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Welcome and some background history

On behalf of all the members of the practice team, welcome to The Datchet Health Centre. The present partnership of four doctors, three male and one female, has worked together since 2001. Two other female doctors also work at the practice.

There has been a general practice surgery in Datchet since the inception of the NHS in 1947. The practice team has worked from its present site since 1985. The premises were enlarged and modernised in 2000. A further extension was built in 2010 in preparation of becoming a training practice.

In 2006, The Datchet Health Centre welcomed the addition of patients from the former Wraysbury Medical Practice, whose doctors retired. Two additional doctors were employed at the time and extra nursing time was provided. The practice now serves a patient population of over 10,000.

General practice has moved on a long way from the early days of the NHS. The local villages have changed and so have the lifestyles of the inhabitants. Modern primary health care is now provided by a team of people in partnership with the patient who, as an individual, remains the focus of that care.

The practice has a mission statement:

By continuing development, the practice team is committed to providing the highest standard of primary health care focused on the needs of all members of our community.

How to register as a patient

Anybody who is resident within the practice area is entitled to register with the practice. In order to register, please come to the surgery and speak to the receptionist. Remember to bring your NHS medical card if you have one. The receptionist will take your details and you will be asked to complete a brief medical questionnaire. You will be invited to make an appointment for a health check with the practice nurse and, if you are on medication, a subsequent appointment with the doctor. Patients may make an appointment to see any of the doctors.

It is possible to perform some of the registration procedure on-line via the practice website – just follow the instructions at:

www.datchetdoctor.co.uk

The website is a useful source of information about the practice and the services it offers. It also provides links to other sites that provide information about health. The website may be used to contact the practice team (about routine matters only) and to request repeat prescriptions.

Access for people with disabilities

The Datchet Health Centre is designed for wheelchair use and it has a lift. Two car parking spaces for people with walking difficulties are provided at the back of the building, with a ramped access to the front doors, which are automatic. A hearing loop is available at reception to help people who have hearing difficulties. Although we have tried to take account of the needs of people with disabilities, if there are ways that we are able to improve our service in this respect, please let us know.

Parking

Visitors to the health centre are asked to use the free car parks provided beside and behind the building. **Please do not park in Green Lane** as it can cause annoyance and inconvenience to our neighbours. Thank you.

Leaflet 2. The practice team and how to contact us

The primary health care team works closely together to offer a safe and convenient service. The team includes six GP's, who as individual doctors provide general medical services to their patients. Each works a number of morning or afternoon sessions.

Dr. Martin Chan MB BS DRCOG (1998) MRCGP: he works eight sessions a week in the practice and has a special interest in diabetes.

Dr. Adrian Dalton MA (Cantab) MB BChir (1978) DRCOG: he works six sessions a week in the practice and has a special interest in diabetes.

Dr. Ruth Ferguson MB ChB MRCGP (1997) DCH DRCOG Cert Med Ed: she works seven sessions a week in the practice and is a registered trainer for GP specialist trainees.

Dr. Corinne Shepherd BSc MB ChB (2002) MRCGP DFFP LofCIUT LofCSDI: she works seven sessions a week in the practice and has a special interest in women's health.

Dr. Nikki Wallbank MA (Cantab) MB BChir (1992) DCH DRCOG MRCGP DFFP LofCIUT LofCSDI: she works five sessions a week in the practice and has a special interest in women's health.

Dr. Mick Watts MB BS (1986) MRCGP: he works eight sessions a week in the practice and is involved in locality working with other GP practices and the PCT.

The Practice Manager is Karen Holmes BSc (Hons). Please contact her if you have any enquiries about the general running of the practice. Liz Randall is the Assistant Practice Manager. The practice employs a number of receptionists, secretaries and also a notes summariser.

There are five practice nurses supported by Lesley Bullock who works as a Health Care Assistant and Phlebotomist:

Cathy O'Brien RGN Asthma Dip COPD Dip
Jackie Gumme RGN RM ONC
Jeanette Saunders RGN RM
Dani Young RGN
Kathy Young RGN

The community team consists of district nurses who provide nursing to people who are house-bound, health visitors who work mainly with young children and families, and a community midwife.

