

Your health and care services in Maidenhead

A guide to accessing general practice same day services

Since the start of the Covid-19 pandemic, health services have been adapting to varying conditions and changes in demand.

The numbers of people wanting medical care have been increasing steadily for some time, placing enormous pressure on existing services.

We know that when people have pressing health concerns they want to get them checked out quickly, because they want to either be put at ease or begin treatment for anything serious as quickly as possible.

GP practices in Maidenhead have been working to ensure you can get the treatment you need at the right place and the right time, both now and in the future.

This includes access to same day minor illness and minor injury appointments.

Your GP practice will be able to book you an appointment. They have made improvements to their telephone and web systems making it easier to book an appointment.

Please take the time to look through this leaflet, which explains what services are available locally and how, where and when you can access them.



Maidenhead Urgent Primary Care Service

Same-day urgent care services in Maidenhead are improving, with wide-ranging clinical expertise and more appointments to treat a variety of needs.

Minor illness services: All Maidenhead GP practices will continue to offer same-day appointments to their own patients. People with existing medical conditions may need to be seen at their own practice.

Please continue to book appointments through your local GP surgery either by phone or online to make appointments.

A triage system will be used to book appointments, as this ensures, you are in the right place to be treated, that you will be seen, and that you won't have to wait long. If you need same-day minor illness care, your GP practice can book appointments for you at St Mark's Hospital at the following times:

- ▶ **Monday to Friday: 8am – 8pm**
- ▶ **Saturday: 9am – 5pm**
- ▶ **Sunday: 9am – 1pm**

Minor injury services: Same-day appointments are available at St Mark's hospital for treating:

- ▶ cuts, bruises, grazes, dog and cat bites
- ▶ minor burns
- ▶ minor head injuries (except people on blood-thinning medication)
- ▶ injuries to hands, wrists, elbows, feet, ankles and lower legs
- ▶ soft tissue injuries and sports injuries
- ▶ dislocated fingers and toes

An x-ray service is available for diagnosing hand, finger, arm, foot, ankle, lower leg and knee injuries. If you need a same-day minor injury appointment, your GP practice can book appointments for you.

Minor injury services are available Monday to Friday, 8am–5pm.

This service CANNOT treat more serious injuries or conditions, such as from road traffic collisions, drug overdoses, deep vein thrombosis, severe allergic reactions or head injuries for people taking blood thinners. Maternity or gynaecological conditions are NOT able to be treated by the service.



Know where to go when feeling unwell

There are many NHS services that are on hand to help and support, but it's also important to ensure you are contacting the right service for your need. Support our NHS by making the right choice when you need health and care services.

Self-care: Many minor ailments, such as coughs and colds, headaches or stomach upsets, can be successfully treated at home with the help of a well-stocked first aid kit or medicine cabinet.

Frimley Healthier Together: Parents, carers, children and young people can also find lots of useful information and advice at: <https://frimley-healthiertogether.nhs.uk>

Pharmacy: Your local pharmacist is a highly trained medical professional. They can advise and support you with a range of issues, from minor aches and pains, scalds, allergies, sore throats, colds and bites and stings. No appointment is needed.

GP surgery: Your General Practice team is here to help you access the right support when you need it, whether that's via telephone, online or face-to-face.

Minor injuries: (See page 2 for information on the service available at St Mark's Hospital). There is also a walk-in minor injuries service available at Brants Bridge, Bracknell, RG12 9RT. Available Monday to Sunday, from 8am-8pm. X-ray is available every day except Saturday.

111: If you have an urgent health concern, but you're unsure what to do, visit 111.nhs.uk online or call 111, available 24/7. They will help right away and guide you to the right service for your needs.

Emergency department or 999: In the event of a life-threatening or serious injury or illness, such as chest pain, breathing difficulty, severe bleeding or severe allergic reaction, go to your nearest emergency department (Wexham Park Hospital in Slough, Frimley Park Hospital in Frimley, or the Royal Berkshire Hospital in Reading) or call 999.



What people are saying about the Urgent Primary Care service

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"I just wanted to say thank you so much for the excellent service I received this morning at the same-day access clinic. The nurse was polite, efficient and so very helpful – thank you. Also the system works well after getting an appointment through my doctor and being seen 2 hours later. The NHS at its best."

"I wish to express my appreciation for the care provided at St Marks over the last two weeks. The nurse was excellent in her manner, treatment, care and advice. She was a credit to the Primary Care Service."

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Share your feedback of using the service

Please share your experience of using the service. Your feedback will help us to review and shape this service.

Complete this short survey or scan the QR code:
https://mysay.is/maidenhead_upcs



Please be aware that we will not be able to respond to individual patient enquiries, comments or complaints.

GP practices in Maidenhead

- Cedars Surgery
- Claremont & Holyport Surgery
- Cookham Medical Centre
- Cordwallis Road Surgery
- Linden Medical Centre
- Redwood House Surgery
- Rosemead Surgery
- Ross Road Medical Centre
- Symons Medical Centre
- Woodlands Park Surgery



To get a copy of this leaflet in other languages or formats, please email frimleyicb.public@nhs.net