



Cookham Medical Centre News

Winter 2016

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

Christmas Opening Hours



Cookham Medical Centre

Fri 23 Dec - Normal hours
Sat 24 Dec - Closed
Christmas Day - Closed
Boxing Day - Closed
Tue 27 Dec - Closed
Wed 28 Dec - Normal hours
Thu 29 Dec - Normal hours
Fri 30 Dec - Normal hours
New Years Eve - Closed
New Years Day - Closed
Mon 02 Jan - Closed
Tues 03 Jan - Normal hours

For medical advice, 111
In an emergency, call 999

Repeat Prescriptions

To be sure of getting
normal routine
repeat prescriptions
processed in time for
Christmas, please get
them to the Medical
Centre no later than
Tues December 20th



Text Reminders for Appointments

The surgery are pleased to announce that they will soon be able to send appointment reminders by text message. We would like to ask patients to make sure we have your current mobile number.



If you do not want to receive text messages you can opt out of them. Please let a receptionist know if you wish to opt out. Please note, this service is not live yet, but we hope will be soon!



Duty Doctor (How the service works)

For patients requiring urgent same day assistance, we operate a Duty Doctor telephone triage system. This enables the doctors to manage and prioritise patients themselves according to clinical need and urgency.

The receptionists will ask for information on the symptoms to make sure the doctor knows the nature and urgency of the problem and will take a contact number.

Patients are placed on the triage list and the doctor will ring the patient back during their Duty Session. We have a Duty Doctor every morning and every afternoon.

In many cases the matter can be resolved during the call with advice, but if a face to face consultation is needed, the doctor will arrange a time directly with the patient.

This may be to come down and see the Duty Doctor, or to see one of the other doctors at a suitable time.

The advantage of this system is that the doctor can provide advice and assistance to far more people than could be seen in a normal clinic session.



Are you concerned about someone in your community?

There are increasing numbers of elderly and frail people living Alone and far from their families who might otherwise be able to help.



You may become worried about someone who lives near you or is an acquaintance whose ability to cope is clearly deteriorating.

You can always inform the Adult Care, Advice and Information team on 01628 683744. They can be emailed at access.services@rbwm.gov.uk

Your information can be given anonymously or you can identify yourself but ask for this detail to be kept confidential by the team at RBWM.

For advice and Information team, please contact the Advice and Information team at:

Royal Borough of Windsor and Maidenhead
Town Hall
St Ives Road
Maidenhead
SL6 1RF

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

Nursing Team

Deborah Roberts
Kirstie Thomas
Christine Penny
Alfiyah Jiwajee
Kate McCormick

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**



Pharmacy Christmas Opening Hours

Cookham Pharmacy 01628 521369

Please ring in advance to confirm:

Fri 23 Dec - Normal hours

Sat 24 Dec – 9am – 4pm

Christmas Day - Closed

Boxing Day – Closed

Tue 27 Dec – Closed

Wed 28 Dec - 8.45am - 6.45pm

Thu 29 Dec – 8.45am - 6.45pm

Fri 30 Dec – 8.45am - 6.45pm

New Years Eve - 9am – 4pm

New Years Day – Closed

Mon 02 Jan - Closed

Tues 03 Jan – Normal hours

Marlow Pharmacy

High Street, Marlow, 01628 482241

Cliveden View Pharmacy

9 Shifford Crescent, Maidenhead,
01628 781817

**Both open limited hours on 26 & 27 Dec
& 02 Jan when Cookham closed.**

Electronic Prescription Service (EPS)

When you want your prescriptions to go straight to a chemist electronically, did you know you can nominate any chemist? So, if it's easier for you, you can nominate a pharmacy near your place of work, even if that's miles away from Cookham!

Nomination means you **choose** a place for your GP practice to electronically send your prescription to. **You don't need a computer to use EPS.**

Simply go to the pharmacy you would like to collect your medication from, and let them know, and the pharmacy will establish a link to the surgery. It's as simple as that!

EPS is reliable, secure and confidential

