Dr Veena Sharma
240 Wexham Road Surgery
Slough
Berkshire
SL2 5JP
Tel: 01753 517360
Email: 240wexham.roadsurgery@nhs.net
Website: www.drveenasharma.co.uk

Armed Forces veteran friendly accredited GP practice

Opening Times:

Monday	8:00 am – 6:30pm
Tuesday	8:00 am – 6:30pm
Wednesday	8:00 am – 6.30pm
Thursday	8:00 am – 6:30pm
Friday	8:00 am – 6:30pm

Extended Out of Hours GP and Nurse Appointments are available via the practice reception, by appointment only.

Opening Times

Monday- Friday	6:30 pm - 7:30 pm
Saturday	9:00 am - 12:00 pm

Outside of normal surgery opening hours, please call 111: You will be signposted to a relevant service depending on your needs.

How to register as a patient

We welcome new patients who live within our practice area. Patients will be asked to complete a new patient questionnaire and offered a new patient health check. Visit https://drveenasharma.co.uk/ or contact reception for further information medical treatment is available from the date of registration.

DISABLED ACCESS

Disabled access parking, main entrance door and consulting rooms situated on the ground floor. Disable access toilet with emergency alarm cord situated on ground floor.

CHAPERONES

All patients are entitled to have a chaperone present for any consultation. Please request this at the time of booking or speak to your GP

Appointments are also available for the following in-house services:
Baby Clinic
Tuesday/Thursday 9.30am – 2pm

Chronic Disease Clinics are led by our GPs, Clinical Pharmacists and Practice Nurses by pre-bookable appointment at the patient's choice of date and time

CONSULTATIONS

All consultations are by telephone triage, video consultation and face to face at the agreement of patient and clinician.
You may request for a clinician of your choice, but when a particular clinician is unavailable another clinician will always see you. All records, personal details and related matters are treated with **complete confidentiality**, which also extends to children and adolescents aged 12-16 years.

We offer routine appointments of 10 minutes. Please ask for an extended appointment if you have a chronic condition or more than one problem to discuss.

We offer online consultations which can be accessed by our website and clicking on the E consult link:
https://drveenasharma.webgp.com/

HOME VISITS

Home Visits are only available for the housebound, or very frail and elderly patients. If a visit is necessary, please telephone before 10.30am. **To give priority to urgent calls, please be prepared to indicate the reason for a visit to the receptionist**.

REPEAT PRESCIPTIONS

We are part of the Electronic Prescription Service; please inform us of your nominated Pharmacy. You can request repeat prescriptions clicking on the E consult link:
https://drveenasharma.webgp.com/
Or by email: 240wexham.roadsurgery@nhs.net
We DO NOT accept telephone requests. Please allow 48 hours before collection.

TEST RESULTS
Abnormal results are immediately communicated to patients by telephone call, text, and letter.

Please ensure we have your current mobile number, landline and up to date address to enable us to contact you.

GENERAL DATA PROTECTION REGULATION (GDPR)

All information held about patients is completely confidential. Please see the Practice Fair Processing and Privacy notice for further information. Copies are available at reception or online at: https://drveenasharma.co.uk/ The notice also explains your rights in relation to consent to use your information, the right to control who can see your data and how to seek advice and support if you feel that your information has not been used appropriately.

RIGHTS & RESPONSIBILITIES OF PATIENTS

The patient has a right to an appointment with a member of the practice health care team.
The patient has a right to request to speak to a member of staff in private.
The patient has a responsibility to keep any appointment made with any member of the practice team.
The patient has a duty to cancel any appointment made that they are unable to keep at the earliest opportunity – thereby allowing the appointment to be offered to someone else.

ACCESSIBLE INFORMATION
The Accessible information Standard aims to ensure that patients (or their carers) who have a disability or sensory loss receive information they can access and understand, e.g.: large print, braille or via email, and professional communication support if they need it, e.g.: from a British Sign Language Interpreter. If you feel this applies to you or someone in your care, please let the practice know or collect a form from the practice to complete and hand in.

