

Ascot Joint
Pain Clinic
Patient Guide



ASCOT MEDICAL CENTRE

Ascot Joint Pain Clinic

Thank you for choosing the Ascot Joint Pain Clinic. We provide clinical assessment and treatment of musculoskeletal conditions. A musculoskeletal condition is any condition affecting the joints, muscles, ligaments and nerves that may cause pain or reduced function.

This leaflet explains what to expect during your appointment.

If you have any questions before your appointment which has not been clarified in the leaflet, please email info@ascotmedical.uk

We are a privately run, GP led service, based at Ascot Medical Centre, Brook House, within the grounds of the new Heatherwood Hospital. The Joint Pain Clinic is open on Saturday mornings between 9am and 12noon.

The service is led by Dr Edward Williams, who has a background in orthopaedics and training in sports and exercise medicine. He is fully qualified and experienced, and registered with professional healthcare bodies.

You will already have an appointment letter with the date and time of your appointment along with this leaflet. If you do not already have details of your appointment or would like to rearrange it, please contact us via email info@ascotmedical.uk

When coming to your appointment, please ensure:

- You bring your appointment letter and a referral letter if you have one
- You bring a list of any medicines you are currently taking especially if you are on blood thinners such as aspirin and warfarin
- You bring a list of any questions you would like to ask
- You bring the report of any investigation you have had relating to your presenting problem
- You are appropriately dressed as you will need to be examined during your appointment.

Once your condition has been assessed, you may need further treatment, advice or investigations, and a follow up appointment. If you require an ultrasound scan to help confirm the diagnosis of your problem, this will be carried out during your consultation.

If you require further investigation - X-ray or MRI scan, this will be arranged locally, at an additional payment. Dr Williams may be able to give you some video clips of exercises to get you started on physiotherapy after your visit. This will be sent via email or printed off for you during your consultation. Your management options will be discussed and once your appointment is complete, a letter will be written to your referrer providing details of your assessment and management.

Cost of appointments and procedures

First appointment (30 minutes)	£150
Follow up appointment (20 minutes)	£75
Ultrasound guided injection (small joints)	£250
Ultrasound guided injection (large joints)	£350

Cancelling or changing your appointment

The patient will make an appointment via the website's Booking Appointment system and once booked, payment will be required. A link will be sent to the patient so that if they want to cancel, they are able to do so. However, late cancellations are not refundable but we are able to rearrange the appointment if needed. There is a deposit of £30 when making your appointment. This is non-refundable if you cancel the appointment. We will be able to rebook your appointment if needed.

Consent, privacy and dignity

You will always be asked for permission before any examination or treatment. There will be a written consent signed for all injection procedures. Maintaining your privacy and dignity is a priority in our practice. Your personal preferences and your needs will be taken into consideration whenever possible. If you require a trained chaperone to be present during your assessment, please discuss this with us at the start prior to your appointment.



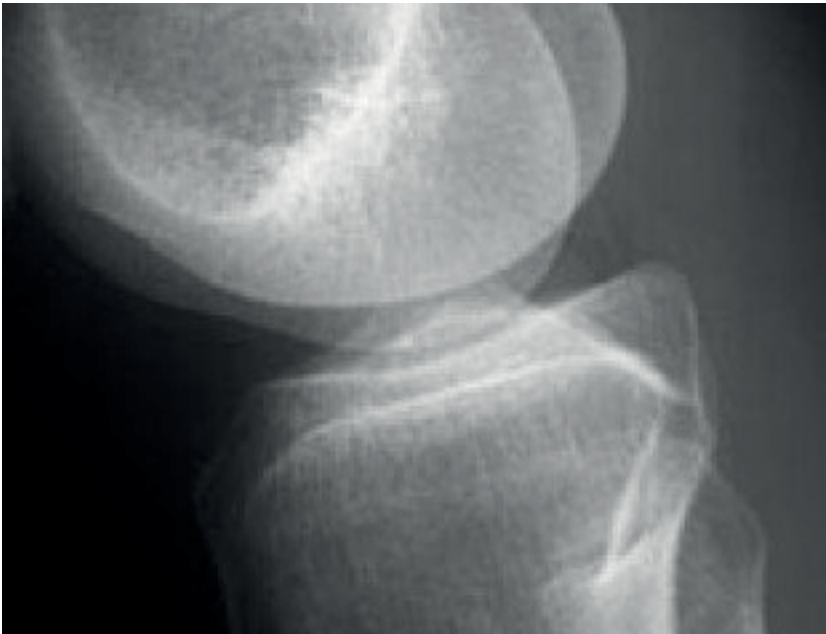
Targeted treatment

Confidentiality

All information (on paper and on computers) is confidential and stored safely. At all times our staff follow National guidelines and the Data Protection Act.

