

## Binfield Surgery

Binfield Health & Community Centre, Wood Lane, Binfield, RG42 4EX  
01344 286264 / [frimleyicb.binfieldsurgery@nhs.net](mailto:frimleyicb.binfieldsurgery@nhs.net) / [www.binfieldsurgery.co.uk](http://www.binfieldsurgery.co.uk)

# Practice Leaflet

## WELCOME TO BINFIELD SURGERY

This leaflet is designed to help you extract the best from the services we offer. Please keep it for future use. Binfield Surgery welcomes new patients from within its catchment area. [Register with the surgery – Binfield Surgery](#)

## DOCTORS

Dr Robert Koefman (**Partner**) MB ChB (started at Binfield in 1996)  
Dr Vitaliy Herhel (**Partner**) MD (Ukraine) (Started in Binfield in 1999)  
Dr Rolf Rothermel (**Partner**) MBBS MRCGP BSc(Hons – 1<sup>st</sup> Class) (starting at Binfield Surgery 21 July 2025)  
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)  
Dr Marie-Clair Murphy (**Associate**) – MSc(Hon) BMBS(Hons) MRCGP (started Binfield in 2024)

## NURSES

Janet Lake, Cheryl Yusuf, Debbie Cranch, Laura Marshall, Selina Adjepong-Akosah

## SURGERY OPENING AND APPOINTMENT TIMES

Monday to Friday 8am to 6.30pm. Please note the Surgery is on the first floor of the building.

## DISABLED ACCESS

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

## APPOINTMENTS

To request an appointment please telephone us during opening times on **01344 286264**.

## HOW TO SEE A DOCTOR

Patients who need advice from a clinician are requested to telephone the surgery at 8am on **01344 286264**. Any representative of the patient can call the surgery to book an appointment. All appointments are via a telephone consultation in the first instance. Should a patient wish for a face-to-face appointment, then this should be requested at the time of booking an appointment. If all appointments for the surgery have been allocated for that day patients are encouraged to hold on the line and our reception team will do their best to find an alternative appointment within the NHS either at the urgent care centre, Boundary House or with a local pharmacy. After this, patients are encouraged to call 111 or call the surgery back the next working day.

## OVER 85 YEARS OF AGE AND REGISTERED CARERS

We have a dedicated phone line for our patients who are over the age of 85 and our registered carers. The number is given is on a need to know basis and ensures priority access for this cohort of patients.

## HOW TO SEE A NURSE

You may, by appointment, see one of the practice nurses for minor complaints e.g. dressings, routine vaccinations and smears.

## TEST RESULTS

You may be asked by the doctor or nurse to contact us for the results of your blood test, urine sample or x-rays. If your test results show that you need more tests or treatment, we will contact you. Once a doctor

has reviewed your results, you can view them in your NHS account (through the NHS website, NHS App, Patient Access or by phoning us after 11am Monday to Friday.

Please note, if a test was requested by a third party, including hospital clinicians, Binfield Surgery won't get to see the results and patients will be required to go back to the place of request.

Blood tests can be arranged with our Healthcare Assistant. Blood tests can only be done in the surgery if they are for medication monitoring purposes, the patient is over 80 or the doctor has authorised it. Alternatively we request our patients book a blood test via [Online Appointment Healthcare Platform | Swiftqueue](#) Please only book at Heatherwood, Wexham Park and King Edwards or St Marks. Do not book at any other site as the surgery will not receive the results.

### WHEN THE SURGERY IS CLOSED

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

Bracknell Urgent Care Centre is open 7 days a week from 8am to 8pm for minor injuries.

### COMMUNITY PHARMACY CONSULTATIONS

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

### EXTENDED HOURS

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.

### CONTACT US ONLINE

Our online consultation service "Klinik" is available Monday to Friday from 8am to 12-midday and is only for administration queries or to request fit notes.

### TRAVEL VACCINATIONS

Before you can be offered an appointment for travel vaccines you will need to complete and return a travel risk assessment form [Travel-Form.pdf](#) which should be emailed to [reception.binfield@nhs.net](mailto:reception.binfield@nhs.net)

We have a few travel appointments available, but we are unable to guarantee an appointment as these get booked up very quickly. Should you be able to book an appointment, this needs to be at least eight weeks ahead of any planned travel.

We advise you to check and read through [www.fitfortravel.nhs.uk](http://www.fitfortravel.nhs.uk) for the country/countries you are travelling to. It is your responsibility to have done your own research before the appointment and to print off any recommended vaccines and your vaccine history (if you have one). If you are registered with our online services you will be able to obtain this from there.

### HOME VISITS

Home visits are at the discretion of the GPs and are usually for those patients who are housebound or have significant health issues. Should you require a home visit contact reception.

### HOME NURSING

Patients who need district nursing assistance, at home, may arrange with the team for a community nurse to visit. Their number is **0300 365 1234**.

## **PRESCRIPTIONS**

Repeat prescriptions can be requested through Patient Access or the NHS app. If you are unable to use these platforms, please email [prescriptions.binfield@nhs.net](mailto:prescriptions.binfield@nhs.net) allowing up to 48 hours for processing.

## **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.

## **COMMENTS, COMPLAINTS AND SUGGESTIONS**

Comments on any aspect of the practice are always welcome. If you have any suggestions or are unhappy about any aspect of our service, please contact the Practice Manager, Mrs Marie Cousins via [frimleyicb.binfieldsurgery@nhs.net](mailto:frimleyicb.binfieldsurgery@nhs.net). If you wish to make a formal complaint against us, we operate the NHS complaints procedure; any letters of complaint should be addressed to the Practice Manager.

## **DATA PROTECTION**

The Practice is registered with the Information Commissioner's Office and is committed to keep your data safe.

## **CHAPERONES**

All patients are entitled to have a chaperone present for any consultation. Please request this when making an appointment.

## **NHS APP**

If you're new to using the NHS App and you're not sure how to access the information, there is a lot of information around to help you. Download the NHS App on your smartphone or tablet via the Google play or App store. You can also access the same service in a web browser by logging in through the NHS website. <https://www.nhs.uk/nhs-app/nhs-app-help-and-support/>

## **SELF REFERRALS**

There are a number of services locally that you are able to make self-referrals to. Carers, Drugs and Alcohol, Exercise, Maternity, Mental Health, Podiatry, Sexual Health, Stop Smoking, Young Carers, Youth Counselling and Weight Management. Further information can be found on our website. [Referrals – Binfield Surgery](#)

## **WEBSITE**

Our website contains further information that may be helpful [www.binfieldsurgery.co.uk](http://www.binfieldsurgery.co.uk)