



LANGLEY HEALTH CENTRE

www.langleyhealthcentre.co.uk



Contact information:

Langley Health Centre
Common Road, Langley, Slough, Berkshire, SL3 8LE

Telephone: 01753 544288

Opening times:

Monday	08:00 – 18.30
Tuesday	08:00 – 18.30
Wednesday	08:00 – 18.30
Thursday	08:00 – 18.30
Friday	08:00 – 18.30
Saturday	Closed
Sunday	Closed

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Updated: November 2019

Welcome to Langley Health Centre

Langley Health Centre has been established for at least 50 years serving our patients. The Doctors share this building with district authority staff such as district nurses, podiatry, community dentistry and counselling services with whom we work in close co-operation. We see our main responsibility as being able to work with local healthcare providers to the benefit of our patients' health and convenience. We intend to increase on-site facilities for patients as resources permit.

We look after approximately 20,000 patients. There are fourteen doctors of whom there are 11 males and 4 females. Irrespective of the doctor's name on your medical card you may, subject to availability, see any doctor.

We are an approved training practice for doctors in training for the Oxford Deanery. In addition we also train medical students from Southampton University and a number of the London Medical Schools including Imperial College, Kings and UCL medical schools.

As part of the approval process, an inspection of patient's medical records at intervals by doctors from outside the practice happens. They treat the contents of these records as strictly confidential. If for any reason you object to your own records being looked at in this way please inform your doctor.

Accessible Information Standard

We will always try to provide information and correspondence in formats patients will find easy to understand. If you have a communication problem of any kind please let us know and we will make sure we provide information in the way that you would like us to. If you need the practice to provide information in a different format such as large print or easy read please let us know and we will arrange this.

LANGLEY HEALTH CENTRE Practice Patient Participation Group

Do you have an opinion about the practice, an innovative idea, are you concerned about the changes happening in general practice, or would you just like to keep up to date?

Then consider joining the Patient Participation Group.

This Group is dedicated to you, the patient. It is an opportunity for you to get together with other patients and a practice representative and discuss the issues that affect you most. The group's main objective are to improve and extend systems and services provided to patients; to be a voice for patients - put forward your suggestions and ideas; and to explain in laypersons terms and general issues and concerns patients have.

It is also a chance for us to learn how we can improve the varied services that we offer you.

If you are interested in becoming a member of the group or want to find out more please email sloccg.langleyppg@nhs.net. One of the group members will contact you back.

Virtual Patient Participation Group

This is a group which has been set up in response to patients that have said they would like to be involved in a Patient Group but are unable to attend meetings.

As a member of the Virtual Patient Participation Group we will send you messages asking for your opinion on a range of topics, as well as receiving information about the practice, such as our quarterly newsletter.

Please fill out a form in reception. You can also join our Virtual PPG WhatsApp group by messaging 07305661711 or using the QR code provide. You will be asked for you opinion on our services and we will send our quarterly patient newsletter.



Patient Confidentiality

We respect your right to privacy and keep all your health information confidential and secure. It is important that the NHS keeps accurate and up-to-date records about your health and treatment so that those treating you can give you the best possible advice and care.

Your information may be shared with our partner organisations with your consent. For further information about who our partner organisations are and how your data will be used please see the privacy notice on the practice website alternatively ask at reception. If you do not want your information to be used for any purpose beyond your care, please let us know so we can code your record appropriately.

We aim to treat our patients courteously at all times and expect our patients to treat our staff in a similarly respectful way. We take seriously any threatening, abusive or violent behaviour against any of our staff or patients. If a patient is violent or abusive, they will be warned to stop their behaviour. If they persist, we may exercise our right to take action to have them removed, immediately if necessary, from our list of patients.