Seeing your medical records

You have the right to see your own medical records. This may include information held on computer or on paper. We aim to run a paperless service. If you would like to see this information, please speak to the member of staff dealing with you. If you would like to receive copies of your medical records, you should write to the Practice Manager at the address listed overleaf. A copy of your consultation will be sent to you on the day of your appointment and if you would like a copy to be sent to your GP, please tell the clinician or member of staff looking after you.



Imaging helps confirm diagnosis and plan treatment

If you have a complaint, talk to us

We want to give you the best possible care. However, problems can arise. We will investigate any complaint from patients or their representatives thoroughly. If you are unhappy with the service or care provided, please contact the Practice Manager on 01344 874011 or via the email. You can also write to: Practice Manager, Ascot Medical Centre, Brook House, Brook Avenue, Ascot, SL5 7GB.

Many thanks for booking an appointment with us. We look forward to seeing you in clinic.

Biography

Dr. Edward Williams qualified as a doctor in 1999 and undertook surgical training until 2008. He then decided his interests lay in General Practice. He consolidated his years of experience in Trauma and Orthopaedics whilst doing his training in General Practice by completing the Diploma in Sports and Exercise Medicine with the Royal College of Surgeons Edinburgh. He has worked with the Buckinghamshire Musculoskeletal Service whilst also working in General Practice until June 2017. During his last 2 years he led the service having taken on the position of Local Medical Director. He left the Bucks Musculoskeletal Service to concentrate on General Practice in Ascot; with the aim of transferring his skills to deliver a one stop Primary Care Joint Pain Service.

Dr Edward Williams is the Senior GP Partner at Ascot Medical Centre based in the grounds of Heatherwood Hospital where he leads the Ascot Joint Pain Clinic.

Dr. Edward A. Williams
MBChB, MRCS Ed, MRCGP, MFSEM.



How to find us

Ascot Medical Centre, Brook House, Brook Avenue, Ascot, SL5 7GB.

From London and the north

Exit M4 J6 onto the A332 Windsor by-pass, follow the signs to Ascot.

From the west

Exit M4 J10 onto the A329(M) to Bracknell, follow the signs to Ascot.

From the south and east

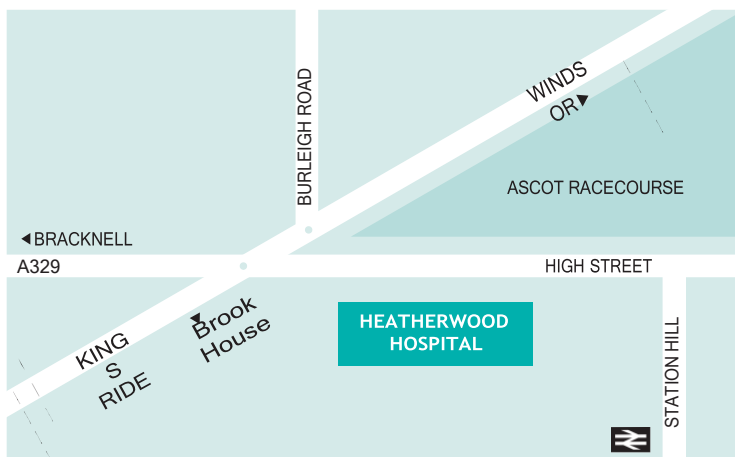
Exit M3 J3 onto the A332 to Bracknell, follow the signs to Ascot.

By bus

The numbers -01, 703, X30 all stop on the London Road, a short walk to the Surgery as well as White Bus Services which drop off outside of Heatherwood Hospital, a short walk up the hill to Brook House.

By rail

South Western Railway runs a frequent service to Ascot from both Reading and London Waterloo. The average journey time is 27 minutes from Reading and 52 minutes from Waterloo. Regular services also run from Guildford. The railway station is a 20-minute walk from the Surgery. Please note that Ascot is not within the London Oyster Card Zone.



Information about Ascot Medical Centre
can be found under **The Services Near You** section
of the **NHS website**
www.nhs.uk



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Tel: 01344 874011

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