



The Road to Health _____

Wentworth Avenue, Britwell Estate, Slough SL2 2DG



Opening Hours

Monday - Friday: 8.00am - 6.30pm

Saturday Mornings: Pre-bookable appointments only 8.00 - 11.30am

Sundays: Closed

Tel: 01753 524549

Fax: 01753 552537

Out-of-Hours Service: 0118 936 5390

www.theavenuemedicalcentre.co.uk

THE DOCTORS

Dr Neil Coleman	(Male)	MBChB (Birmingham 1982) MRCP DRCOG Dip Pd Govt (Open)
Dr Diana Purvis	(Female)	MBChB (Sheffield 1983) MRCP DRCOG
Dr Saeed Ahmad	(Male)	MBBS (Pakistan 1990) MRCS DFFP
Dr Shabaz Hussain	(Male)	MBBS (London) BSc (Hons) AICSM DRCOG DCH DFSRH

ADVANCED NURSE PRACTITIONER

Sister Phyllis Sopp	BSc (Hons) Primary Health Care, RGN, Independent Prescriber, Asthma Diploma, Contraception and Sexual Health Diploma.
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SPECIALIST PRACTICE NURSE

Sister Nicola Oatley	RGN with Diploma, GP Nurse Certificate, Diabetic Nurse Warwick Insulin Initiation, Certificate Anatomy & Diagnosis, Level 2 Practice Nurse Diploma, Minor Illness Certificate.
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SPECIALIST PRACTICE NURSE

Theresa Benedict	RGN, Diabetic Nurse Warwick Insulin Initiation, Asthma & COPD Diploma
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PRACTICE/BUSINESS MANAGER

Mr Steve Gowing	CPPD NVQ4
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RECEPTION MANAGER

Mrs Denise Smith

PHLEBOTOMIST/HEALTH CARE ASSISTANT

Trisha McCrorie	NVQ3
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HEALTH VISITOR

Sue Harrison

PRACTICE COUNSELLORS

Dan Buckley	RMN MSc Counselling
Baksho Johal	Dip Counselling

THE PATIENTS' CHARTER

Our Responsibilities

We aim to provide the best care for every patient regardless of age or state of health.

You will be treated with courtesy and respect. Your treatment remains confidential.

You may be able to express a preference of practitioner subject to availability, but it is our policy that a doctor within the practice can see any patient.

We will explain the likely effects of drugs and review long-term medical needs as necessary.

If we think you need a second opinion we will help you get one.

If you need a doctor in an emergency we will arrange for you to be visited outside normal surgery hours.

We have the right to remove patients from our list if there is a breakdown of trust in the surgery/patient relationship, violent, racial or abusive behaviour and if patients continually ignore their responsibilities towards any practice staff, community staff or any of our patients.

Patients' Responsibility

We expect you to follow our advice.

You may be asked to see another GP if one of our doctors is unavailable due to holidays, study days, training, illness etc.

Please do not call outside normal surgery hours unless you perceive it to be a genuine emergency.

You have the right to leave our list and register with another practice if you are unhappy with our services. You have the right to complain about any services related to the practice and may do so by writing to our practice manager.

VIOLENT PATIENT REGISTER

The practice **WILL NOT** tolerate violent, racial or abusive behaviour towards anyone on the surgery premises at any time. If you are found to be either violent or abusive and the Police are called out more than once you could be added to the violent patient register.

HOW TO REGISTER AS A PATIENT AT THE PRACTICE

To register at the practice you will be required to complete the necessary registration paperwork provided by the practice. It is practice policy to request a form of identification ie passport, driving licence, utility bill etc, when registering.

DISABLED ACCESS

Our premises provide access for wheelchair-bound and other disabled patients. Please inform the receptionists if you cannot make the stairs and we will make every effort to accommodate you.