Complaints

We aim to give a friendly and professional service to all our patients. However, if you have any concerns about any aspect of our service or your care, please let us know. Speak to whomever you feel most comfortable – your GP, our practice manager or our reception staff will be happy to help. We hope that we can sort most problems out easily and quickly as possible. If you would like to make a written complaint, then please either write to the practice manager or fill out the complaints form at the reception desk. If you feel we have not dealt with the issues you have raised, as you would wish, you can refer the matter to:

The Parliamentary and Health Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP
Tel: 0345 0154033
www.ombudsman.org.uk

The Practice Team

Doctors

Dr Nazaff Adam (male)

Dr Asif Ali (male)

Dr Sufian Jabbar (male)

Dr Sajid Ali (male)

Dr Q Arsiwala (male)

Dr Amandeep Manak (female)

Dr Jaipreet Panesar (Female)

Dr Kabir Ahluwalia (Male)

Dr Haroon Sayed (Male)

Dr Rehan Chaudary (Male)

Dr Sarah Leaver (Female)

Dr Irfan Sayed (Male)

Dr Jamal Ali (Male)

Dr Zain Manji (Male)

Dr Sunita Sadheura (Female)

Doctors in Training

As a practice we want to train the clinicians of the future. This practice is a specially approved for the postgraduate training of doctors in general practice. Dr A Ali, Dr S Jabbar, Dr S Ali and Dr A Manak are all approved trainers from the Oxford Deanery. The following are all qualified doctors, who are with us for training within our practice.

Dr Sacha Cammock (Female)

Dr Iram Qazi (Female)

Dr Vinoth Rasayanagam (Male)

Dr Jagdip Nijran (Male)

Dr Tejal Thakar (Female)

Doctors in training are always supervised by a senior doctor. The doctors in training are all fully qualified doctors and are undergoing this extra training to become GP's. You will be always asked to agree to a medical student sitting in on a consultation and you have a right to decline if you wish.

Physician Associate – Winnie Naisaiye

Physician associates support the doctors in the diagnosis and management of patients.

Nursing Team

Our team of practice nurses make routine assessments, give vaccinations, assist in the treatment room, and perform urgent blood tests, ECGs and other

investigations. They can deal with all minor illnesses, and can look after patients with chronic conditions such as asthma, diabetes, and hypertension.

Nurses:

Rabina Khan
Janine Gaudiel
Jaswinder Bola
Hannay Murray
Clariza Camu

Healthcare Assistant:

Jasmeen Cantos
Sameera Khan
Mussarat Munir

Clinical Pharmacists

Our Clinical pharmacists carry out all medication reviews, can deal with minor illnesses and asthma reviews.

Clinical Pharmacists:

Huma Akhter
Maria Akbar
Bobur Ahad

Paramedic Practitioner

Nikki Hopkins our Paramedic Practitioner carries out home visits and can deal with minor illnesses.

Practice Manager – Kulvinder Dyal

If you wish to make enquiries about administrative or non-medical aspects of your care, or if you have any suggestions or complaints about the practice, please do not hesitate to contact our Practice manager.

Receptionists

The first people you will usually come into contact with are the receptionists. They help with making appointments, giving results, managing prescriptions and general advice.

Medical Secretaries

Organise referrals to hospitals and manage paperwork.

WHEN TO SPEAK TO THE DOCTOR OR NURSE

1. If you are unable to keep fluids down for over 12-24 hours.
2. If the diarrhoea isn't settling within 3-4 days.
3. With continual abdominal pain.
4. In a child less than six months old.
5. If repeated attacks occur.
6. If blood is present.
7. If your work involves food.

CYSTITIS

Cystitis is an inflammation inside the bladder. There may be a burning or scalding pain in the water passage (urethra) when you pass water, the need to pass water more often than usual although you may only pass very small amounts and an urgent need to pass water for fear of losing control. There may also be fever, an ache in the abdomen or back, cloudy urine or blood in the urine.

WHAT TO DO

1. Immediately drink ½ litre of water.
2. Drink another ¼ litre of liquid every 20 minutes until you are passing large amounts of water.
3. Take painkillers such as Paracetamol.

