

## WELCOME TO BINFIELD SURGERY

This leaflet is designed to help you extract the best from the services this Practice offers. Please keep it for future reference.

## SURGERY OPENING & APPOINTMENT TIMES

Monday to Friday 8.00am - 6.30pm

## DISABLED ACCESS

We have a ramp for wheelchair access automatic doors and toilet facilities for our disabled patients.

## HOW TO SEE THE DOCTOR

Patients may request a specific doctor, but this is not guaranteed. Appointments are either by telephone, Klinik or face to face. Once all appointments have been allocated for the day it is advisable that patients call 111. If medically urgent you will be seen on the same day. Please ask at reception if you require an interpreter

## PLEASE INFORM US IF YOU ARE UNABLE TO KEEP AN APPOINTMENT.

If you seek advice or have a query, please call after 11.00am

## WHEN THE SURGERY IS CLOSED

If you require urgent medical assistance which cannot wait until the surgery reopens, please ring 111. Calls to the NHS 111 service are free from both landlines and mobiles. **If you have a life-threatening emergency, then please ring 999.**

## Bracknell Urgent Care Centre Open 7days a week

**8am to 8pm** for minor injuries at Brants Bridge, Bracknell, Berkshire, RG12 9BG. **01344 55 11 00**  
[www.bracknell.ucc@nhs.net](http://www.bracknell.ucc@nhs.net)

## Community Pharmacy Consultation Service (CPCS)

You may be referred to the pharmacy by our receptionists, as appropriate, for minor ailments.

## EXTENDED HOURS (evening and weekend appointment at Boundary House surgery)

7-day access to routine primary care. This is not a walk-in service. Routine evening, Saturday and Sunday appointments are now available with GPs and Practice

Nurses in Bracknell and Ascot. You must book an appointment through your usual GP surgery before visiting the extended hours service. Extended Hours appointments are for routine general practice issues and not urgent care. If urgent care is required, please call the NHS 111 service for advice.

## GMS CONTRACT

Binfield Surgery has a GMS contract with NHS England  
Telephone: 01865 963800  
Address: Jubilee House, 5510 John Smith Drive, Oxford Business Park South, Cowley, Oxfordshire, OX4 2LH from who details of General Medical Services may be obtained.

## HOME VISITS

Should you require a home visit, please phone before 10.00am. If you can come to the surgery, you will have helped us to provide a more efficient service.

## REPEAT PRESCRIPTIONS

Please apply for 'patient access' to enable you to order online. Alternatively, email us at [prescriptions.binfield@nhs.net](mailto:prescriptions.binfield@nhs.net) or write directly to the surgery address.

## PATIENT PARTICIPATION GROUP (PPG)

The surgery has a PPG that have a say in the way your local health services are delivered. Interested in playing a part? Then contact [marie.hobden@nhs.net](mailto:marie.hobden@nhs.net)

## WE ARE ABLE TO OFFER THE FOLLOWING SERVICES:

### INR CLINIC

Regular checks and tests to review and monitor patients on Warfarin.

**DIABETICS** - By appointment only. You will have two appointments at your annual review, one with the Health Care Assistant and one with the Practice Nurse.

**ASTHMA CLINIC** - by appointment with the Practice Nurse.

## MATERNITY REGISTRATIONS

Frimley Hospital [www.fhft.nhs.uk/maternityforms](http://www.fhft.nhs.uk/maternityforms)  
Royal Berkshire Hospital 0118 322 8964 option 1.

Once you contact the team of your choice, they will lead you through the care you require for the remainder of your pregnancy.

The GP's will see patients at any time during pregnancy should their input be required.

## CHILD IMMUNISATION CLINIC

These appointments are carried out every day.

## CHILDHOOD DEVELOPMENT CHECKS

These are arranged by the Health Visitors.

