



WOKINGHAM
BOROUGH COUNCIL



Berkshire Healthcare
NHS Foundation Trust

Ms Oi Yin Au
50 Trinder Road
Wokingham
Berkshire
RG41 1BH

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

Date: 2nd May 2025

Ref: NHS No: 727 387 6283

Dear Ms Au

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/4dc3d40c-d808-44d4-aa4e-abb239b84dfa>

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
NHS Foundation Trust

berkshirehealthcare.nhs.uk



Sammy Chan <info@ops-surveyors.co.uk>

Fwd: OA - Outpatient appointment - Wokingham Hospital

1 message

Ngun Ying Chan <juliefromhk2022@gmail.com>

12 November 2025 at 15:56

To: info@ops-surveyors.co.uk

Begin forwarded message:

From: Ngun Ying Chan <juliefromhk2022@gmail.com>
Date: 12 November 2025 at 10:20:09 GMT
To: Sandra Nyamaradzo <Sandra.Nyamaradzo@berkshire.nhs.uk>
Subject: Re: OA - Outpatient appointment - Wokingham Hospital

Dear Sandra,

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

Kind regards,
Julie

Sandra Nyamaradzo <Sandra.Nyamaradzo@berkshire.nhs.uk> 於 2025年11月12日 週三 下午5:04 寫道:

Good morning Julie,

This is to confirm that a Post Diagnostic Support appointment has been scheduled for your mother, Oi Au, on Monday 24th of November at 12pm in Memory Clinic, Wokingham hospital. An interpreter has also been requested for the appointment.

Thank you.

Kind Regards,

Sandra

Sandra Nyamaradzo

[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: 0118 904 7200

Mobile: 07342076562

Please note my working hours are:

Monday – 9am – 2:45pm

Tuesday – Thursday 8:30am – 5pm

Friday – 8:45am – 5pm

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<image002.png>

<image003.png>

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