



# Cookham Medical Centre

## News

Spring 2010

Published for CMC by the Patient Participation Group (PPG)

### Patient Library

GPs now rarely recommend use of the books in the library in the waiting room since they are clinically out of date.

Leaflets are being used instead (often printed direct from internet) and patients directed to web sites if appropriate. We propose to 'evolve the service to keep resource fresh etc' and welcome feedback and comments from patients regarding possible alternatives and current use of books.

Mental Health books are expected to still be used. Access to the internet can be made from Cookham, Maidenhead and other libraries if people do not have access to the internet from home.

**Recommended site:**  
**[www.patient.co.uk](http://www.patient.co.uk)**

### All are welcome!

The PPG exists to help all those who attend the Cookham Medical Centre. There are plans, therefore, as part of this effort, to hold meetings which will keep you well informed.

First there is the PPG **Annual General Meeting** to be held at 8 pm on **Wednesday, 12 May** in the Surgery waiting room. It is hoped that some of you may consider joining the committee and taking an active role in health matters. At the meeting, one of our GPs will speak about:

#### **'Your Health Records On-line'**



**Note:** if patients wish to **opt-out** from the national database, they must do so by **28 May, 2010**. The surgery has a supply of 'opting-out' forms at reception. If they choose to opt-out then they can always 'opt-in' at a later date.



It is still hoped to hold a health evening, but now in June or July, with the title

#### **A Real Complaint or Belly Aching?**

Watch out for posters.

A health evening is being planned for early October. With some difficult years ahead - *politically* - NHS services may face hard times, particularly if the majority party has no clear mandate. The '*Choose Well*' campaign is under way with emphasis on how to get self help for minor ailments. A lot more treatments are available over the counter via chemists.

Ambulance services are still being called for inappropriate things and people are confused where they should go for help,

It is hoped that an evening which informs about when to call and who to call, and

when you can get help from your local pharmacy, will be useful.



**Watch out for posters advertising this event.**

## Swine Flu Update

We may never know the extent of the Swine Flu pandemic. CMC saw many people with mild flu-like symptoms, but the government initiative to swab and analyse has stopped, so no evidence available. Some patients will have gone direct to the national helpline, so numbers of patients are unknown.

The National Treatment Centres have now been closed. Tamiflu was not popular in Cookham since it could give flu-like side-effects and many patients stopped taking it. The Medical Centre is still offering vaccination, and all clinics are full. With summer approaching the situation will be reviewed.

Under 5's and many people in 'At Risk' groups were contacted by letter but many of them did not take up the offer. The Media did not help the situation by constantly giving out advice that changed. Stock remains and GPs are still advising patients to make an informed decision about having it. The current vaccine will be effective only as long as the Swine flu 'shape' remains.

## Comments Form

The Patients Participating Group (PPG), in conjunction with the Cookham Medical Centre (CMC), is launching a brand new **Comments Form** to encourage patients to give feedback and suggestions regarding the services they receive at the Medical Centre.

The PPG committee will review comments and suggestions made and discuss them with the Practice Manager and respond to the authors where requested.

An Acrylic holder of forms is sited near the Collection Box by the counter in the waiting room. This form is intended to be used for any comments, suggestions and feedback, including compliments that patients would like brought to the notice of the PPG committee.

This form is **not** to be used for formal complaints. Rather, the Practice Manager, Ruth Franklin, should be contacted direct.

## Staff News

Nurse Fran has left and Margaret Weatherstone started last December, as Phlebotomist; she is also doing Blood Pressure reading and ECGs each morning.  
Dr Susie Hayter will be back from maternity leave in June.

## Lost Appointments

Recently, over a two week period, there were 29 patients who failed to keep an appointment at the surgery. While it is possible there is a good reason for not attending, would all patients please **ring the surgery** when they wish to cancel, as this helps the practice react in a positive way.

## Batteries

*Users of hearing aids may not be aware that replacement batteries can be obtained free of charge from the medical centre.*

## Dr Ravi Bansal

Cookham Medical Centre is very pleased to welcome Dr Ravi Bansal to our practice as Registrar in General Practice.

Ravi is a keen and enthusiastic young doctor who started off in medicine as an Orthopaedic Surgeon but “saw the light” and decided to train in General Practice.

Ravi had been working at Claremont Surgery and then latterly in Wexham Park Hospital gaining experience in Obstetrics and Gynaecology, Paediatrics and A&E before coming to Cookham for his final 16 months of training.