SURGERY OPENING TIMES

The surgery is open Monday to Friday from 8.00am - 6.30pm, and Saturday mornings for pre-bookable appointments only between 8.00 - 11.30am.

TELEPHONING THE SURGERY

Our telephone system will give you options to select the correct member of staff who can help you. Please be patient and listen to the options carefully.

Press 1	Surgery opening times
Press 2	To make an appointment
Press 3	For results
Press 4	For all ambulance enquiries or medical report enquiries
Press 5	To speak to a receptionist or to book a home visit
Press 6	Medical secretarial enquiries
Press *	To hear the options again

APPOINTMENTS

An appointment system is operated. We operate a book-on-the-day appointment system on Mondays, Wednesday mornings, and following bank holidays and staff training days. We also offer consultations by telephone; please contact a member of the reception team to arrange this. On Tuesdays, Thursdays and Fridays, appointments are given out at 8.00am on the day; alternatively, we give out appointments three weeks in advance.

If you cannot keep your appointment it is essential to phone the surgery so that the appointment can be offered to someone else. One EMERGENCY non-appointment surgery is held each afternoon (details below). It is important this surgery is used for problems that cannot wait until the following day. Routine prescriptions and routine checks WILL NOT be performed at this surgery. You may have to wait longer than usual but you will be seen that day. The doctor has the right to ask you to leave if the problem is NOT of an emergency nature.

EMERGENCY SURGERIES

If by chance you cannot get an appointment on a certain day and do need to see a doctor, we run an emergency surgery Monday to Friday between 4.00 - 5.00pm except Wednesdays. These surgeries are for problems that cannot wait until the following day. **They are NOT for routine problems.**

REPEAT PRESCRIPTIONS

Repeat prescriptions should be made in writing ONLY or on the repeat prescription form. **We do NOT take requests for prescriptions/repeat prescriptions over the phone.** Please allow 48 hours for the prescription to be processed excluding weekends and bank holidays. Remember it is in your best interest not to run out.

RESULTS

Blood test results are given over the phone daily between 12.30 - 1.00pm.

HOME VISITS

Please phone before 10.30am if you require a home visit as it helps the doctors to plan their rounds. All efforts on your part to attend the surgery would be appreciated.

Stay in touch with our website: www.theavenuemedicalcentre.co.uk

OUT-OF-HOURS CALLS

If you require a doctor in a genuine emergency outside the normal surgery opening hours, please contact The East Berkshire Primary Care (Out of Hours) Service on **0118 936 5390**. You can call them for advice or a visit, but be prepared: you may be asked to attend a surgery to see a doctor. This service operates on weekdays between 6.30pm and 8.00am, at weekends and on bank holidays.

THE ADVANCED NURSE PRACTITIONER

What Is An Advanced Nurse Practitioner?

Advanced nurse practitioners are qualified registered nurses who have undertaken specific advanced training to Honours Degree level. The nurse practitioner does not replace your doctor, but works as an additional and complementary service. A nurse practitioner has been available at The Avenue Medical Centre since March 2004.

What Do Advanced Nurse Practitioners Provide?

Nurse practitioners care for children and adults during ill health and illness alongside the general practitioner by:

- Diagnosis and treatment of common health problems such as infections, minor illness and injuries.
- Diagnosis, treatment and monitoring of chronic diseases such as asthma, diabetes and heart disease.

The nurse practitioner will consult with the doctor where necessary.

Why Choose An Advanced Nurse Practitioner?

- Provide individualised care, focusing not only on health problems, but the effects problems have on people and their families.
- Explain the details of health problems, medications and other health topics to help people fully understand how to care for them. Ask about people's worries and concerns about health and their health care needs.
- Emphasise health and self care by giving people the information they need to make lifestyle choices and provide care and health promotion.

THE NURSES

The nurses are fully trained and are available to be seen by appointment only for dressings, cervical smears, minor injuries, injections, immunisations and blood pressure monitoring. They also run specialised clinics.