## HEALTH VISITING TEAM

Their expertise is with the care, management, development and well being of children 0-5 years and their families. They can be contacted on 0300 365 6000

## DISTRICT NURSING

Patients who need nursing assistance at home (house bound patients) may arrange for the Community Nursing Staff to visit by telephoning the **Health Hub** on 0300 365 1234 including weekends and Bank holidays, or [integratedhub@berkshire.nhs.uk](mailto:integratedhub@berkshire.nhs.uk)

## FREEDOM OF INFORMATION ACT

Information on our surgery can be found on [www.foi.nhs.uk](http://www.foi.nhs.uk)

**Patients' records may be audited by Health Authority staff, or CQC, when visiting.**

**PRACTICE MANAGER** – Please contact Marie Cousins if you have any suggestions, comments, or complaints at the surgery address or by e mail at: - [marie.hobden@nhs.net](mailto:marie.hobden@nhs.net)

**Patient Advice & Liaison Service (PALS)** telephone 01753 636808 or email: - [pals@berkshire.nhs.uk](mailto:pals@berkshire.nhs.uk)

**PRACTICE NURSES** - Alexis Clarke, RGN, Cytology. Debbie Cranch, RGN, Cytology. Janet Lake RGN, Cytology. Claire Swain RGN. Laura Marshall, RGN. Cheryl Yusuf, RGN, PG Cert, ALNP, Non-medical prescriber

You may, by appointment, see one of the Practice Nurses for minor complaints, e.g. dressings and routine vaccinations. They may prescribe a number of drugs under the Doctors' guidance, offer advice on diets, check your blood pressure and assist in various clinics.

#### **HEALTH CARE ASSISTANT**

##### **Vacancy**

#### **NHS HEALTH CHECKS**

Should you wish to have a NHS health check, please ask at reception. These can be organised for patients through our federation.

#### **RECEPTIONISTS**

The Receptionists are here to help you. It is their role to ease the flow of consultations between patients and doctors so that as many as possible are seen within the working day. Confidentiality is always maintained, and it is helpful if you can describe the nature of your problem in an emergency or for a home visit.

#### **NEW PATIENTS' REGISTRATION**

New patients are asked to fill in a registration form & questionnaire. Photographic Identification will be asked for including proof of address. Patients will automatically be called for smear tests (women aged 25-64) and mammography screening (women aged 50-70) once registered.

Please sign up for **online access** if you wish to view your medical record online and order repeat prescriptions.

#### **PATIENT RIGHTS & RESPONSIBILITIES**

**You have the right to:** a health check (over 45), emergency care when needed, referral to a consultant when necessary, access to your medical records, subject to law and a to request a doctor of your choice.

**You have responsibility to:** arrive for your appointments on time or to cancel in good time, follow medical advice, remember that an individual appointment is for one patient only, and give the doctor/nurse all relevant information – including updated address & telephone details.

***A more detailed policy is available on request.***

#### **Violent and/or Abusive Patients**

We have a zero-tolerance policy whereby violent and/or abusive patients will be evicted from the surgery and removed from the Doctors list.

#### **NAMED GP FOR EVERY PATIENT**

Each patient has been allocated a named GP, but you do not have to see this GP for your consultations.

#### **CONFIDENTIALITY**

Details about patients (personal and medical) are recorded on either computer or paper. To provide continued care and obtain treatment for you, some of this information may be sent to other health professionals or be audited by NHS England to ensure confidentiality; all staff with access to your details are covered by confidentiality clauses in their employment contracts and by the General Data Protection Regulations.

#### **PHONE CALLS**

All calls are recorded for training and monitoring purposes.

## **BINFIELD SURGERY**

**Wood Lane  
BINFIELD, Berkshire  
RG42 4EX**

**Telephone: 01344 286264**

**[www.binfieldsurgery.co.uk](http://www.binfieldsurgery.co.uk)**



Dr Koefman and partners t/a Binfield Surgery is a partnership whose equal partners are Dr R Koefman, Dr J Platt & Dr V Herhel

**Dr Robert Koefman  
MB.ChB  
(Started Binfield 1996)**

**Dr Jeremy Platt  
MA(Oxon) MB.ChB.MRCP.DRCOG.MRCGP  
(Started Binfield 1999)**

**Dr Vitaliy Herhel  
MD (Ukraine)  
(Started Binfield 2016)**

**Dr Joanna Allen (Associate)  
MB.ChB MCRP DRCOG MRCGP  
(Started Binfield 2006)**

**Dr Emma Morgan (Associate)  
MBB.Ch (Wales) MRCGP DRCOG  
DFFP (Started Binfield 2007)**

**Please see our website for the practice boundary area.**