE DUTY DOCTOR.**

If you wish to speak to a practice nurse, you will be put through if the nurse is available, otherwise please leave a contact number and a nurse will return your call when she becomes available.

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## HOME VISITS

Home visits are made at the discretion of the doctor. Please do not ask the doctor to call unless the patient is genuinely too ill to come to the surgery. If the patient has a temperature or a rash, coming to the surgery will do no harm and will not endanger others, but please inform the receptionist on arrival.

When the condition of the patient might require a home visit, please try to give notice before 10.30am on the day.

If you request a visit, the receptionist will ask for details of the patient's name, address, age and telephone number and the reason for the visit. This enables the doctors to plan their calls and allows urgent visits to be dealt with promptly. You may be put through to speak to a doctor directly or a doctor may call you back.

## NURSE PRACTITIONER

The nurse practitioner can be consulted for minor illnesses, family planning, asthma, HRT and reviews of chronic medical conditions such as hypertension and heart disease. She works closely with the doctors and is able to give prescriptions and sick notes under the supervision of the doctors. Our nurse practitioner is an experienced practice nurse who has undergone additional training to work in an extended role in general practice.

## WALK-IN HEALTH CENTRES

For those patients who need to see a doctor and are working away from the area there are various Walk-in Health Centres based around the country. There is one at Upton Hospital, Slough SL1 2BJ opening hours 8.00am to 10.00pm seven days a week; Reading Walk-in Health Centre, 1st Floor, 103 - 105 Broad Street Mall, Reading RG1 7QA, tel 0118 902 8300 opening hours 8.00am to 8.00pm, seven days a week; and Woking NHS Walk-in Centre, Woking Community Hospital, Heathside Road, Woking GU22 7HS, tel 01483 776080, opening hours 7.00am to 10.00pm Monday to Friday and 9.00am to 10.00pm at weekends.

## TRAINING

On occasions we have a visiting medical student or student nurse observing a consultation. If you are seeing the doctor or nurse and a medical student is present you will be asked if you have any objection to the student remaining in the room during your consultation.

## ACCESS FOR THE DISABLED

Most consultation rooms and reception area are on one floor which is accessible via a short slope from the car park. Please let us know if you are unable to use the stairs.

## TREATMENT ROOM

Appointments are available from 8.30am - 12.30pm and 2.00 - 5.30pm on Mondays to Fridays. The treatment room is staffed by our experienced practice nurses. In most cases they will be able to treat minor ailments and give advice. If necessary they will refer you to a doctor. Appointments are needed with the nurse for baby and child vaccinations, travel vaccinations and advice, blood pressure checks, dressings, ear syringing, hearing checks, smears and coil checks etc. Please make an appointment in the usual way. There are daily phlebotomy clinics by appointment at the surgery for patients needing blood tests. Please state what type of blood test you require and whether it has been requested by a GP or the hospital when booking your appointment. If an appointment is not available patients are asked to attend Aldershot Centre for Health.

**Stay in touch with our website: [www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)**



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#### REPEAT PRESCRIPTIONS

With each prescription you will receive a tear-off slip which lists any items you have been prescribed for repeated use. You should return this to the surgery (with an SAE if you wish it to be posted) indicating which items you require. Normally, repeat prescriptions will be ready after two working days. Requests for repeat medication can also be faxed through or requested via the internet (see EMIS Access). Repeat prescriptions are not accepted by telephone as this can lead to mistakes.

#### COMPLAINTS/SUGGESTIONS

We constantly strive to give you the best possible care and attention. If you have any suggestions or are unhappy about any aspect of our service, please ask to see the practice manager, who will be more than happy to listen to your suggestions or criticisms. The practice operates an in-house complaints procedure. Details and forms are available at the reception desk.

#### SMEAR TESTS

We recommend that all women up to the age of 65 should have regular smear tests unless advised otherwise by the doctor.

The practice will send you a reminder when your smear is due, but if you are in any doubt, please ask. The doctors feel that smears are very important, so even if you do not wish to have a smear (which is your right) please come and discuss the matter with the doctor and don't just ignore our letter.

Smears are now routinely offered every three years for women aged 25-49, and every five years for women aged 50-65.

