

## **PRACTICE STAFF**

### **Practice Manager**

Daniel Jones

### **Nursing Team**

Ruth Rehmat  
Shahnaz Gill  
Shahnaz Khan

### **Secretaries**

Emma Murphy  
Marcia Priddy

### **Reception Team**

#### **Reception Manager**

Elaine Bucknall

#### **Reception Team**

Sukhjinder Singh  
Sarah Carter  
Aamina Bashir  
Shanaz Khan

## **OPENING TIMES**

Monday 8am – 7pm  
Tuesday 8am-6.30pm  
Wednesday 8am-7pm  
Thursday 8am-7pm  
Friday 8am-6.30pm

## **EXTENDED HOURS**

These appointments are ideal for those who cannot attend surgery during normal working hours perhaps because they are working elsewhere.

These are BOOKED appointments and are *NOT* walk-in appointments so please make sure you book first.

## **OTHER LOCAL NHS SERVICES**

- Call NHS 111 for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto [www.nhs.uk](http://www.nhs.uk) for more information.
- Slough NHS Walk-in Centre, Upton Hospital, Albert Street, Slough, SL1 2BJ – to see an experienced clinician for treatment of minor injuries and illnesses seven days a week, 8am until 8pm. You do not need to make an appointment.
- Your local pharmacists will be able to give you free health advice. Many pharmacies operate extended hours on a rota basis. For details visit [www.nhs.uk](http://www.nhs.uk)

## **240 Wexham Road Surgery**

240 Wexham Road, Slough, Berks,

Telephone: 01753 517360

Fax: 01753 552365

Email: [240wexham.roadsurgery@nhs.net](mailto:240wexham.roadsurgery@nhs.net)

Website: [www.drveenasharma.co.uk/index.aspx](http://www.drveenasharma.co.uk/index.aspx)

The practice serves a population of approximately 5,300 patients - please ask at reception to find out if you live within our catchment area.

The clinical team is headed by Dr Veena Sharma who has worked here for more than 30 years.

Dr Sharma is supported by regular locum GPs and two practice nurses.

These clinicians are supported by the reception, administration, cleaning and management staff, who play a valuable role in assuring the smooth running of the practice

### **Doctors**

Dr Veena Sharma  
MBBS DRCOG

Dr Nicky Myerscough

Dr Rebecca Saha

Dr Malki Gamage

Dr Harjinder Sindher

## APPOINTMENTS

Ring our main switchboard number on (01753 517360) to book an appointment or come into the practice from 8am each day. Our advance appointments become available at 4pm on a Friday for the following week.

- Urgent cases are seen on the day.
- Appointments can be booked 1 week in advance.
- If you cannot attend your appointment for any reason please inform us as soon as possible in order for us to offer it to someone else.

## EMERGENCIES & OUT OF HOURS

In an emergency please phone the surgery on 01753 517360. The receptionist will contact the doctor on call. Our out of hours cover for evenings, weekends and Bank holidays is provided by NHS 111.

## HOME VISITS

Whilst we encourage our patients to come to the surgery, where we have the proper equipment and facilities available, we do appreciate this is not always possible. In this respect, if you do need a home visit, you can help us by calling reception **before 10:30 am.**

You may only request a home visit if you are housebound or are too ill to visit the practice.

## REPEAT PRESCRIPTIONS

Please make your request by handing in your request slip, ticking items required, by post or by fax. Please allow two working days for your prescription to be ready for collection. In addition, a collection service is provided by all our local pharmacists.

## NEW PATIENTS

The practice will only accept new patients within its practice area. Patients wishing to register will need to bring in their previous doctors information along with proof of address (no older than 3 months old for utility bills) and photographic ID.

All new patients are offered a health-check when joining the practice with one of our nurses.

## CLINICS

Various clinics are held in our surgery to provide you with all round care. For example; diabetes, asthma, hypertension, travel clinic, minor surgery, diet advice clinic, stop smoking clinic, ante-natal, well person and many more. Please enquire at reception for more details on how to attend these clinics.

## HELP US TO HELP YOU

We wish to offer you the best possible service; we believe this can be achieved by working together.

You can help us by:

- Arriving for your appointment on time.
- Always notifying the surgery if you cannot attend.
- Always take your medication and request your repeat medication on time.

## SUGGESTIONS, COMMENTS & COMPLAINTS

Our surgery aims to give a friendly and professional service to all our patients. However, if you have any comments about any aspect of our service whether negative or positive, please let us know by writing to the Practice Manager.

In regards to a complaint, we will acknowledge, investigate and respond to you within 10 working days. If you would like support with making a complaint, you can receive professional support through the following services:

PALS: Patient Advice and Liaison Service  
Tel: 01753 636808

Advocacy in Slough  
Tel: 01753 415299

## PATIENT CONFIDENTIALITY

Your information which you provide to NHS via our practice will be used for your medical care but may also be used by the NHS to improve patient care and commission additional services. The information may also be available to NHS Slough CCG and Department of Health. All purposes for which data is processed are compliant with Data Protection Act 1998 and are notified to the Information Commissioners Office. Should you require any further information on how and why your personal data is processed please contact the Practice Manager.