

Practice Newsletter – August 2016

Latest News from the Team

New GP

We would like to welcome Dr Fiona Chadd to the Practice, Dr Chadd is taking over from Dr Norris who retired in July.

Practice Nurses

We would like to wish Vida Bonell farewell, Vida will be leaving the practice in September to pursue other career options. Vida will be missed by all staff at the surgery and patients.

Flu season



We have started sending out invites for this year's Flu vaccinations Programme. When you receive your invite, please telephone the surgery to book your appointment. We will be holding our first clinic on Saturday 24th September 2016.

It is recommended by Public Health England that you have your flu vaccination early in the season so that you are fully protected when the flu season starts in December.

If you do not want to have the flu vaccination this year, it is important that you let us know so that we can make note of this and stop contacting you. To notify us, please telephone or email the surgery at GWCCG.fairlandsreception@nhs.net

Telephone: Fairland's 01483 594250 and Normandy 01483 813274

MEN ACWY Vaccination



Public Health England has launched a new vaccination programme for Meningitis.

Due to the increase in cases of Meningitis, a new vaccine has been recommended for all 17-18 year olds in current school year 13 (DOB 1.9.1997 – 31.8.1998).

It is important that **eligible patients** have this vaccination as it protects **them** against 4 of the strains of Meningitis and Septicaemia. These strains are Men ACWY.

To book an appointment please contact Reception on 01483 594 250.

Shingles



We will be offering shingles vaccinations to all eligible patients this year. Clinics for this vaccination will start in September and we will send invitation letters to all eligible patients. This is a one off lifetime vaccination. For more information please visit NHS Choices website at www.nhs.uk and search 'Shingles.'

Eligible patients are those aged 70 or 78 years as of 2/9/2016
(DOB 2/9/1945 – 1/9/1946 or 2/9/1937-1/9/1938)

Do you know who your “Named GP” is?



All patients are now allocated a “Named GP” who is responsible for their care at the Practice. If you do not know who your named GP is, please speak to one of our receptionists. Please note that patients are still eligible to see any GP of their choice at the Practice.

Updates to Normandy Surgery

We have made a few changes to some of our procedures at Normandy surgery. In order to meet the demand of appointments for patients registered at Normandy surgery, we will only be offering GP appointments at Normandy surgery to patients registered with Normandy Surgery. To be able to do this we have also had to remove the ability to book online at Normandy surgery. In exceptional circumstances or due to GP availability some Fairland’s patients may still be seen at Normandy Surgery.

Normandy reception will be closed until 8.15am daily with effect from Monday 5th September 2016 to allow reception staff to deal with the high volume of calls at 8am in the morning.

If you are calling to ask about your test results, please phone the Practice after 11.00am when the phone lines are quieter.

Telephone Recording



We would like our patients to be aware that with effect from February 2015, telephone calls to and from Fairland’s Surgery may be recorded and monitored for training and quality purposes.

Appointments



To book a routine appointment please call Fairland's surgery on 01483 594250 or Normandy surgery on 01483 813274 and you will be offered the next available appointment. Please bear in mind that if you are requesting to see a specific doctor, you may have to wait longer for an appointment.



Did you know that you can also book your appointment online 24 hours a day at the Fairland's Surgery? If you do not want to phone the surgery, you can book a ten minute GP appointment slot and selected nursing appointments online for Fairland's Surgery. You will need your Internet **log-in** details. If you have not yet registered for online access, please speak to one of our receptionists.

Please note that online appointment booking is not available for the Glaziers Lane Branch Surgery at Normandy.



If you require an urgent appointment that requires same day treatment or advice, please call as early as you can. If your appointment is for an **urgent** matter, we will need to ask you the nature of the problem so that we can direct you to the appropriate clinician. You may not always be seen by a GP as our Nurse Practitioner is qualified and experienced to deal with and prescribe for many different ailments.



When requesting a home visit, please consider travel time as one home visit could take the same amount of time as it would to see 4 or 5 patients in the surgery. Please make every effort to attend the surgery if you can. If you do require a home visit, please try and contact the surgery **before** 11.30am.

Saturday Opening

Fairland's Surgery opens on Saturday mornings, 9.00-12.00, for pre-bookable GP and nursing appointments only. You will also be able to collect prescriptions, register as a new patient and book appointments in person on Saturdays. We have set up Saturday sessions to assist workers and commuters who find it difficult to get to the Practice during week days and these clinics are proving to be popular. As these are pre-bookable sessions only, we are unable to deal with any urgent matters. If you need medical assistance urgently, you should dial 111, our out-of-hours service or for more serious matters, please visit A&E or dial 999 if appropriate.

Please note the phone lines will not be opened on Saturdays. If you have an appointment on a Saturday which you are unable to attend, please phone the Practice before 6.30pm on Friday or email us at GWCCG.fairlandsreception@nhs.net

Fairland's Reception Email - GWCCG.fairlandsreception@nhs.net



Please note that we are unable to make appointments for patients using the Fairland's reception email address. We also do not accept photos of wounds/ailments etc. via this email. This email address is for requesting repeat prescriptions and general enquiries, anything addressed to a GP will be passed on to them and dealt with during their normal administration time.