WHEN TO SEE THE NURSE

1. If an attack of cystitis lasts longer than two days despite self-treatment.
2. If you have repeated attacks.
3. If you notice blood in your urine.
4. All children with cystitis.
5. All men with cystitis.
6. If you have a fever or pain in the sides of your abdomen
7. If you are pregnant (contact your midwife).

SORE THROATS

Most sore throats are caused by viruses. Antibiotics do not work against virus infections and the symptoms will usually clear without any treatment within a week. If you are sneezing, have a running nose, hoarseness, or a cough, you probably have a virus infection. Another cause of sore throats is smoking or inhaling smoke which causes inflammation and may make your throat sore.

HOME REMEDIES

1. Warm drinks.
2. For adults: two soluble Aspirin gargled and swallowed every four hours (NOT in children under 12 years who should be given Paracetamol).
3. Stop smoking and avoid smoky rooms.

WHEN TO SEE THE DOCTOR

1. If swallowing drinks is impossible.
2. If it deteriorates after two days.
3. If your temperature exceeds 39 degrees centigrade.
4. If a child is drooling having difficulty with swallowing.
5. If there is difficulty in breathing.

DIARRHOEA

Diarrhoea is the passage of loose, usually watery motions. It can be associated with crampy abdominal pains or vomiting. Usually it eases within 2-3 days. Diarrhoea is unpleasant but rarely dangerous and is usually caused by a mild infection – viral or bacterial.

PREVENTION

Food hygiene: keep food covered and appropriately refrigerated and washing the hands before food preparation and after visiting the toilet are important in the prevention of diarrhoea.

TREATMENT

Drink plenty of clear fluids. Food can be taken in moderation if you are hungry.

How to make an appointment

Our appointments are available to book in a variety of time frames: on the day appointments for patients with urgent problems and 1 week in advance appointments. In addition we provide evening and weekend appointments, at the Bharani medical centre; as well as online bookable for advance booking appointments and telephone appointments.

To make an appointment ring 01753 544288. The phone lines are open from 8:00am- 6:30 pm Monday to Friday. Although the phone lines can get busy at peak times, especially early in the day, we have installed a new phone system with real time monitoring to provide the best service possible for you. We have more phone lines coming into the surgery than any other surgery in Berkshire. Your request for an appointment will be dealt with by one of our reception staff who will help to make you an appointment with the appropriate clinician. Normally you will be offered the earliest appointment with the doctor of your choice. If they are fully booked you may be offered an earlier appointment with another doctor. If you feel your problem is medically URGENT and there are no appointments available please tell the receptionist and she will arrange for a clinician to contact you on the same day. Please give the receptionist some information about the nature of the problem as this will enable her to direct your query appropriately and allow the clinician to be able to triage calls according to clinical urgency. All receptionists are trained in confidentiality matters.

Online appointments

On-line booking of appointments are offered – To register for online booking please bring photographic ID to reception and the receptionist will provide you with your log in details. We do not offer online booking for patients under the age of 18.

How to Cancel an Appointment

If you no longer require your pre-booked appointment with the doctor or nurse please cancel by phoning 01753 544 288, and press option 2. A failed appointment is a wasted appointment that could have been used by another patient.

Telephone appointments

You are also able to book telephone appointments in advance with a doctor. If you need to speak to a doctor urgently on the phone then please ask for the duty doctor. The duty doctor will call back to deal with your request.

Home Visits

Home visits are only for those who are too elderly or frail to come to the surgery or for those whose illness is so severe they cannot leave the house. In the time taken to carry out one home visit the doctor can see, on average, four patients at the surgery so this allows more patients to be seen.