He joined the team on 14 April.

## Rendezvous – Dr Azmy Birdi

*Rendezvous* is an excellent service provided for people with dementia. It is a drop in centre which runs every Thursday at Elizabeth House from 3 pm - 5 pm.

The purpose of *Rendezvous* is to provide some entertainment and stimulation for people who have dementia; it also gives them an outing and an opportunity to socialise. This service is run by a team of volunteers headed by Mrs Rose Coop.

Unfortunately the uptake of this service is not as good as it could be and this is disappointing to us doctors because we feel that there are so many people who would benefit from it.

If anyone you know – friend, relative or neighbour – has dementia then please do spread the word so that they can come with their carers and take advantage of this service. Transport should not be a problem as the volunteers are quite happy to pick up and drop off.

## Only Multi-Taskers Need Apply Here

“Receptionist?” - Not quite right, “Medical Receptionist?”

- Nearly there, “Medical Receptionist at Cookham Medical Centre?”

Ah: that has the right ring to it!

An important title for an important job. A job that starts with unlocking one gate, fourteen doors and four security shutters. Then, switching on and logging into five computers, turning off the phone divert, emptying the mail box and feeding the fish. And, catching one’s breath, all before 8.00 am!!! Then the working day begins.

We are there to greet patients and help them to see a doctor or a nurse (but please remember we can only give appointments where appointments exist).

We try to answer the phone as soon as we can, though sometimes its difficult to choose which is most important, the ringing phone or the patient waiting at the desk.

We are the friendly face at the desk and the warm voice on the phone, but we are only human. We treat you as we would like to be treated, so please treat us likewise.

I’ve worked at Cookham Medical Centre for over 22 years and have seen a lot of changes, both to the building and the staff, but I still wouldn’t consider serving anywhere else: it’s a happy place in which to work.

Jenny Evans

## Building Work at the Medical Centre

Building work started mid February and should soon be completed.

The work is intended to create more office space for our administration staff

Apologies are made for the disruption to car parking, etc during the work.

## Good Report

Cookham Medical Centre was recently inspected in all areas of our service delivery.

The practice was commended on its strong management and good infrastructure which enable a high standard of care for its patients.

## Repeat Prescriptions:

Repeat prescription requests cannot be accepted by the Cookham Medical Centre (CMC) by telephone, (this is a government requirement for safe dispensing). You can deliver repeat prescriptions to CMC, (quiet times are 1 to 3 pm, or after 5.30 pm, or weekends), post them to CMC, or put them through the CMC letterbox. If you provide a stamped addressed envelope, CMC will post it back to you.

## More to offer in the Maidenhead area

It's business as usual at Maidenhead's minor injuries service after the Board of NHS Berkshire East (in March) backed proposals to give it a new lease of life. The service at St Mark's Hospital will be renamed

### Maidenhead Urgent Care Centre

to reflect the expanded range of services now available.

As well as continuing to offer a minor injuries service, including fracture assessment, it will offer support for patients with minor illnesses and ailments such as bites, stings and allergic reactions. The urgent care centre will also offer emergency contraception and support patients living with long-term conditions such as diabetes and asthma.

Improvements include:

- Seven-day opening (the MIU did not open on Sundays)
- Nurses able to prescribe medicines
- Stronger links with local GP surgeries and other NHS services
- Better value for money

**The urgent care centre will be staffed by experienced specialist nurses with back up from doctors and run by East Berkshire Primary Care Out-of-hours Service – the not-for-profit GP cooperative which provides cover when local doctors' surgeries are closed and already has a base at St Mark's.**

Maidenhead Urgent Care Centre will open Monday-Friday, 8am-5pm;  
Saturdays and Sundays, 9am-1pm.

Visit [www.berkshireeast-pct.nhs.uk/](http://www.berkshireeast-pct.nhs.uk/)

## Cookham Medical Centre Lower Road Cookham, Berkshire SL6 9HX

*The Aims of the Patient Participation Group are included in the Constitution, which is available on request.*

**Any matter raised with a member of the PPG is treated with complete confidentiality**

### Health Centre GPs

Dr John Southgate

Dr Azmy Birdi

Dr Peter Roberts

Dr Cathie Scothorne

Dr Susie Hayter

Dr Michael Sealy

**Practice Manager: Ruth Franklin**

Appointments

Tel: 01628 810242

Visits and Advice

Tel: 01628 524646

Fax No 01628 810201

**We welcome contributions from readers, but reserve the right to select articles for publication**

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