Please do not send urgent queries to this email address. If your query is urgent, please telephone the surgery and speak to one of our receptionists who will pass your query on to the relevant person.

Thank you for your co-operation.

Patient Access



With effect from 31st March 2016, GP practices in England are required to offer patients more access to their medical records. If you are signed up to patient access, you will be able to view immunisation records, coded consultations, test results, medication, allergies, booked appointments and request repeat prescriptions. The surgery will not automatically give patients access on this date, so if you want to be able to view more of your computer records, please speak to a receptionist so that this is activated on your medical record.

If you are not already signed up for patient access, please see one of our receptionists who will be happy to do this for you. Patient access is also a great alternative for booking appointments rather than having to telephone the surgery.

Electronic Prescribing Service (EPS)



Fairland's Practice went "Live" on the NHS Electronic Prescription Service with effect from Wednesday 3rd February 2016.

What does this mean?

The Electronic Prescription Service (EPS) is a new facility enabling us to process prescriptions using a paper free method. If you choose to sign up, your nominated pharmacy will receive your prescriptions from us in an electronic format instead of on paper. The service is optional but we think that a great many of you will find it to be beneficial, enabling you to simply place your repeat request in the normal way and then visit your nominated pharmacy after an agreed length of time to collect your medicines. The pharmacy does not have to be local to your home address, you may find it beneficial for your nominated pharmacy to be closer to your work address making it more convenient to collect your medications.

For more information please pick up a letter from reception or talk to your pharmacist who will be pleased to discuss this with you.

Prescriptions General



Please remember when requesting your prescriptions that you will need to allow 48 hours (2 working days) for it to be processed at Fairland's and 72 hours (3 working days) for it to be processed at Normandy. Please bear in mind that if you are a Normandy patient and you put your prescription request in the box at Fairland's, this will delay the time further as we have to send the request over to Normandy. Please do not leave it to the last minute to request your prescription.

We are unable to take prescription requests over the phone, you can request them in person, via post, fax to 01483 598767 or email

Fairland's Patient's GWCCG.fairlandsreception@nhs.net

Normandy Patients Normandy.dispensary@nhs.net

If you have access to our online services you can request your repeat prescriptions online, please note if you have a NOMAD prescription you cannot request this online.

Fairlands patients: Please note that if you have had an appointment at our Normandy Surgery and have been given a prescription by the GP, you will not be able to collect your medications from the Normandy dispensary. The dispensary is for Normandy patients only.

When requesting your repeat prescriptions, please state the dose and name of the medication/s you require.

Friends and Family Test



The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services should have the opportunity to provide feedback on their experience.

It asks people if they would recommend the services they have used and offers a range of responses. When combined with supplementary follow-up questions, the FFT provides a mechanism to highlight both good and poor patient experience. This kind of feedback is vital in transforming NHS services and supporting patient choice.

You can give us your feedback by filling out the questionnaire which is available at reception, or online at www.mygpfeedback.com or by texting the word Fairland's to **07860035936**.

Premises decoration



Internal painting and decoration has been completed at both the Fairland's and Glaziers Lane premises.

External painting work has now started on the outside of the Fairland's Medical Centre building and will be finished by the end of August.

We would like to thank all of our patients for their understanding and patience during this period.

When we are

- Dial 111 when you need help fast but it is not a 999 emergency
- High Street Pharmacies can offer advice on common illnesses and medicines

Minor Injuries: Centres at Haslemere **01483 782 334** Horsham **01403 227000** Mon-Fri 9.00am – 5.00pm. There is a walk-in centre at Woking Community Hospital, Heathside Road, Woking GU22 7HS telephone 01483 846209 which is open Monday to Friday 7am-7.30pm, weekends & Bank Holidays 9am-7pm but they do not see children under 2 years of age

Patients' Fitness Matters!

Run Active Guildford



Run Active Guildford is a group especially for those aged 50 years and over, it's a great introduction back into fitness.

We will meet for 10 weeks on Bannisters Field, opposite Tesco on Egerton Road and on Bellfield's Green. Each week we will work on improving your endurance and fitness. From September, there will be a chance to join our couch to 5k programme and a special graduation at the end of our 10 week course. The course has a small cost of £10; this is only £1 per session - what a bargain!

First courses will be:

Bannisters Field – Tuesday: 13th September 2016 at 9.30am

Bellfield's Green – Wednesday: 14th September 2016 at 9.30am by St Peters Church

Please contact Lynsey Brown if you'd like to join: Runactiveguildford@hotmail.com

Fairland's Walking for Health Group



WE NEED YOU!!!!!!!

Would you like to join a walking group but cannot walk very far. We have three trained walk leaders who can cover all abilities on our short walk every Wednesday. Come along and give it a try. We meet at 9.45am for a 10am start from Rokers Farmhouse Café, Holly Lane, where we meet back to have a cuppa and a chat. Everyone is welcome.

We also have a longer walk (1 hour) over Merrist Wood also every Wednesday as above. During the year we have several 1 and 2 hour walks from various starting points, both include an optional lunch at a nearby venue. These are very popular and we are a jolly bunch of people.

Please contact Julie Webb if you would like any further information. 01483 235695, 07873 339374 or cobweb363@virginmedia.com