You may request a home visit by ringing 01753 544288. As far as possible we ask that these requests are made BEFORE 10:00 am. The clinician on call will phone you back to discuss the request

Evenings, Nights, Weekends and Bank Holidays

Emergency cover is available between 6:30pm-8:00am on weekdays, at weekends from 6:30pm on Friday until 8:00 am Monday and all day on Bank Holidays. To contact the GP Out of Hours Service phone free on 111. Our out of hour's service is provided by East Berkshire Primary Care Out of Hours.

The Slough Walk in Centre is available at Upton Hospital. It provides services for patients with minor ailments and injuries. Please note they do not have X-ray facilities. They are open 8am-8pm 365 days a year and no appointment is necessary.

Your local pharmacist

Your local pharmacist will be able to give you free health advice at any time, you don't need an appointment. Many pharmacies operate extended hours.

Accident and emergency/999

Whatever the day or time, if you or someone else experiences severe chest pain, loss of blood or suspected broken bones, go to our local accident and emergency department at Wexham Park Hospital or call **999**.

Accident and emergency departments are open 24 hours a day, 365 days a year and can assess serious injuries and provide emergency treatment.

Assuming you are otherwise feeling well, you need not worry if your cough and phlegm takes two or three weeks to settle, especially if you are getting gradually better. Coughs may be worse at night because you are breathing in cold, dry air which irritates the breathing passages. Smoking or inhaling other people's smoke makes coughs worse.

Your doctors will not prescribe antibiotics for coughs, colds and flu-like illnesses because they do not work against viruses. Antibiotics can cause side-effects. Some bacteria develop resistance to the antibiotic which can prevent it helping when it is really needed.

Coughing prevents mucus from blocking the air passages. It can be dangerous to try to stop this with cough mixtures.

HOME REMEDIES

1. The best treatment for adults is steam inhalations.
2. Humidify the air, especially in the bedroom. Boil a kettle once in the bedroom when there is a bout of coughing.
3. Hot drinks can be soothing.
4. Paracetamol can be used if there is a fever.
5. Stop smoking and avoid smoky rooms.

WHEN TO SEE THE DOCTOR

1. If the coughing is accompanied by breathlessness or pain in the chest.
2. If coughing produces blood.
3. If coughing produced UNUSUAL yellow or green phlegm.
4. If the cough persists for more than 3 weeks.

The following complaints do not usually require antibiotics:

Coughs, colds, hoarseness, sore throats, flu-like illnesses, bronchitis in young people and asthma.

TREATMENT OF MINOR ILLNESSES

TEMPERATURES

Children often get a high temperature (a fever) when they are poorly. If the child's temperature is above 37.5 degrees centigrade (or if you don't have a thermometer but you think your child has a temperature), try to lower it as follows:

1. Make the room cooler by turning off the fire and opening the window.
2. Take off the child's warm clothing.
3. If your child is in bed only a sheet is needed while the child is hot.
4. Give plenty of cool drinks.
5. Some children find sponging with tepid (cool but not cold) water soothing.
6. If your child still feels hot, or is miserable, give Paracetamol. Give the higher but correct dose as prescribed on the packet. Repeat every four hours if necessary to a maximum of four doses in 24 hours.
7. If your child does not improve after taking Paracetamol, contact the doctor.
8. You will not make your child worse if you take him/her in a pram or car to see the doctor. Sometimes the fresh air makes feverish children feel better.

COUGHS, COLDS, 'FLU

Colds and influenza are caused by viruses. In three or four days your body will make enough antibodies to kill the virus. However, the virus may have irritated the lining of the breathing passages and this may cause a cough.

A cough is not a bad thing: it is there for a reason. It helps defend your lungs by making sure that any secretions your tubes produce are coughed up rather than settling in the lower lungs where they would cause trouble. Similarly "phlegm" or "sputum" is there to act as a barrier to catch the dust and germs that we breathe in.

Repeat prescriptions

All repeat prescriptions should be ordered by using the printed slip attached to your previous prescription; If you do not have this the receptionist will be happy to reprint this for you. We are unable to take requests for repeat prescriptions over the telephone as many medications have similar names and this may lead to errors.