PARKING

There is no general on-site parking at the surgery.
Parking in front of the building is reserved for Disabled patients.
TRANSPORT LINKS: Buses 6 and 7
Community/Voluntary Transport (Community Transport and Shop Mobility)
Telephone: 01753 691131
https://www.sloughcommunitytransport.com/

PERSONNEL

Dr Veena Sharma	(F)	MBBS DRCOG
Dr H. Sindher	(M)	MBBS
Dr N. Myerscough	(F)	MBBS
Dr M. Gamage	(F)	MBBS
Dr C. Harvey	(F)	MB ChB
Dr M Adem	(M)	MBBS
Dr M Iqbal	(F)	MBBS

Practice Manager	Dr Veena Sharma
Business Manager	Namita Sharma
Asst Practice Manager	Wendy Chambers
Reception Manager	Elaine Bucknell
Practice Nurses	May Teodore
	Shahnaz Khan
Health Care Assistant	Emma Murphy
	Sarah Carter
Clinical Pharmacist	Ravi Karir
MSK Physiotherapist	Kaavee Ltd
Midwife	Community
Health Visitor	Katalin Wallace
Social Prescriber	Nitasha Sharma
Administration	Shashi Sharma
Secretary	Reena Dhir
Care Navigators	Tracy
	Jo-Anne
	Shanaz
	Jade
	Anisa
Care Coordinators	Samantha
	Sumaira

Community Matron/District Nurses can be accessed through the practice staff and reception team

Midwife	Ante-Natal Clinic Public Health Nursing 4 Slough 224 Berwick Avenue, Slough, SL1 4QT Telephone: 01753 373464 / 0800 7723578

OUR SERVICES

Within the practice there is a special interest and experience in asthma, child development, care of the elderly, neurological medicine, general medicine, obstetrics and gynaecology, diabetes, psychiatry, and substance misuse. Therefore, by appointment we offer:

- Maternity Services
- Contraception Services
- Child Health Clinics
- Immunisation and travel advice
- Phlebotomy
- Smoking Cessation
- Substance Misuse
- Alcohol Misuse
- Health and Wellbeing Services
- Online Chair Yoga Classes

COMMENTS AND COMPLAINTS

We welcome all feedback from patients, and you are invited to complete a *Friends and Family Test* response via text message or by visiting https://drveenasharma.co.uk/ following your appointment.

If you wish to complain about any aspect of your care, please contact the practice and we will try to resolve the issue immediately. If you wish to complain formally, we will explain the process that is involved.
Alternatively, you can contact Berkshire NHS Complaints Advocacy service:
Email: www.theadvocacypeople.org.uk
Telephone: 0330 40409000.
The advocacy service is a free and confidential service, available to anyone who is unhappy with NHS services.

USEFUL TELEPHONE NUMBERS

Hospitals

Wexham Park	0300 614 5000
Upton	0300 247 3000
King Edward VII	01753 860441
Heatherwood	0300 614 5000

Safe Sex Berkshire

Garden Clinic	01753 635302

PALS (Patient Advisory Liaison) for Wexham Park Hospital Patients

Wexham Hospital	01753 633365

SUPPORT SERVICES

Talking Therapies

Call on 0300 365 2000 for self-refer by phone. You can also email: talkingtherapies@berkshire.nhs.uk

Mental Health and Wellbeing for Adults
01753 690950
Children www.kooth.com

Samaritans	0330 0945717
Domestic Abuse	0808 2000 247
Relate	01628 625320
Cancer Support Slough	01753 634886
Addiction Helpline	01753 692548
One Slough Project	01753 944198

https://www.publichealthslough.co.uk/campaigns/one-slough/

Slough Carers	01753 303428
Slough Social Services	01753 690400
Citizens Advice	0344 245 1289

Practice Boundary Area Map