Confidentiality. All members of the practice team are fully aware of their duty to maintain strict confidentiality regarding personal and medical details of patients.

Telephone numbers at The Datchet Health Centre

Urgent problems : 01753 541268
Home visit requests : 01753 541268
Enquiries : 01753 541268
Appointments : 01753 546088
Facsimile : 01753 582324
Health Visitor : 01753 636519
District Nurse : 01753 636500
To cancel an appointment : 07815 006990 (text only) or phone 01753 546088

Routine opening times

The health centre is open on weekdays between 08.30 and 18.00 hrs, except on Bank Holidays. The practice offers extended opening hours on Monday, Tuesday and Wednesday mornings (07.00 to 08.00 hrs) and on Thursday evenings (18.00 to 19.30 hrs). GP appointments are available during these times.

Medical Emergencies

Telephone 999 and ask for an ambulance. Then contact the health centre.

Home visit requests

The doctors will make home visits where appropriate for patients who are unable to come to the health centre. In order to help the doctors arrange their duties, please contact the health centre before 10.00 hrs whenever possible. The staff may ask you to provide some details of the problem. This information will help the doctors to prioritise the visit requests. Please tell the staff if the problem is urgent.

Appointments

You may see any of the doctors or practice nurses by appointment. We aim to offer an appointment to see a doctor within two working days. If you specify a doctor, the wait may be longer. All appointment times are a guide only - we will not keep you waiting if we can help it.

**If you cannot attend, please let us know in good time.
The appointment may then be offered to some one else instead.
To cancel, please text on 07815 006990 or phone 01753 546088**

Out-of-hours – phone 01753 541268

If you need to contact a health professional when the health centre is closed, your call will be transferred to staff who will take your details and arrange for you to speak to a doctor or nurse. You may be asked to attend a local Primary Care Centre, which is like an out-of-hours surgery. Alternatively, telephone advice or help may be given or a home visit arranged, whichever is appropriate.

Leaflet 3. Surgery times and other services

All surgeries and clinics are arranged by appointment. Appointments are 10 minutes long, although clinic appointments may be longer. If you feel you need to spend more time with the doctor, please ask for a “double” appointment.

The Old Windsor surgery at St. Luke’s Hall is a branch surgery held at 11.00 hrs on Tuesdays. It is intended for elderly patients who live in Old Windsor and who find travel to Datchet difficult. Please telephone reception beforehand if you wish to attend so that the doctor can bring your records along. We prefer to see patients at the Datchet surgery whenever possible.

Doctor’s surgery start-times

N.B. These times will occasionally change, e.g. during annual leave.

Doctor	Monday		Tuesday		Wednesday		Thursday		Friday	
	am	pm	am	pm	am	pm	am	pm	am	pm
Chan	07.10	14.30	08.30	15.00 + diabetes	10.00	15.15	-	-	08.30	14.30
Dalton	-	-	08.30	-	07.10	14.30	08.30	-	08.30	14.30 diabetes
Ferguson	07.10	-	10.00	14.30	-	14.30	10.00	14.30	-	15.00
Shepherd	09.00	15.00	09.00	14.30	07.10	-	-	-	09.00	14.30
Wallbank	08.30	14.00	07.10	-	-	-	08.30 + maternity	14.30	-	-
Watts	08.30	14.30	08.30 + OW	15.00	08.30	-	08.30	14.30 18.30	08.30	-

Dr. Dalton starts 07.10 and 08.30 on alternate Wednesdays.

Dr. Watts performs a surgery in Old Windsor on Tuesday mornings.

A private chiropodist is available at the surgery every Friday morning. Please contact reception for further information about appointments and fees.

Other NHS services that are provided by the practice are listed overleaf.

Antenatal & postnatal clinics: Thursday mornings, run by Dr. Wallbank. The Riverside Midwifery team provide a women-centred maternity service and offer clinics at the practice.

Asthma clinic: Tuesdays at 16.00 hrs, run by Jeanette Saunders. Patients who use inhalers for asthma should have their condition checked at least once a year.

Cervical smears: routine smears are offered to all women aged 25 to 64 years as part of the national screening programme. These are done by the practice nurses.