Repeat prescriptions can be ordered on-line, registration is required- please bring photographic ID to reception to be set up for online access.

Please note repeat prescriptions will be ready for collection after 2 working days; this does not include the day of submission.

BLOOD TEST AND XRAY RESULTS

As of 1st April 2018 we will only contact patients that require a follow up, this means you will not be contacted if your results are normal.

Results can be viewed online, to register for online access please bring photographic ID to reception and you will be given log in details.

Blood tests

You can have blood tests done at 2 different locations.

Herschel Medical Centre, 45 Osbourne Street, Slough, SL1 1TT. Monday to Friday 7.30am to 5pm. Please call 01753 633472 to make an appointment for this service.

Wexham Park Hospital. Under 7s should go to the Paediatric Assessment Unit (Ward 24), Monday to Friday between 8.00am to 9.15am. All other patients should go to the pathology department Monday to Friday, 7.30am to 5pm.

If you are needing a glucose tolerance test, then please call 01753 633472 for an appointment.

Please note for some chronic conditions and disease monitoring, blood tests are done at the surgery. However you will be informed if this applies to you.

Clinics and Services

Well baby clinic - No appointment necessary. Run by the health visitors.
Thursday 9.30am-11.30am

Baby Vaccinations - Run by the practice nurses. Wednesday 2pm-4.30pm

Antenatal - Doctors and Midwives clinics. By appointments.

Postnatal and 8 week Baby check - Doctors clinic. By appointments on Tuesday mornings.

Cervical Smears - We strongly recommend women between 25 and 65 years to have a cervical smear, every 3-5 years, depending on your age.

Asthma and COPD Clinics - For help in understanding, self-management, and correct use of inhalers. Attendance recommended at least once a year.

Diabetic Clinics - Multidisciplinary care for diabetics. These are held on Tuesday and Thursday afternoons.

Hypertension Clinics - For blood pressure checks, run by our practice nursing team.

Anticoagulation Clinic - Weekly clinic on Thursdays to monitor a patients INR

Travel Advice – Advice on immunisation for foreign travel with a nurse. We are also a Yellow Fever Vaccination Centre.

Flu Clinics - Numerous clinics from September for the flu vaccine to those patients that need it.

Chaperone

If you feel you would like a chaperone present at your consultation please inform your Doctor/Nurse and they will be happy to arrange this for you.

Have you had your NHS Health Check?

NHS Health Checks are now offered to patients aged between 40 and 74 once every 5 years. This check is to assess your risk of developing heart disease, stroke, kidney disease or diabetes. By taking early action you can improve your health and prevent the onset of these conditions.

The check will include several measurements such as blood pressure check and blood tests, including cholesterol. These measurements will allow us to evaluate your health and allow us to promote your future physical wellbeing. Please tell the reception staff you wish to book an appointment for the "NHS Health Check" and bring a sample of urine with you.

Family Planning

Our doctors and practice nurses offer a comprehensive family planning service during normal surgery times. However please note that the fitting of coils and implants will require a special appointment – please discuss this with the clinicians who will arrange this for you.

Emergency contraception is effective for up to 72 hours after sexual intercourse. Please ask the receptionist for an emergency appointment to obtain this but please explain to the receptionist what the problem is. The receptionists are trained in confidentiality matters and the information you give them will enable them to help you without unnecessary delay. A room is available for private discussion with the receptionist if required – please ask.

Sexual Health Clinics

Our local sexual health clinic is the Garden Clinic at Upton Hospital. The Garden Clinic provides a free, confidential, non-judgemental, integrated Sexual Health Service. Please call 01753 635302 for session times. Drop in clinics are available.

Testing and treatment of sexual infections (STI's), contraception including emergency contraception, HIV testing and treatment and emergency treatment following HIV risk (PEP) are all available.

You do not need a referral from your GP.