

Practice Newsletter – February 2016



Latest News from the Team

New staff members

We would like to welcome Mrs Isata Green as our new Practice Manager. She joined the Practice on 18th January 2016. Mrs Green has over 15 years' experience in General Practice Management.

Welcome to Sarah Ball, Sarah is part of the reception team.

Re-decoration

We are now in the process of having the whole of Fairlands surgery re-decorated. We aim to complete the works at Fairlands Medical Centre by the end of March 2016 after which re-decoration will commence at the Glazier Lane Practice in Normandy. It is anticipated that works will be completed at Normandy by the end of April 2016.

This should not impact on any of our services, however we apologise in advance for any inconvenience that may be caused.

Electronic Prescribing Service (EPS)



From Wednesday 3rd February 2016 Fairland's Practice will Go Live on the NHS Electronic Prescription Service.

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 it with you.

Prescriptions General



Please remember when requesting your prescriptions that you will need to allow 48 hours for it to be processed, 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 fax 01483 598767 or by email

Fairland's Patients 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.

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 get the medication from the Normandy dispensary unless you are a Normandy patient.

Patient Access



As of 31st March 2016 all GP practices in England are required to offer patients more access to their medical records as of this date if you are signed up to patient access you will be able to view immunisation records, coded consultations, test results, medication, allergies, book appointments and request repeat prescriptions. The surgery will not automatically give patients access on this date, if you want to be able to view more of your patient record you will need to request that it is activated on your medical record. You will be able to do this at reception.

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 a great alternative for booking appointments rather than having to telephone the surgery.

Named GP



The practice is required by the Government under the terms of the latest GP contract to inform patients who their Accountable GP is.

If you wish to be told the name of your Accountable GP, please ask the receptionists when you are next in the surgery.

Having a named GP does not prevent you seeing any other doctor in the practice. Your named GP will not be available at all times and if your needs are urgent, you may need to discuss them with an alternative doctor.

Fairland's Reception Email



Please note we are unable to make appointments for patients using the Fairland's reception email address, we are also not able to forward pictures of wounds/ailments etc to doctors using 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.

Telephone Recording



We would like our patients to be aware that from February 2015 telephone calls to and from Fairland's Surgery have been recorded and may be monitored for training and quality monitoring purposes.

Appointments



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



If you do not want to phone the surgery you can book ten minute GP appointments and selected nursing appointments online. You will need your Internet sign-on details which you can get by coming in to the surgery and asking one of our receptionists. You will be able to select a ten minute appointment at either Fairland's or Normandy Surgery (please make a note of which surgery you have booked the appointment at).



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 we can direct you to the correct clinician. You may not always be seen by a GP as our Nurse Practitioner is able to deal with and prescribe for many different ailments.



When requesting a home visit, please consider that including travel time, one home visit takes 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** 12 noon.

Saturday Opening

Fairland's Surgery opens on a Saturday morning 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. We have set up this Saturday session to assist our full time workers and commuters and they are proving to be popular. As this is a pre-bookable session only we are unable to deal with any urgent matters, if you need medical assistance urgently you should contact the 111 service or for more serious matters A&E.

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

Private Foot Health Services at Fairland's and Normandy



In addition to other private services held at Fairland's Medical Centre (Osteopath, Physiotherapist and Counsellors) Vida Bonell is able to provide foot health services. Vida offers a wide range of private services on Wednesday afternoons at Fairland's and Friday mornings at Normandy. To make an appointment please telephone one of our receptionists on **01483 594250**.

Treatments include:

- Trimming and filing of nails.
- Treatment for corns, calluses and fissures, fungal nail infections, verruca's (including cryotherapy), ingrown toe nails, other skincare and care of the feet for diabetic patients.
- Footwear advice and supply of Dr Comfort shoes in extra wide and deep fittings.
- Fitting and supply of corrective custom-moulded orthotics.

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.

Fairlands 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 me if you would like any further information. 01483 235695, 07873 339374 or cobweb363@virginmedia.com

Julie Webb