Nurses can help you with your health care needs.

Some of the services provided by the practice under GMS (General Medical Services) are as follows:

Advanced Nurse Practitioner - Sister Phyllis Sopp

The advanced nurse practitioners work alongside GP colleagues as an additional resource for the assessment, diagnosis and treatment of your health care problems. They offer specialist respiratory care in the diagnosis, management and treatment of chronic respiratory diseases.

For the latest information click to: www.theavenuemedicalcentre.co.uk

Specialist Practice Nurses - Sister Nicola Oatley and Sister Theresa Benedict

Baby immunisations	Cervical smears
Dressings	Diabetic checks
Heart disease checks	Ear syringing
Smoking cessation advice	Removal of stitches
Travel vaccinations	ECGs
Minor illness	Diabetic specialist

Not Suitable For Minor Illness Clinic

Chest pain	Depression
Abdominal pain	Chronic long-term illness
Breast lumps	Palpitations
Back pain	Visual disorders
Headaches	Dyspepsia

Antenatal care

IF UNSURE WHETHER YOUR PROBLEM IS SUITABLE FOR THE MINOR ILLNESS CLINIC, THE RECEPTIONIST WILL BE PLEASED TO HELP YOU.

Health Care Assistant - Trisha McCrorie

Blood pressure checks	Blood tests
Ear syringing	Influenza and pneumonia vaccinations
ECGs	New patient checks
Spirometry assessment	Urine checks
Vitamin B12 injections	Smoking cessation
Lifestyle advice	Wound care/dressings

CRYSTAL TEAM MIDWIVES

Please contact the surgery to inform us of your pregnancy. Our receptionists will take your details and inform the midwives. They will then get in touch with you directly to arrange your antenatal care. They can be contacted on: 01753 634561.

THE PHLEBOTOMIST/HEALTH CARE ASSISTANT

The health care assistant is also a trained phlebotomist and runs blood clinics between 9.00 - 11.30am Monday, Tuesday, Wednesday and Friday mornings. She is also available for blood pressure checks, ECGs, new patient medicals, smoking cessation advice, ear syringing, spirometry assessment, vitamin B12 injections, influenza and pneumonia vaccinations.

CLINICS AVAILABLE

Baby Clinic

This clinic is run on Thursday morning between 9.00 - 11.15am. If you cannot attend your appointment please come to the next available clinic. Please note, it is important for your child's health to keep their immunisations up to date.

Child Health Clinic

This is held each Thursday morning between 9.15 - 11.15am.

Smoking Cessation Clinic

Clinics are available every Thursday afternoon by appointment.

Minor Surgery Clinic

This is held on Tuesday afternoons and is for the removal of unwanted lumps and bumps etc.

Diabetic Clinic

This is held every Tuesday and Friday morning by pre-arranged appointment.

Respiratory Clinic

Asthma and COPD clinics are held regularly and appointments can be made at reception. Screening for respiratory illness with spirometry is also available for smokers or ex-smokers aged 35 years + by appointment.

Contraceptive Advice And Family Planning

Contraceptive advice and choices eg contraceptive pill, injection or IUCD are available during normal surgery hours. Appointments can be made at reception.

Emergency Contraception

Emergency contraception is available throughout normal surgery hours.

Counselling

This is held during the week within normal surgery times. A referral to see the counsellor is via a GP only. Please contact the receptionists for further details.

THE RECEPTIONISTS

Our receptionists are fully trained and do a very difficult job well. Please remember that if you are kept waiting or they seem to ask one or two irritating questions, they are just carrying out our policy, which aims to ensure the practice runs smoothly.

THE HEALTH VISITOR

Our health visitors care for expectant mothers and children under five. They are based at the Britwell Clinic. Telephone number 01753 520253.

