

Binfield Surgery

Binfield Health & Community Centre, Wood Lane, Binfield, RG42 4EX
01344 286264 / frimleyicb.binfieldsurgery@nhs.net / 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. If we are unable to register you, we will explain why in writing within 14-days. [Register with the surgery – Binfield Surgery](#)

DOCTORS

Dr Robert Koefman (**Partner**) MB ChB (started Binfield 1996)
Dr Vitaliy Herhel (**Partner**) MD (Ukraine) (Started Binfield 1999)
Dr Rolf Rothermel (**Partner**) MBBS MRCGP BSc(Hons – 1st Class) (Started Binfield 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)

ADVANCED NURSE PRACTITIONERS

Cheryl Yusuf
Debbie Cranch

NURSES

Janet Lake, 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.
Patients can contact Binfield Surgery in person, by telephone or through our website during core hours (8am to 6.30pm, Monday to Friday).

DISABLED ACCESS

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

APPOINTMENTS WITH A DOCTOR

All our appointments for patients aged 15 and over are triaged via our online Klinik consultation form which can be found on our website.

If you request an appointment or medical support, we will let you know how your request will be handled in an appropriate timescale.

If you cannot complete an online form, please call the practice and one of our patient advisors will complete the questions for you and you will then be triaged.

You can request to see a specific GP or clinician. While this might mean waiting longer, we will do our best to accommodate your preference.

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. If an appointment is required and the patient is unable to complete an online form, then our patient advisors will complete the form on the patient's behalf.

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. These can be booked through reception, option 2.

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, option 4).

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 Patient Advisors as appropriate for minor ailments.

EXTENDED HOURS

Extended access hubs are specifically designed to support GP practices and improve patient access by offering additional appointments outside normal working hours. Referring patients to these services is entirely appropriate and part of a coordinated approach within the NHS.

HEALTHIER TOGETHER

For Children aged 0 to 14 please complete the form in the healthier together app which can be found on our website. Using Healthier Together is the easiest way not only to get an appointment if needed for your child but for other information about your child and any health-related concerns you have.

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

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 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.

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 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. 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

REASONABLE ADJUSTMENTS

If you require additional support (such as an interpreter, a quiet waiting area, longer appointments, or accessible information), we will make reasonable adjustments to help.