



# Cookham Medical Centre News

Spring 2016

Produced for CMC by the Patient Participation Group (PPG)  
[www.cookhamdoctor.co.uk](http://www.cookhamdoctor.co.uk)

## Care Quality Commission (CQC) Inspection Assessment

The CQC Inspector made a visit lasting three hours to follow up on a previous inspection where areas of improvement had been identified.



The Inspector found that much progress had been made, including standards of cleanliness, equality and diversity training and Health & Safety Compliance, and the final report gave a 'good' rating for Cookham Medical Centre.

**The Check-in** Screen at the CMC now has a new guide notice which we hope makes this more understandable but if you think there are still problems post a comment in the comments box

## On Line Patient Access

We would like to remind patients that there is an Online Patient Access facility to enable patients to order Repeat Prescriptions as well book and cancel Doctor and Nurse Appointments. Access to your own Patient Record is also being added to the range of online services.



If you want to register for an online service please ask at reception.

You will need to provide proof of ID, such as a passport or driving licence. You will also need to complete a short form.

Your surgery will then give you a letter with your unique username and password. It will also tell you about the website where you can log in and start using online services.

## Patients Missing Appointments – Known as DNAs (Did not attend!)

One of the major concerns of patients is the inability to obtain a doctor or nurse appointment within a few days. Unfortunately, this situation is being made worse by patients failing to keep their appointments

**In March alone there were  
109 DNAs**



We do urge patients wishing to cancel an appointment to do so using the online service or phone the receptionist (please ring after 11.00 a.m. to avoid the busiest times).

## Rendezvous at Elizabeth House

Rendezvous is a support group for people with Dementia, Alzheimer's Disease and Memory Loss and their carers and it is held on a Thursday afternoon between 3.00 and 5.00 p.m. at Elizabeth House. However, this is not organised by Elizabeth House and you do not have to be a member of Elizabeth House to attend Rendezvous.



**Rendezvous is run on a drop-in basis and there is no fee nor a need to book or make contact prior to attending.**

Supporting the carer is one of the primary goals and Rendezvous offer one to one support to the carer as well as information and advice about local services for dementia sufferers as well as peer support.

The aim is to make sessions an enjoyable, non-stressful, social situations where sufferers can socialize with other people with similar memory problems and Rendezvous's caring volunteers as well as play games, do crafts and enjoy tea and cake together.

Rendezvous is funded by the Cookham Churches and other charitable organisations for the elderly in Cookham.

***For more information please contact Catie Sharples, Tel. 01628 529436; Mobile 07709 524384.***



**Do you  
look after  
someone?**

**If you provide unpaid support to a relative or friend who could not manage without your help; then you are a carer.**

**Please tell the surgery so that they can provide all the support they can.**

## 2016 Patient Questionnaire

The 2016 patient Questionnaire has now been completed and the results are being analysed. The results will be published as soon as possible, but in the meantime we would like to thank everyone who took part.

The results are analysed by the PPG.

Recommendations are made to the Practice, and an action plan with deadlines will be agreed. Progress is reviewed at PPG meetings throughout the year.

## Seven Day Access (The Prime Minister's Challenge Fund)

As you probably know, the Windsor, Ascot and Maidenhead Care Commissioning Group were successful in obtaining NHS special funding to provide doctor and nurse services outside normal surgery hours (**these services need to be booked via the surgery**).



We are pleased to advise that this service has proved popular and will be continuing until at least September this year. If you are unable to obtain a doctor or nurse appointment at the surgery suitable to you then do ask the receptionist about availability of appointments at St. Mark's Hospital, Maidenhead. You will appreciate that such appointments will not be with your regular doctor or nurse.

**These are for 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**

To request an appointment, ring the normal appointment line 01628 810242 during normal surgery hours.

**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**

**Dr Rebecca Mitchelson**

### 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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## Support Your Local Patient Participation Group

The PPG is here to provide a communication link between patients and Cookham Medical Centre and to this end we publish Newsletters and hold Health Information Evenings, such as the recent 'Post Menopause Cardiovascular Health' event.

Providing such services does cost money and we are currently running low on funds. If you know a local business, etc. who would like to provide some funding to keep us solvent then we would really like to hear from you.



## Not everyone based at the Surgery is actually employed by the practice!

We realise that patients are sometimes confused as to what services are paid for and run by Cookham Medical Centre, so we've asked Jill, the Practice Manager to explain a little about it...



Community services have been commissioned by the Windsor Ascot and Maidenhead Clinical Commissioning Group (WAMCCG) and are provided by the Berkshire Healthcare NHS Foundation Trust.

Community services include community nurses (district nurses), physiotherapists, dieticians, mental health teams, palliative care services as well as the community hospitals and many more services.

We are lucky enough to have several of the community services using our premises making it easier for patients to access services nearer their homes.

**Jess the Physiotherapist** is here on Tuesdays and **Hannah the Dietician** on the 2<sup>nd</sup> and 4<sup>th</sup> Wednesday of the month. **Hazel of Talking Therapies** borrows Dr Follis' room on Wednesday mornings.

The community nurses (**District nurses**) are no longer based here although they drop in regularly to liaise with the clinical team here and attend our palliative care meetings. They are also employed by Berkshire Healthcare NHS Foundation Trust.

In the event of any problems with their services, and if you are unable to resolve the matter with their staff directly, you can contact the complaints office as follows

- Telephone - 01344 415662.
- Fax - 01344 415627
- E-mail - BHCT.complaints@berkshire.nhs.uk

Please see the Berkshire Healthcare NHS Foundation Trust website for more details

[www.berkshirehealthcare.nhs.uk](http://www.berkshirehealthcare.nhs.uk)

## Cookham PPG Committee

Local organisations with an interest in health and/or local community affairs are eligible to nominate a member of the PPG committee, but we are particularly in need of **more younger people** to join the committee. Meetings are quarterly, for 2 hours, and usually are held on Tuesday mornings at CMC. To get involved, or to nominate a rep from your organisation, please contact our Chairman, Chris Oxtoby (chris.oxtoby@ihbs.co.uk) or Vice Chairman, Brian Schirn (brian@schirn.fsworld.co.uk)

If you are reading a paper copy of this Newsletter, please help us to keep you up to date on changes at the surgery and PPG activities by giving your e-mail address to Chris Oxtoby (chris.oxtoby@ihbs.co.uk)

**Please tear off this strip and place it in the Comments Box.**

email address: \_\_\_\_\_