Child Health Clinic: Wednesdays at 10.00 hrs at Datchet Village Hall - run by the Health Visitors.

Counselling is available via a GP referral. Dan Buckley MSc(Counselling) RMN and Laura Lo Bianco BACP (Reg. Counsellor) provide this service on Monday and Wednesday afternoons.

Childhood Immunisation Clinics: Thursday mornings, Thursday afternoons and Friday afternoons. If you think that your child's immunisations are not up-to-date, please let us know.

Diabetes clinic: Friday (Dr. Dalton) and Tuesday (Dr. Chan) afternoons. The GPs work with Jeanette Sanders to provide annual checks for patients with diabetes. Annual digital eye screening is also offered to check for diabetic complications.

Influenza immunisations: offered annually as part of the national programme.

Leg ulcer clinic: Tuesday mornings, run by the Practice Nurses.

Minor surgery: some minor surgery operations and cryotherapy for warts can be performed by the doctor at specially arranged times.

Quit smoking clinic: available to people who smoke and who seriously want to stop. Please make an appointment to see Jackie Gumme, Practice Nurse.

Respiratory Clinic: Thursday mornings. Cathy O'Brien is able to offer a diagnostic and monitoring service (by spirometry) for people with emphysema, chronic bronchitis and more complex asthma.

Travel immunisations: two practice nurses are trained to give advice and immunisations for travel abroad, including yellow fever. Please book well in advance of your intended journey.

Warfarin monitoring: available as a one-stop service at the surgery.

Repeat prescriptions

The practice runs a computerised repeat prescription service. Patients who have reached an agreement with their doctor may obtain repeat prescriptions by notifying the practice of the items that they wish to have reissued. In order to avoid errors, please deliver the green computer-generated request slip to the practice rather than telephone (unless otherwise agreed with the doctor, in which case please telephone after 2pm, when it tends to be less busy). Remember to indicate on the request slip all the items that you need and also the collection point for the prescription. Please allow two normal working days before collection. Repeat prescriptions may also be ordered by using our secure server over our website (www.datchetdoctor.co.uk). If you wish the practice to post your prescription back to you, please send a S.A.E. with your request slip.

The practice closely monitors the issue of repeat prescriptions. If the doctor wishes to see you as a result of your prescription request, a message may be left for you on your next request slip or you may receive a letter. The practice aims to prescribe safely.

Prescription charges: Each item on a prescription attracts a prescription charge payable at the pharmacy. Some people are exempt from having to pay prescription charges. For those who are not exempt, it is possible to buy a prepayment certificate to cover a four-month period or a year. The certificate exempts you from having to pay individual prescription charges during the period covered. For further details please enquire at any pharmacy, the surgery reception or at any DSS office.

Remember: Look after your medicines carefully and keep them in a safe place, out of reach of children. It is sensible to keep a home first aid kit. Do not stockpile medicines - keep only enough for your reasonable needs. Check that your medicines have not gone beyond their expiry date. Dispose of medicines safely by taking them to a pharmacist.

The local pharmacist is a very useful source of information and advice - don't be afraid to ask. Our local pharmacies are listed below.

The Datchet Pharmacy

The Green, Datchet, SL3 9JH - Tel. 01753 541786 (www.datchetpharmacy.com)

Wraysbury Village Pharmacy

58, High Street, Wraysbury TW19 5DB - Tel. 01784 482430
(www.wraysburypharmacy.com)

Friary Pharmacy

67, Straight Road, Old Windsor SL4 2SA - Tel. 01753 862551

It is practice policy to accept new patients only if their normal residence lies within the practice boundary. On moving their normal residence outside this boundary, patients will be expected to register with a different practice.

(Map)

Berkshire East Primary Care Trust

Datchet Health Centre is one of the practices that constitutes the Berkshire East Primary Care Trust. The PCT brings together GPs, community nurses and therapists with Social Services and members of the public to work in partnership with the Royal Borough of Windsor and Maidenhead. The role of the PCT is to support and help develop primary and community health care locally, and to commission or provide health services for local residents. The PCT has bases in Windsor, Slough and Bracknell. They provide a Patient Advice and Liaison Service (PALS), which helps patients, relatives and carers with advice.