#### MATERNITY CARE

Care in pregnancy is provided by the practice in conjunction with the hospital and midwife. In nearly all cases the majority of your antenatal care will be carried out in the practice antenatal clinic by the doctors and midwife. The health visitor will offer visits after 34 weeks of pregnancy to all antenatal mothers.

#### MINOR SURGERY

The practice undertakes minor operations. These are performed by Dr Muhen. Please note that, for legal reasons, anybody under 16 must be accompanied by an adult.

#### CHILD DEVELOPMENT CLINIC

For child development clinics please refer to the health visitors (01344 354200). Child development checks by the doctors are performed during their morning and afternoon surgeries.

#### GENERAL PRESCRIBING

Where possible, doctors in this practice prescribe by general names of medicines rather than manufacturers' brand names. This means that the appearance of tablets, capsules, etc may not always be the same even if they contain the same medicine.

#### HEALTH PROMOTION

We encourage all our patients to share the responsibility for their health, both in preventing disease and in treating existing diseases. Prevention really is better than cure. Many of the most serious diseases can be prevented by a healthy lifestyle and without the need for drugs.

Please feel free to discuss general health and your lifestyle and ask for advice. On the following page are some of the ways you can help to live, not only a longer, but also a fitter and more enjoyable life.

For 24 hour information click to: [www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)



## Popes

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**Susie Pope** BSc PodMed SRCh MChS

HPC Registered

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**Tel: 01344 777915 for clinic appointments**

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**South, Crowthorne, Berkshire**

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Cracking Heels ■ Sports Injuries ■ Need Arch  
Supports or Insoles?

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but also specialises in sports podiatry, diabetes,  
rheumatology, dermatology and nail surgery.

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WITHOUT a website, your business or practice is invisible to the two thirds of prospective clients that use the Internet to locate products and services, and this figure grows daily.

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Pay As You Go websites are proving to be a godsend to small and medium-sized businesses across the UK and Ireland.

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Uniquely, the Pay - Monthly service comes with Web Partner support. This 'phone-a-friend' facility will provide answers to your queries and help you develop your site.

So if you don't yet have a website, or are unhappy with the one you have, call today for a chat on 0800 612 1408. You'll be glad you did!

## Happy feet

SUSIE POPE and her husband Dave have more than 30 years of NHS chiropody experience between them, and now offer a comprehensive chiropody service to the local community.

By specialising in their own particular fields, Susie and Dave between them are able to treat most foot-related complaints.

"My specialist area is foot problems caused by diabetes, and Dave covers more sports and skeletal work," explained Susie.

With Dave working from four surgery locations and Susie doing mainly domiciliary visits, a wide variety of complaints and ailments are seen.

"Because we've spent so long working in the NHS you could say we've seen just about everything there is to see," said Susie.

"The fact we have both progressed within the NHS has given us experience that we wouldn't have gained in private practice. We use everything we've learned when we tailor our service to each individual client."

Born and bred in the area, Susie and Dave are proud of the service they offer. "We want to make sure all our clients can be happy with their feet," said Susie.

Contact Susie Pope on (01344) 773651 for home visits or (01344) 777915 for clinic appointments.

ADVERTISING FEATURE

### FLU CLINICS

These are held annually in the autumn from the beginning of October through to December. If you require a flu vaccination please telephone the Surgery in September to find out the dates of the clinics.

### SMOKING

This is the single largest preventable cause of ill health in this country. It is a major cause of cancer, heart attacks, angina and chest diseases. If you would like advice and help on giving up, please ask.

### DIET

A healthy diet not only helps control weight, but also reduces cholesterol and helps prevent heart attacks. Ask the nurse for advice.

### EXERCISE

Regular exercise helps prevent heart disease as well as reducing weight and making you feel better. If you are overweight or out of shape, please ask for advice before starting vigorous exercise.

### HEALTH CHECKS

If they are not seeing a doctor regularly, we encourage all patients between the ages of 16 and 75 to attend at least once every three years, and patients over the age of 75 to attend annually, for a general health screen.

### ADVICE ON IMMUNISATION

#### Babies And Children

Babies should have their first vaccinations when they are about two months old. The next two are given at three and four months.