THE DISTRICT NURSES

The district nurses provide expert care for patients in their own home. The doctors or the hospital arrange this nursing care. The district nurses are based at the Britwell Clinic and can be contacted on 01753 530030 between 8.30am - 4.00pm Monday to Friday. In the event of an emergency the district nurse team can be contacted via the Out-of-Hours Service on 0118 936 5653 or 0118 936 5636.

TRAINEE GPs

Dr Neil Coleman has undertaken the teaching or training of GP registrars at the practice. The practice has made a conscious effort to develop as a training practice and supplies a teaching environment for medical students, doctors taking clinical attachments, pharmacists, pharmacy advisers, nurses and the community matron. Periodically the practice will have trainee GPs, hospital doctors or medical students who may sit in with our doctors. You will be advised about this when you arrive for your appointment. Should you have any objections please inform the receptionist.

ADMINISTRATION

Our administration staff deal with ambulance enquiries, medical reports and secretarial duties along with normal day-to-day administration work for the surgery. If you have any comments regarding the service that is provided from the surgery, please contact Mr Steve Gowing, practice and business manager.

FREEDOM OF INFORMATION ACT 2000

The Freedom Of Information Act 2000 obliges the practice to produce a Publication Scheme. A Publication Scheme is a guide to the 'classes' of information the practice intends to routinely make available. The Freedom of Information legislation gives the right of access to all types of information held by the NHS and its partners. It gives the public the right to be told whether the information exists and the right to receive the information.

For more information about this, please contact the practice manager or visit the website www.foi.nhs.uk

PROTECTING PATIENT CONFIDENTIALITY

We ask for information about yourself so that you can receive the correct care and treatment. This information is kept together with details of your care on computer and within your paper records. It will be needed if we need to see you again. The NHS has a common law duty to safeguard the confidentiality of information it holds, particularly with regard to personal health data. The Avenue Medical Centre will respect patients' right to privacy and confidentiality of information.

Sometimes we need to pass on information to third parties. We will only ever use or pass on information about you if there is a genuine need and we will anonymise this information where possible.

Stay in touch with our website: www.theavenuemedicalcentre.co.uk

The main reasons why your information may be used:

- For continuing health and treatment
- Safeguarding the health of the general public (in this instance the information can be anonymised)
- The managing and planning of our service (to ensure we meet the patients' needs)
- Investigating complaints or legal claims
- To review current practice to provide a high quality of care
- To provide training and continuing education to raise standards of care
- Auditing and statistics

Where possible all personal identifiers will be removed.

ACCESS TO HEALTH RECORDS

You have the right to access your medical records and to the information held on the computer system. If you wish to see this information please contact the practice manager by letter formally requesting a copy. There is a fee for providing the copies so please check this with the receptionists initially.

Patients and visitors are advised that:

Staff may ask you for additional proof of identification.

By establishing that you are authorised to receive confidential information our staff are protecting the interests of the patient.

Please understand that if your identity cannot be proved you may be refused the information. If you have any questions please put them in writing to the practice manager.

THE COMPLAINTS PROCEDURE

If for any reason you may need to make a complaint about our service, please contact the practice and business manager on 01753 542549 or write to:

Mr Steve Gowing, The Practice & Business Manager
The Avenue Medical Centre, Wentworth Avenue, Britwell Estate
Slough, Berkshire SL2 2DG.

The Customer Care Service also has a role to advise people about the complaints process. They can be contacted between 9.00am - 5.00pm on 01753 635615 or by email on: pals.berkseast@berkshire.nhs.uk or write to:

PALS
Beech House, Upton Hospital, Albert Street, Slough SL1 2BJ

For more information about primary care services in the area please contact either Berkshire Primary Care Trust or Thames Valley Primary Care Agency:

Thames Valley Primary Care Agency
7 - 9 Cremyll Road, Reading, Berkshire RG1 8NQ
Tel: 0118 918 3333

For the latest information click to: www.theavenuemedicalcentre.co.uk

OUR MISSION STATEMENT

This practice is committed to giving you the highest possible standard of service. We aim to achieve this by working together with you to help you attain the best possible health.

