

## PRACTICE STAFF

### Practice Manager

Sheila Sunner

### Assistant Practice Manager

Daniel Jones

### Nursing Team

Satwant Nagra

Shahnaz Gill

Suseelan Balasubramaniam

### Administration

Paula Ainsworth

### Secretary

Suzanne Mudge

### Reception Team

#### Senior Receptionist

Harjit Dyal

Christina McCormack

Susan Robinson

Manjit Virk

Naaz Mir

Manveer Sadhra

Parminder Dhanoa

## OPENING TIMES

Monday 8am – 6.30pm

Tuesday 8am-6.30pm

Wednesday 8am-6.30pm

Thursday 8am-6.30pm

Friday 8am-6.30pm

## EXTENDED HOURS

We also offer early morning appointments from 07:30 – 08:00 on Tuesday, Wednesday and Thursday and late evening appointments from 18:30 – 19:00 on Monday, Tuesday, Wednesday and Friday. Please note that these are routine appointments which we'd prefer were used by patients who cannot access our normal opening hours.

## OTHER LOCAL NHS SERVICES

- Call NHS 111 for free expert NHS health advice and information 24 hours a day (calls charged at local rates). Or log onto [www.nhs.uk](http://www.nhs.uk) for more information.
- Slough NHS Walk-in Centre, Upton Hospital, Albert Street, Slough, SL1 2BJ – to see an experienced clinician for treatment of minor injuries and illnesses seven days a week, 8am until 8pm. You do not need to make an appointment.
- Your local pharmacists will be able to give you free health advice and you don't need an appointment. Many pharmacies operate extended hours on a rota basis. For details visit [www.nhs.uk](http://www.nhs.uk).

## Manor Park Medical Centre

A family practice committed to your well-being



2 Lerwick Drive, Slough, Berks, SL1 3XU

Telephone: 01753 539991

Fax: 01753 515089

Website: [manorpark-medicalcentre.co.uk](http://manorpark-medicalcentre.co.uk)

### Doctors

Dr Kesar Sadhra (M)  
DCH, DRCOG, MRCGP, MRCP, MBBS(1981)

Dr Kulvinder Sanghera (M)  
MBBS 1980, GPDipENT

Dr Sayra Baig (F)  
MRCGP, DRCOG, DFSRH Loc-IUT,PGCME, MBBS

Dr Sunitha Eapen (F)  
MRCGP, MBBS (1990)

## **APPOINTMENTS**

Ring our main switchboard number on (01753 539 991) to book an appointment or come into the practice from 8.15am each day. We offer appointments early mornings, during the day and late evenings.

- Urgent cases are seen on the day.
- Appointments can be booked 1 weeks in advance.
- Telephone appointments are available on the day only
- 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.

## **EMERGENCIES & OUT OF HOURS**

In an emergency please phone the surgery on 01753 539 991. The receptionist will contact the doctor on call. Our out of hours cover for evenings, weekends and Bank holidays is provided by NHS 111.

## **HOME VISITS**

Our doctors typically see 6 patients in the practice in the time it takes to do a single home visit. For this reason, we ask our patients to come to the surgery if at all possible.

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.

## **REPEAT PRESCRIPTIONS**

Please make your request by handing in your request slip, ticking items required, by post or by fax. Repeat prescriptions will normally be ready after 3:00pm two working days later. A collection service is provided by all our local pharmacists.

## **NEW PATIENTS**

The practice will only accept new patients within its practice area. Patients wishing to register will need to bring their previous doctors details or their passport to the surgery and make an appointment with a doctor, who will outline practice procedures. All new patients are offered a health-check when joining the practice.

## **CLINICS**

Various clinics are held in our surgery to provide you with all round care. For example; diabetes, asthma, hypertension, travel clinic, minor surgery, diet advice clinic, stop smoking clinic, ante-natal, well person and many more. Please enquire at reception for more details on how to attend these clinics.

## **HELP US TO HELP YOU**

We wish to offer you the best possible service; we believe this can be achieved by working together. You can help us by:

- Arriving for your appointment on time.
- Always notifying the surgery if you cannot attend.
- Always take your medication and request your repeat medication on time.

## **SUGGESTIONS, COMMENTS & COMPLAINTS**

Manor Park Medical Centre aims to give a friendly and professional service to all our patients. However, if you have any comments about any aspect of our service whether negative or positive, please let us know by writing to the Practice Manager.

In regards to a complaint, we will acknowledge, investigate and respond to you within 10 working days. If you would like support with making a complaint, you can receive professional support through the following services:

PALS: Patient Advice and Liaison Service  
Tel: 01753 636808

Advocacy in Slough  
Tel: 01753 415299

## **PATIENT CONFIDENTIALITY**

Your information which you provide to NHS via our practice will be used for your medical care but may also be used by the NHS to improve patient care and commission additional services. The information may also be available to NHS Slough CCG and Department of Health. All purposes for which data is processed are compliant with Data Protection Act 1998 and are notified to the Information Commissioners Office. Should you require any further information on how and why your personal data is processed please contact the Practice Manager.