To make sure they are fully protected it is important that they have all three doses. The triple injection MMR which protects against measles, mumps and German measles (rubella) should be given soon after their first birthday. The final "baby vaccinations" and MMR booster should be given shortly before starting school. A further booster injection is also required at the time of leaving school.

If you have any concerns or questions regarding immunisation, please speak to a practice nurse, health visitor or your doctor.

#### Adults

If you have never had a tetanus/diphtheria injection it is important for you to have a course of three injections with further boosters five and ten years later.

Any woman who may be thinking of having children should consider having a blood test to check that she is still protected against German measles (rubella).

Anyone planning holidays abroad should check with us what vaccinations are needed by completing a travel form available at the reception desk. Please do this well before you are due to travel so that we can make sure that any necessary vaccinations are completed in time. If you have any questions about vaccinations it is better to ask than to just hope you are protected.

Some travel vaccinations are provided free of charge on the National Health Service but others are not. A list of charges is posted on a notice board.

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**For 24 hour information click to: [www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)**

CLINIC SESSIONS	WITH	DAY	TIME
Antenatal Clinic	Midwife	Thursday	1.00-3.30pm
Antenatal Clinic	Any Doctor	Any day	During usual surgery times
Asthma Clinic	Practice Nurse	Any day	By appointment
Diabetic Clinic	Diabetes Nurse/Doctor	Most Tuesdays	By letter of invitation
Family Planning	Any Doctor	Any day	By appointment
Family Planning	Practice Nurse	Any day	By appointment
Flu Clinics	Practice Nurses	Vaccinations begin in October	Please ask at reception
Immunisation Clinic (Children under 5)	Practice Nurse	Wednesday	9.00am
Postnatal Support Group/ Well Baby Clinic	Health Visitor		By arrangement (phone 01344 354200 for more details)
Parentcraft & Relaxation Classes	Midwife		By arrangement
Phlebotomy	Phlebotomist	Monday to Friday	By appointment
(private chiropody)	Foot Dynamics	Tuesday & Friday	2.00-6.00pm
(private physiotherapy)	Neil Minter Associates	Wednesday	1.30-5.30pm
Travel Clinic	Practice Nurse	Friday	4.00-5.30pm
Well Person Clinic	Practice Nurse	Daily	By appointment
Well Woman Clinic	Practice Nurse	Any day	By appointment

For the latest information click to: [www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)

## TEST RESULTS

If the doctor has asked you to contact the surgery regarding the results of a test, please phone after 2.00pm.

## REFERRAL INFORMATION

When we refer patients to other services the referral is administered by the local NHS in a referral management centre. The referral management centre is responsible for allocating your referral to other services and normally sees full information about the referral, including any confidential information.

If your GP is referring you to other services and you feel there is any information you wish to withhold from the referral management centre, please inform your GP as soon as possible during normal working hours.

## PATIENT PARTICIPATION GROUP

We now have a Patient Participation Group (PPG). The PPG acts as a link between patients and the doctors and management of the practice. It offers advice on matters relating to the administration of the practice to aid the efficient running of the surgery.

The PPG cannot advise on clinical matters or patient complaints. For further information please contact the Chairman of the PPG whose e-mail address is: [jim.finnie@bracknell-forest.gov.uk](mailto:jim.finnie@bracknell-forest.gov.uk)

If you would like to be part of our new Patient Reference Group, where the PPG/Surgery will send out questionnaires asking for your views, please ask at reception.

## WHAT TO DO WHEN SOMEBODY DIES

If somebody dies either at home or in hospital it is obviously a difficult and traumatic time for everyone close to them. Unfortunately at this time there are a lot of important things which need to be done. Many people find dealing with these unfamiliar legal responsibilities at such a difficult time upsetting and confusing. If you need advice on what to do at such a time, either the doctor or an undertaker may be able to help. There is also a very useful booklet produced by Social Services available from the surgery.

## FREEDOM OF INFORMATION – PUBLICATION SCHEME

The Freedom of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. This scheme is available from reception.