Berkshire East PCT
King Edward VII Hospital
St Leonard's Road
Windsor
SL4 3DP

Tel: 01743 860441

www.berkshireeast-pct.nhs.uk

Leaflet 5. Patient Participation Group and Friends of The Datchet Health Centre Charity

The Datchet Health Centre Patient Participation Group

The PPG was formed in January 2006 and is made up of patient representatives and members of the practice team. Its aim is to provide a patient perspective on the activities of The Datchet Health Centre and to support the practice team in fulfilling its stated mission by increasing patient participation.

The objectives of the group are as follows:

1. To support The Datchet Health Centre in promoting health awareness and understanding within the community of patients, their carers and all the team members associated with the practice (the practice community).
2. To provide an effective grass-root forum within the practice community that enables the PPG to fulfil its objective.
3. To work collaboratively with the practice, its associated charity The Friends of Datchet Health Centre, and other local organisations for the benefit of all members of the practice community.
4. To provide channels through which information and views may be exchanged between the practice and other members of its community for the benefit of all concerned.
5. To have a positive influence on the services provided by and commissioned by the practice.

To date the PPG has been involved in organising an annual health education evening for patients, raising patient issues with the local Primary Care Trust, producing a quarterly patient newsletter and in providing feedback on the annual patient survey.

Copies of minutes of the meetings of the PPG and details of PPG members are available via the practice website at www.datchetdoctor.co.uk and on the PPG notice-board in the waiting room.

If you would like to know more about the PPG, please contact the chairperson by e-mail chairppgdatchet@hotmail.co.uk or talk to the Practice Manager.

Friends of The Datchet Health Centre Charity

FODHC is a charity that registered in 2003 (charity number 1098325). It was established because over the years, some money had been donated to the health centre by well-wishers. For reasons of probity, the partners wanted to keep separate any donated money from the general finances of the health centre itself. In broad terms, the charity exists to help and support health related issues within the local community. Further details about the charity are available on the practice website.

What are the funds used for? Examples of activities and projects that the charity has supported in the past include the provision of a specialist respiratory nurse, the provision of plastic medication boxes known as 'Metered Dose Systems' for vulnerable patients, the training of a phlebotomist who worked at the health centre, the arrangement of child care during a period of parental illness within a vulnerable family, the purchase of a raised armchair in the waiting room for people who have difficulty sitting down on or getting up from the normal waiting room chairs, the purchase of a wheelchair for use by people who have difficulty getting into the health centre from the car park, the purchase of some items of clinical equipment, the purchase of pedometers for the Datchet Health Centre Walking Group.

Currently, the FODHC offers financial support for the Patient Participation Group. It also plans to purchase some clinical equipment for the health centre when it opens its new extension in the Autumn of 2010, but aims to raise some funds first.

Fund-raising: the charity not only receives income from donations, for which the trustees are very grateful. It also arranges and supports fund-raising events and projects. The trustees and friends have taken part in a number of sponsored activities for the charity in the past, including half-marathons and bike-rides.

How to make a donation: donations for the charity are always welcome. Please contact Karen Holmes at the health centre on 01753 541268 if you would like to make a donation. Alternatively, details of how to donate are available on the practice website. Where possible, donors who are UK tax payers are encourage to use Gift Aid so that the charity is able to reclaim tax paid.

Walking group

The practice formed a walking group in January 2006. It has since met on the first Sunday of every calendar month at 10am. The walks vary and are usually about 5 miles long. Members of the group pay an annual subscription although guests are also welcome. All proceeds are donated to the Friends of The Datchet Health Centre charity. Further details about the group and the walks are available on the health centre website.

What is a training practice?

A training practice is one that facilitates qualified doctors in becoming registered GPs. Once qualified, a doctor works two “foundation” years in a number of jobs relevant to their professional development. One optional 4-month job for these F1 or F2 doctors is to work under supervision in a general practice. The DHC is accredited to provide the experience, education and support to train these doctors. Dr Ferguson is a registered trainer and Dr Wallbank is in the process of becoming one. The trainers supervise the training, although all members of the practice team get involved with the practical side of the education.

