



WOKINGHAM
BOROUGH COUNCIL



Berkshire Healthcare
NHS Foundation Trust

Wokingham Older Adult Mental Health Service
The Barkham Clinic • Wokingham Community Hospital
T: 0118 904 7200

[Redacted]

Wokingham
Berkshire

[Redacted]

Date: [Redacted]

Ref: NHS No: [Redacted]

Dear [Redacted]

Re: Referral to The Memory Clinic

We are writing to let you know that we have received a referral to the Memory Clinic from your General Practitioner (GP).

You may find the following website helpful whilst you wait for your assessment www.nextsteps.org.uk

Our first contact with our patients and carers is primarily by telephone. We may offer you a face-to-face appointment to come into the Memory Clinic where a telephone call is not possible and / or a face-to-face appointment is needed. If at all possible, we would like you to attend this appointment with someone who knows you well in order for them to provide us with additional information that may be useful to us. You may want us to contact this person to arrange the appointment and to be copied into any bookings. Initially we may want to make contact with someone who knows you well by telephone to help us with background information. You can advise us of this on the enclosed form.

Please return completed forms in the enclosed envelope as soon as possible. The behavioural symptoms form and the Short IQCODE should be completed by somebody who knows you well whilst the patient/carer form should be completed by yourself and signed by your carer/next of kin if required.

We have enclosed a leaflet about our Memory Service which we hope will answer any questions you might have. However, if you have any queries or significant concerns, please do not hesitate to contact us on 0118 904 7200.

If you require urgent mental health support you can call NHS 111 who will be able to direct you to the most appropriate health care professional, alternatively you can call the Crisis Resolution Home Treatment Team on 0800 129 9999.

We welcome your views - If you are a Service User or a Carer and would like to tell us about your experience of Wokingham's Older Adults Mental Health Service and/or provide some feedback, please click on the link below <https://secure.crtviewpoint.com/Online/Survey/> [Redacted]

If you feel that you would like to speak with someone regarding a compliment or a complaint, you can request to speak with our Service Manager on 0118 904 7200 or alternatively you could contact the Patient Advice and Liaison Service (PALS) on 0118 904 3467 PALS@berkshire.nhs.uk or our Complaints Office



Berkshire Healthcare

Fwd: [Redacted] - Outpatient appointment - Wokingham Hospital

1 message

To: [Redacted]

[Redacted] 2025 at [Redacted]

Begin forwarded message:

From: [Redacted]
Date: [Redacted]
To: [Redacted] <[\[Redacted\]@berkshire.nhs.uk](mailto:[Redacted]@berkshire.nhs.uk)>
Subject: Re: [Redacted] Outpatient appointment - Wokingham Hospital

Dear [Redacted]

Thank you for confirming the appointment. We appreciate you arranging the interpreter and look forward to seeing you then.

Kind regards,

[Redacted]

[Redacted] <[\[Redacted\]@berkshire.nhs.uk](mailto:[Redacted]@berkshire.nhs.uk)> [Redacted]
[Redacted]

Good morning [Redacted]

This is to confirm that a Post Diagnostic Support appointment has been scheduled for your mother, [Redacted], on [Redacted] in Memory Clinic, Wokingham hospital. An interpreter has also been requested for the appointment.

Thank you.

Kind Regards,

[Redacted]

[Mental Health Practitioner](#)

[Berkshire Healthcare NHS Foundation Trust](#)

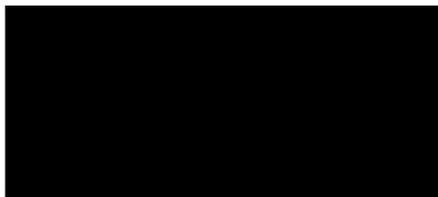
Wokingham Community Older Adults Mental Health Service

The Barkham Clinic, Wokingham Hospital, Barkham Road, Wokingham, RG41 2XR

Telephone: [Redacted]

Mobile: [Redacted]

Please note my working hours are:



<image001.png>

<image002.png>

<image003.png>

This message is intended exclusively for the individuals to whom it is addressed and may contain information that is privileged, or confidential. If you are not the addressee, you must not read, use or disclose the contents of this e-mail. If you receive this e-mail in error, please advise us immediately on 0300 365 2438 and delete the e-mail. Berkshire Healthcare NHS Foundation Trust has taken every reasonable precaution to ensure that any attachment to this e-mail has been swept for viruses. However, the Trust cannot accept liability for any damage sustained as a result of software viruses and would advise that you carry out your own virus checks before opening any attachment.