



# Cookham Medical Centre News

Winter 2017

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

## Christmas Opening Hours



### Cookham Medical Centre

22 Dec – Normal hours  
23/24 Dec – Closed  
Christmas Day - Closed  
Boxing Day – Closed  
27 Dec – Normal hours  
28 Dec - Normal hours  
29 Dec – Normal hours  
30/31 Dec – Closed  
New Years Day – Closed  
02 Jan - Normal hours

**For medical advice, 111  
In an emergency, call 999**

## Wexham Park and Heatherwood Hospital Car Park Charges for Blue Badge Holders

Car parking charges have been introduced for Blue Badge holders at Wexham Park, Heatherwood and Frimley Park Hospitals.



People who are entitled to benefits will be able to claim back the cost of parking and there will be concessionary rates for people having to make regular visits (£15 for a seven day ticket and £50 for a 30 day ticket).

For further details please refer to the Frimley Health NHS Foundation Trust website.

## Repeat Prescriptions

To be sure of getting normal routine repeat prescriptions processed in time for Christmas, please get them to the surgery no later than Tues Dec 20<sup>th</sup>

**Cookham Pharmacy**  
**We may be operating extended hours to those stated below .**

Please call the pharmacy to confirm: 01628 521369

23 Dec – 9am-1pm  
24 Dec – 11am – 3pm  
Christmas Day - Closed  
Boxing Day – Closed  
27-29 Dec - Normal Hours  
30 Dec – 9am – 1pm  
31 Dec – Closed  
New Years Day – Closed  
02 Jan - Normal hours



## Test Results

Where results require urgent action, the doctor, usually via a receptionist, will contact you to arrange an appointment, a telephone call, a Repeat blood test or any other action required. The receptionists generally contact you when the action required is non urgent. If the results are Normal No Action, you will not be contacted.



If you are concerned when you have heard nothing after 5 working days you can always make your own check by using the online service or the telephone. If you only have the appointments and prescriptions service you will need to upgrade to the results service. If you have not yet registered for online services there are leaflets and application forms in reception. Please note that proof of identification is needed for new applications and upgrades.



## Friends and Family Form

The surgery is getting a higher number of responses to this questionnaire since people have been invited to respond by text.



The Friends & Family Test

This is good news as the returns are a national requirement and responses are important to the practice. The percentage of patients that are very satisfied is high but as the form is designed to be anonymous it does not give enough specific information to enable the surgery to look into the issues raised and make improvements. The surgery strives to see that patients are given efficient and caring treatment whenever they visit the CMC and would like to be able to be pro-active in making improvements.

The PPG Comments Box gives the opportunity for matters to be expressed in more detail, with names and dates and suggestions for improvement. These forms are dealt with in liaison with Jill Stinchcombe, Practice Manager.

Finally, thank you to all those who have responded and boosted our percentage of returns.



## Cookham Medical Centre

Lower Road, Cookham, Berkshire SL6 9HX

### Health Centre Doctors

**Dr Azmy Birdi**  
**Dr Michael Sealy**  
**Dr Anu Swamy**  
**Dr Kenney Tsoi**

### Nursing Team

**Deborah Roberts**  
**Kirstie Thomas**  
**Christine Penny**  
**Alfiyah Jiwajee**

### Practice Manager

**Jill Stinchcombe**

**All the staff at Cookham  
Medical Centre  
together with the PPG wish  
you a peaceful and healthy  
Christmas and New Year**



## Please Say If You Cannot Make An Appointment

In spite of repeated publicity, there is still a large number of patients who fail to turn up at appointments.

Please cancel unwanted appointments so that they can be allocated to other patients.

To cancel an appointment:

1. Call at or telephone the surgery on 01628 810242
2. Cancel on line (if you have registered for on line access to your medical record) – even if you did not book on line.
3. Reply to a text reminder sent to your mobile phone.



To cancel an appointment at the General Practice Hub in St Marks hospital:

1. Telephone 03000 240 009
2. Reply to a text reminder sent to your mobile phone.

As text reminders are only sent three days before the appointment, please do not wait for the reminder, but cancel as soon as you can, using one of the methods given above.

## Are You Satisfied That Your On- Line Medical Record is Correct?

If you find an entry in your on-line medical record that you feel is not right, please let the Practice Manager know.

The information will be checked and corrected if appropriate. Sometimes items cannot be amended, for example if they are part of a complex report. In this case the record can be flagged as “disputed”.