## ZERO TOLERANCE AGAINST VIOLENCE

If any patient abuses, threatens or assaults any person on the practice premises they will be reported to NHS England, the police may be called and they may be removed from the practice list. If a second incident were to occur, they may be placed on the Violent Patient Register and receive their general practice treatment within a secure unit, ie within a police station, some distance away.

## NEXT OF KIN

Please make sure the practice has up-to-date details of your next of kin. If your circumstances change and your next of kin changes you need to keep us informed. It is the patient's responsibility to keep the surgery informed.

For 24 hour information click to: [www.heathhillsurgery.co.uk](http://www.heathhillsurgery.co.uk)

## PRACTICE POLICY ON INFORMATION SHARING AND CONFIDENTIALITY

1. Details about patients registered at this practice (both personal and medical information) are recorded on computer and in paper form. Some of this information will be sent to hospital consultants and other health professionals to whom the patient is referred by the GP, in order to provide continued health care and obtain treatment for them.
2. Periodically, health authority staff will check selected sets of medical records to confirm which patients attended the surgery and what services were provided.
3. To ensure the security of the information obtained, all of the health care staff who have access to patient details and medical records are covered by confidentiality clauses in their employment contracts, and the Data Protection Act.
4. We will not disclose your information to third parties (except as in nos.1 and 2 above) without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or when the law requires information to be passed on.

Our guiding principle is that we are holding your records in strict confidence.

## OUR RESPONSIBILITIES TO YOU

We are committed to giving you the best possible service. This will be achieved by working together.

1. You will be treated as an individual and will be given courtesy and respect at all times, irrespective of your ethnic origin, religious belief, personal attributes or the nature of your health problems.
2. Following discussion you will receive the most appropriate care, given by suitably qualified people. No care or treatment will be given without your informed consent.
3. We will give you full information about services available at the surgery and how to make a suggestion or complaint to us. Our aim is to improve services and so we welcome any comments that you may have.
4. We will arrange a home visit as appropriate for those patients who are too ill or infirm to be brought to the surgery.
5. Our appointment system is there to help you. You will be given a time at which the doctor or nurse hopes to be able to see you. We will try to ensure that you are seen on time, but some consultations take longer than others and we have no way of knowing about this in advance.

When there is a prolonged delay, an explanation will be given by the receptionist. If there is a patient with an emergency or a serious problem, we will give them priority.

6. The practice will offer patients advice and information on:
  - steps they can take to promote good health and avoid illness;
  - self-help which can be undertaken without reference to a doctor in the case of minor ailments.
7. In exceptional circumstances we sometimes have to remove patients from our list. If a patient is being removed from our practice's list, they will be advised in writing. However, we will only do this if a patient repeatedly and persistently ignores their responsibilities to us and other patients. If patients are violent or seriously abusive towards any of the practice staff, we will immediately remove them from our list.

Visit our website on : [www.heathillsurgery.co.uk](http://www.heathillsurgery.co.uk)

## YOUR RESPONSIBILITIES TO US

Help us to help you.

1. We ask that you treat doctors, their families and all practice staff with courtesy and respect.
2. We would ask you to try and follow the medical advice offered, to take any medication as advised, but to contact the practice if your medication appears to be causing problems.
3. Please read this practice booklet which will help you to get the best out of our services and explain the arrangements that we have made to receive your comments.
4. It would also help us if you asked for home visits only when you or a member of your family are too ill to visit the surgery. If you do need a home visit, please let us know before 10.30am, unless a genuine emergency arises later.

Outside surgery hours cover is provided for emergencies at all times, by the East Berkshire Out-of-Hours Service but please do not call out of hours, unless an emergency arises which cannot wait until the next surgery.

Please ask for a night visit only when you feel it is truly necessary. The doctor will decide if a visit is appropriate when you have explained the symptoms to them.

5. Please do everything you can to keep appointments and be on time. Let us know in advance if you can't make it.

If more than one member of your family needs to be seen, please ask for more than one appointment. This helps to avoid delays. If we are running late, please be patient.

6. Please try to look after your own health and that of your children.
7. If you are dissatisfied with us or the services we provide you have the right at any time to leave our list and practice.

## **PRACTICE BOOKLETS ARE SPECIALLY PREPARED BY** **Neighbourhood Direct Ltd**

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## THE PRACTICE AREA