Help us to help you. Please...

- Try to be courteous to practice staff at all times
- Remember you are the person responsible for the health of your family and yourself. We are here to help and advise
- Make a separate appointment for each person who needs to be seen
- Consecutive appointments can be arranged
- Tell the surgery immediately if you cannot keep your appointment. We may be able to fit someone else in on your cancellation and arrange another appointment for you if necessary
- Try to telephone at the end of surgery (11.30am - 12 noon) if you require telephone advice
- Note that surgery hours are 8.00am - 6.30pm Monday to Friday. There are also pre-bookable appointments only available on Saturday mornings between 8.00 - 11.30am. Only call outside these hours if you feel your problem is really urgent and cannot wait until the surgery re-opens
- Ask to be visited at home ONLY if you are too ill to come to the surgery
- Always inform the surgery if you change your name, address, or telephone number
- Order prescriptions in plenty of time
- **Remember the doctor has 10 minutes for your appointment, therefore try to be realistic about what can be achieved in this time.**

USEFUL TELEPHONE NUMBERS

East Berkshire Out-of-Hours Service	0118 936 5390
Harrison's Chemist	520872
Health Visitors	520253
District Nurses.....	530030
Dentist.....	526301
Wexham Park Hospital	633000
Heatherwood Hospital	01344 633333
Cascade.....	821441
British Pregnancy Advisory Service	08457 304030
The Garden Clinic	635322
Out And About (Disabled Services).....	691131
Andrew Keen (Local Chiropodist)	525131
Upton Hospital.....	821441
Crystal Team Midwives	01753 634561
King Edward VII Hospital	01753 860441
NHS DIRECT	0845 46 47
A nurse-led telephone service offering confidential healthcare advice and information 24 hours a day. Website: www.nhsdirect.nhs.uk	
Slough Walk-in Centre.....	635505

Slough NHS Walk-in Centre provides health advice, information and treatment. No appointment is necessary.

Opening times: 7.00am - 7.00pm Monday to Friday, 9.00am - 5.00pm Saturday and Sunday and bank holidays

Address: Upton Hospital, Albert Street, Slough, Berkshire SL1 2BJ



MOONLIGHT PHARMACY



Working for you - 7 days a week

Monday to Saturday 7am to 11pm Sunday 12 noon to 4pm

- Free prescription collection and delivery service
- Free blood pressure monitoring
- Free medicine use review
- Free stop smoking service
- Free minor ailments scheme
- Free support to community patients
- Free health advice and diagnostic service
- Free care/nursing home support
- Emergency hormonal contraception



Car parking available
 Buses (stop outside surgery)
 No 25A Langley / Maidenhead
 No 58 Slough / Uxbridge
 No 78 Slough / Maidenhead 75
 No 76 Slough Trading Est.

Moonlight Pharmacy, Wentworth Ave, Slough SL2 2DG
 Tel 01753 554275 www.moonlightpharmacy.co.uk
 Email: moonlight.pharmacy@hotmail.co.uk

“Your toned summer body starts here!”

Physical Fitness for Women

The only way to get that body is through good cardiovascular exercise and physical fitness, coupled with a healthy diet!

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Thursday evening class
7.00 – 8.00pm - £5

Based at Heathrow Boxing Club
422 Bath Road, Longford UB7 0EB

For more information contact:
 020 8123 1271 / 07976 848371
 Email: heathrowboxingclub@yahoo.com



How can a Personal Trainer help?

Some people are happy to follow their own programme in their own time and place, and at their own pace. However, for those who lack the time, motivation, or energy to train effectively on their own, a Personal Trainer can be the answer. The support, advice and encouragement they offer comes with safe exercise techniques to help you avoid injuries.