Having completed their two foundation years, doctors may then start to specialise. Those doctors who wish to become GPs start a 3-5 year programme of training, during which time they are called GP specialist trainees, or STs. An ST has therefore already had at least 2 years of varied and supervised experience of work as a doctor. GP specialist trainees spend at least 12 months attached to a practice accredited for the purpose. The trainer supervises the specialist trainee during this period although again, the whole practice team is involved with the education. During their stay at the practice, the ST becomes an integral member of the team.

Why is a training practice good for patients?

In order to become accredited, a training practice has to achieve and maintain a high standard of organisation, skill and clinical care. It has to work effectively as a team and to provide a learning and supportive environment, not just for the training doctors, but for all the members of the practice team. Having doctors who want to learn is a good stimulus for the team as a whole. The practice has to make sure that it is “up to scratch”. By demanding high standards of itself, the practice will provide a high standard of primary health care to each of its patients. The training doctors offer additional appointments in their own right for patients and add variety to the skill mix of the clinical team.

How will it affect me as a patient?

Although the core of the clinical team will remain the same, you will notice that the training doctors change periodically. When making an appointment, you may be asked if you mind seeing one of the training doctors, who will always work under the supervision of an experienced GP. Sometimes the trainer and training doctor may see you together. You may be asked if you mind having your consultation video-recorded for training purposes. If you prefer not to consult the training doctor or not to have you consultation recorded, you have the right to decline. As part of the teaching commitment, doctors from other practices occasionally visit the health centre to assess the standard of our records and the care given. If you object to your notes being made available for this purpose, please let us know. All members of the practice team are committed to the maintenance of patient confidentiality.

Continuity of Care

What is continuity of care?

Where possible, the practice encourages patients to see the same doctor or nurse about an on-going issue. This “continuity of care” allows the clinician and patient to build up an understanding about the issue so that its management can continue seamlessly from one consultation to the next. This is good for patients as they don’t have to start from scratch each time they see a different clinician. Continuity of care also allows the patient and the clinician to develop a close working relationship together and to establish an agreed management plan to tackle the issue in question. It is easier for the clinician to keep abreast of investigations and progress if they have been involved from the beginning. Less time is wasted looking back though the notes and the pathway of care for the patients is generally smoother. It is also one of the pleasures of general practice that clinicians and their patients can get to know each other well, a fact that can often be beneficial for patient care.

The receptionist may ask a patient who is making an appointment whether a particular doctor or nurse is involved. This is in order to book the patient a follow-up appointment with that clinician. A request to see a named clinician may result in a delay, depending on the availability of appointments. Although this may cause some inconvenience, it is important for continuity of care to wait to see the same clinician. If an appointment is urgent, an appointment may be made with any available clinician.

Sign-posting

Some clinicians have particular clinical interests or skills e.g. diabetes, asthma or women’s health. Some have been trained to perform specialised clinical procedures e.g. joint injections or the insertion of IUDs (contraceptive coils). Sometimes it is appropriate for the reception staff to “sign-post” patients to particular clinicians or clinics. It is helpful if patients know what clinics are available (see leaflet 3.) and which clinicians have particular interests and skills.

Asthma	Nurses Cathy O’Brien and Jeanette Saunders
Blood tests	Nurse Dani Young and Health Care Assistant Lesley Bullock
COPD	Nurse Cathy O’Brien
Childhood Imms.	Nurses Jackie Gumme, Jeanette Saunders, Dani Young
Diabetes	Dr. Martin Chan, Dr. Adrian Dalton, Nurse Jeanette Saunders
INR monitoring	Nurses Jackie Gumme, Jeanette Saunders and Dani Young
Joint Injections	Dr. Adrian Dalton, Dr. Ruth Ferguson, Dr. Mick Watts
Maternity	Dr. Corrine Shepherd, Dr. Nikki Wallbank, + the midwife
Men’s Health	Dr. Martin Chan, Dr. Adrian Dalton, Dr. Mick Watts
Quit smoking	Nurse Jackie Gumme
Travel imms.	Nurses Jackie Gumme and Jeanette Saunders
Women’s health	Dr. Corrine Shepherd and Dr. Nikki Wallbank (both perform IUCD and Nexplanon insertion) and Nurse Kathy Young