



Cookham Medical Centre News

Autumn 2015
September

Produced for CMC by the Patient Participation Group (PPG)
www.cookhamdoctor.co.uk

Welcome to our new Practice Staff

Dr Clara Joseph (Registrar) finished her term with us and her place has been taken by Dr Rebecca Mitchelson who is in the final year of her GP training. We wish her a warm welcome. (*GP's in training are fully qualified doctors who are training to be GPs.*) Dr Mitchelson is here until November, and will then be off on maternity leave. However, fear not, if you miss her, she will be back in a year for another stay with us.

We are also delighted to welcome Jill Stinchcombe, our new Practice Manager. Jill has a wide ranging experience of working within the health services, and although she only started in June, is now settled in. We are grateful that Jill attends all the PPG committee meetings and is very keen on staying in touch with patients.

(Watch out for staff biogs coming soon.)

Did you miss an appointment?

We've all forgotten appointments at one time or another, but now we need your help! We're trying to understand better why patients missed an appointment to see if we can reduce the number of wasted appointment slots. We would be really grateful if you would join in our quick survey on our website, to see whether we can find ways to help. The survey is anonymous. Please go to www.cookhamdoctor.co.uk



7 Day access to routine appointments



You can now request an appointment at St Marks Hospital during evenings and weekends

Launched in August, this is a pilot scheme, running until March 2016, offering seven day access to routine GP and Practice Nurse appointments at **St Marks Hospital**.

You can request an appointment for these times:

6.30 pm – 9.00 pm Monday to Friday

9.00 am – 5.00 pm Saturday

11.00 am – 4.00 pm Sunday

You book these through the Cookham Medical Centre appointments line: 01628 810242, during normal surgery hours. The receptionist can tell you what type of appointments or services are available

Please note this is **not** a walk-in service, this is a bookable service for routine appointments only.

For emergencies when the surgery is closed, you still need to call 111

Cookham PPG Committee

Your Patient Participation Group is working hard to listen to your comments and work with the practice to help all patients to take responsibility for their own health and that of their family and the wider community. If you are interested in joining the committee (especially if you are a young parent or young person) please contact our Chairman, Chris Oxtoby (chris.oxtoby@ihbs.co.uk) or Vice Chairman, Brian Schirn (b@schirn.fsworld.co.uk) on 01628 819460

Join our email group "Friends of Cookham Surgery" and stay in touch with newsletters, bulletins and events. Please tear off this strip and place it in the Comments Box, or complete the form on the PPG leaflet in the surgery. All we need is your email address:

Patient Online Access



With Patient Online, you can access GP Services from your computer, tablet or mobile. Many of our patients are using this service for requesting repeat prescriptions, but it seems not so many of you are aware you can book appointments online as well.

You will need a log in provided by the surgery. (If you have already done this for repeat prescriptions, you already have access to appointment booking).

To get your log in, take either your Passport, or Photo Driving Licence into the Medical Centre and you will be given a letter which will provide the details you will need to set up your account. Please note, you will need an email address and internet access to be able to register for this online service.

Once you have registered for this service, you will be able to log in, and see your medication list (provided they are on a repeat medication list). The prescription will be processed in exactly the same way as a paper request, i.e. if you used to collect your prescriptions from the Medical Centre, then you will still need to collect it from there. If it is usually sent across to the Cookham Pharmacy, then that will continue to be the case.



If you are booking an appointment online, please be aware, the appointments available online are only a small selection of appointments the surgery has, because they have to balance them with emergency appointments, long term conditions appointments and all other bookable appointments for those without internet access.

Don't miss the call back from the doctor!

We are aware that some patients have found that when the doctor calls you back, the phone number may display as 'Number Withheld'.

The surgery will advise you of the likely time the doctor will phone you, so please pick up the phone and don't miss the call!



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

Health Centre Doctors

Dr Azmy Birdi
Dr Michael Sealy
Dr Anu Swamy
Dr Kenney Tsoi
Dr Lucy Follis

Practice Manager

Jill Stinchcombe

Nursing Team

Deborah Roberts
Kirstie Thomas
(Asthma & Diabetes)
Christine Penny
(Blood Tests/ECGs & Blood Pressure)
Alfiyah Jiwajee (HCA)
(Blood Tests/ECGs & Blood Pressure,
Health Checks)
Kate McCormick (Phlebotomist)

Appointments 01628 810242
Emergencies 01628 524646

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

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