So, when should you consider a personal trainer? Well, when you are overweight, when you are underweight, when you are unfit, when you want to get fitter, when you have just had a baby, when you are in training, when you are bored with training, when the kids have left home, when the jeans don't fit, when you are too busy to keep fit, when you are going skiing, when Christmas has happened, when Summer is about to happen, when aerobics has got boring, when you can't avoid the mirror, when you always avoid the scales; in short, when you want to!

A personal training session will normally last for one hour. This will usually follow along the lines of a brief warm-up followed by your main training programme then a cool down or relaxation period. Programmes may vary from one session to the next according to your progress.

ADVERTISING FEATURE

FREE PRESCRIPTION COLLECTION SERVICE

I am authorising the pharmacist at **MOONLIGHT PHARMACY** to pick up my repeat prescriptions from the surgery and have them ready for collection/delivery.

Patient's name

Address

.....

.....

Telephone no..... Signature.....

Dr Coleman & Partners
Wentworth Avenue, Britwell Estate, Slough SL2 2DG
Telephone Number: 01753 524549

Slough Sure Start Children's Centres

Building a future in every neighbourhood

Family services and quality childcare at:-

- Claycots Primary School, Monksfield Way, SL2 1QX 01753 578691
- Cippenham Nursery School, St. Andrew's Way, SL1 5NL 01628 559085
- Montem Primary School, Chalvey Grove, SL1 2TE 01753 574387
- St. Mary's C of E Primary School, Yew Tree Road, SL1 2AR 01753 527571
- Penn Wood Primary School, Penn Road, SL2 1PG 01753 574420
- James Elliman Primary School, Elliman Avenue, SL2 5BA 01753 896688
- Marish Primary School, access via Romsey Close, SL3 8PE 01753 540797
- Upton Lea Community Centre, Wexham Road, SL2 5JW 01753 554513

Centres opening soon in the Colnbrook & Haymill areas. For details, call 01753 476566.

www.slough.gov.uk
Slough
Borough Council

IN PARTNERSHIP WITH
SureStart

A Sure Start In Life

THE demands of modern life can sometimes leave parents feeling they have nowhere to turn when in need of advice, support and family-friendly services within their local community.

The Government-backed Sure Start initiative, with Sure Start Children's Centres located throughout the UK, takes a new approach to the problem, offering a complete range of services designed to help and support families from all backgrounds.

"We are a one-stop shop where families of young children can access services ranging from childcare and after-school clubs to health services, adult education opportunities and housing advice," said Anne Evans, Senior Co-ordinator with Slough Sure Start Service.

"Our dedicated team understand how difficult it can often be to find the right type of child care, or help with a specific problem, which is why we have services they may require all available under one roof."

Located within the grounds of Claycots Primary School, but open to all, the centre offers a range of childcare solutions, including baby and toddler groups, crèche facilities and the popular music and story time sessions.

"It's quality care that promotes learning through play for children from three months to eight years," Anne said.

Health professionals, such as speech and language therapists, are on hand to provide professional help and support.

"For parents we have educational opportunities and courses, advice on resettling within the area, and practical help to return to work or further careers," added Anne.

Many of the services are also available within the community. For more information, call Outreach Development Worker Hannah Birkill on (01753) 578691, or see www.surestart.gov.uk

ADVERTISING FEATURE

To advertise **your** business to **our** patients on low cost, easy payment terms call 0800 0234 196.

CG HARRISON CHEMIST

59 Wentworth Avenue,
Britwell Estate,
Slough SL2 2DS

Tel: 01753 520872

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CHIROPODIST

Andrew Keen
MBCh.A

CLINIC or
HOME VISIT

Tel: **01753 648981**
or **07788 716145**



If **YOU** are reading this, then so could patients looking for your kind of service.

To place an advertising feature in our practice booklets and book a daily reminder of your service on our appointment cards and website simply phone Jenny Mellenchip now on 0800 612 1516



Maps of Practice Area and Street Location

