

## 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 automatic doors, a lift and toilet facilities for our disabled patients.

## HOW TO SEE THE DOCTOR

Patients who need advice from a clinician are requested to telephone the surgery at 8am. Any representative can call the surgery to book a call back. Please ask at reception if you require an interpreter. Regrettably if all the appointments for the day have been booked, it will be necessary for you to call 111 or to call the surgery at 8am the next working day. We have a dedicated phone line for our patients whom are 85+ and are registered as carers. This number is given out on a need to know basis and ensures priority access to the surgery.

## 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. 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.

## 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

Repeat prescriptions can be requested through patient access or the NHS app.

## PATIENT PARTICIPATION GROUP (PPG)

Our PPG is a group of people who are patients of the surgery and want to help it work as it can for patients, doctors and staff. To join our PPG please contact the practice for an application form.

## 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 email at: - [marie.cousins2@nhs.net](mailto:marie.cousins2@nhs.net)

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

**PRACTICE NURSES** - **Debbie Cranch**, RGN. **Janet Lake** RGN. **Selina Adjepong-Akosah** 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

**Lois Hodgkinson** is our HCA.

#### 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. New patients can also register online. 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 or the NHS app** 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. The surgery has the means to check the date, time and frequency that a specific number calls the surgery and is not successful in obtaining an appointment. The surgery will be happy to check this data upon request.

When waiting for your call to be answered you will be given the option to retain your place in the queue and for the surgery to call you back. If you accept this, and you have called from a mobile phone, you will then receive a text message to show your position in the queue. If you follow the links in the message you will be able to track your progress. When you get through, the receptionist may need a brief description of the issue. If you have any restrictions such as working hours, please tell the receptionist. The surgery will try and work around all reasonable requests but this cannot be guaranteed. If you do not answer when the doctor calls, they will try once more.

#### BINFIELD SURGERY

Wood Lane

BINFIELD, Berkshire

RG42 4EX

Telephone: 01344 286264

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

[Frimleyicb.binfieldsurgery@nhs.net](mailto:Frimleyicb.binfieldsurgery@nhs.net)



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

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

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