

HELP US TO HELP YOU

- Arrive for your appointment on time.
- Always notify the surgery if you cannot attend.
- Always take your medication and request your repeat medication on time.
- Be aware of the multiple options available should you feel ill

REPEAT PRESCRIPTIONS

To request your medication, you can request online, through your pharmacy, by posting a written request or by filling out a repeat request form found in the surgery. We do not take any requests over the phone. Requests can take up to two working days to be completed and will be sent to your nominated pharmacy.

NEW PATIENTS

To register, you must live within our practice boundary. To register you must complete the two forms found on the surgery website- registration form, and medical questionnaire. If you don't have access to the internet registration forms can be found in the surgery. All new patients are entitled to a health-check when joining the practice.

CLINICS

Several clinics are held at Crosby House, which help deliver all-around care. Some examples are diabetes, asthma, hypertension, travel clinic and many more. Please enquire at reception for more details on how to attend these clinics.

Contact us

91 Stoke Poges Lane
Slough
SL1 3NY
Tel: 01753 520680

www.crosbyhousesurgery.co.uk

Opening Hours

Monday- Friday
08:00-18:30

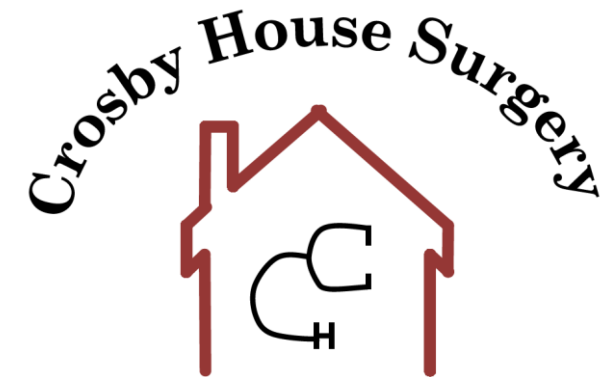
Out Of Hours

*For urgent advice and treatment
when the practice is closed call NHS
DIRECT on 111
Or 999*

Extended Hours

We also offer weekend & Evening appointments, which are hosted at Crosby House. Please ask at reception or visit our website for further details.

Patient Information Leaflet



Partners-

Dr G S Hear
Dr M Hoskin

Salaried GPs-

Dr V Nithiananthan Dr M Lee
Dr E Jenkins Dr Salih Dr Syed

Pharmacist

Sheeba Perrera
Amina Tanveer

Physician Associate

Arishma Mehta

APPOINTMENTS

Ring the surgery (01753 520680) to book an appointment. Our lines open at 8am each day.

- We offer book on day appointments each day
- Nurse appointments/ Chronic Reviews can be booked in advance
- If you cannot attend your appointment for any reason, please inform us as soon as possible in order for us to offer it to someone else.

HOME VISITS

For everyone, a home visit by a Doctor is able to speak to 6 patients on the phone; the risk to the patient and the doctor of catching Coronavirus is also significantly higher when carrying out home visits.

For this reason, we try to resolve any issues over the phone and, if needed, ask patients to come into the surgery. However, we can visit you at home if your condition means you cannot attend the practice. Please ring before 10:30am to arrange a visit and let us know if your condition is urgent.

ONLINE SERVICES

EConsult, found on the surgery website, enables us to offer online consultations. Admin requests (such as repeat sick notes) can also be requested through this platform. Online access is also a handy tool which allows you to access your records, request medication, and view test results online.

SUGGESTIONS, COMMENTS & COMPLAINTS

Crosby House Surgery seeks to provide a welcoming and professional experience to all our patients. However, if you wish to discuss any aspect of our service, whether negative or positive, please do so in writing to the Practice Manager. If this is a complaint, we will send you an acknowledgement letter and will begin investigating the matter. We aim to respond to the complaint within 28 days.

The following services offer support and guidance- Advocacy in Slough Tel: 01753 415299

PALS: Patient Advice and Liaison Service Tel: 01753 636808







PATIENT CONFIDENTIALITY

We comply fully with the Data Protection Act, and the General Data Protection Regulations. All members of the team (from reception to doctors) in the course of their duties will have access to your medical records and all adhere to the highest standards of confidentiality.

When registering with a GP surgery, your information is then provided to the NHS in order to provide you with the best medical care. Your information may also be used by the NHS to improve patient care all around and commission other services. You can opt out of this data sharing by completing forms which can be found on the Crosby House Surgery Website. For more information, speak to the reception team.

As a patient of Crosby House Surgery, you are entitled to access your medical records. A Subject Access Request form should be filled out to view these, which can also be found on the surgery website.

Feeling unwell? Choose the right service

 Self-care Hangover. Grazed knee. Sore throat. Cough.	 NHS 111 Unsure? Confused? Need help?	 Pharmacist Diarrhoea. Runny Nose. Painful cough. Headache.	 GP (Doctor) Unwell. Vomiting. Ear pain. Back ache.	 NHS Walk-in Services If you cannot get to the GP and it is not getting any better.	 A&E or 999 Choking. Severe bleeding. Chest pain. Blacking out.
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