

Practice Newsletter – March 2015



Latest News from the Team

We would like to say congratulations to Dr Cochrane who had a baby boy in February.

We would like to welcome Dr Hamedi who will be covering Dr Cochrane for 6 months whilst she is on maternity leave.

Welcome to two new receptionists Hazel Tinker and Laura Bouncer who have joined us at Fairlands.

Merger of Royal Surrey County Hospital and Ashford and St Peters

Talks have been held regarding the merger of these two hospitals.

Frank Clement-Lorford (Fairlands Patient Representative Chairman) has arranged for Peter Dunt who is the Chairman of the RSCH to come and give a talk to patients of Normandy and Fairlands Surgeries. Peter will be able to explain the reasoning behind this proposed merger and how it will affect you.

It will be an opportunity for you to ask any questions and get your point of view across.

The meeting will be held on Thursday 5th March 2015 7.00pm-8.00pm at Fairlands Medical Centre

If you would like to come along please give your name and contact details to reception and we will add your name to the list.

Walk for Health



Are you recovering from an illness, need to do some exercise or just want to make new friends?

Why don't you join our Walking for Health Group on a Wednesday morning? We meet at the Farmhouse Café at Rokers Golf Club.

10.15am for a short 1/2hour walk or 9.45am for a 1 hour walk. We all meet back at Rokers for refreshments and a chat.

Regular walking has many benefits, it improves mental health, helps prevent diabetes, helps to aid weight loss, boosts your immune system, prevents development of osteoporosis and osteoarthritis in certain groups, improves muscle strength and functioning of heart and lungs, helps reduce blood pressure and can have a significant impact on the risks associated with two of the most common forms of cancer. For further information contact Julie Webb on 01483 235695, 07873 339374, Julie.webb43@tesco.net or go to www.walkingforhealth.org.uk

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 use your feedback by filling out the questionnaire available at reception, on the internet www.mygpfeedback.com or by texting the word Fairlands to **07860035936**.

CANTAB Memory Test



As a surgery we are able to offer our patients that are aged 50-90 a memory test.

If you are worried about your memory please book an appointment with one of our GP's who will, if they feel it appropriate, refer you to have a memory test.

The test is completed using an iPad and asks the patient to complete a series of tasks/questions. Your results will then be passed to your GP for evaluation.

Hearing Champions



This is a volunteer run hearing aid clinic held at St Marks Church Hall, Normandy.

They meet on the first Saturday of the month at 10.00am -11.00am in the Coussmaker Room and are able to help with the basic maintenance of hearing aids. For example, they can help replace batteries, re-tube and fit the hearing aid into the ear.

For more details visit their website www.achurchnearyou.com/wyke-st-mark

Patient Access to Medical Records on-line

From 1st April 2015 you will be able to access parts of your medical record online. You will be able to view information about your repeat medications, allergies and any adverse reactions.

If you are already registered for access to the practice website to book or cancel GP appointments or request repeat medications, you need not do anything as the information will be available for you to view without any further action.

If you are not already signed up for Patient Access, please ask a Receptionist for a sign-up form. Once signed up, you will be able to view your records and book or cancel GP appointments and request repeat medications online 24 hours a day.

We ensure that your personal medical information is kept secure whilst it is on our computer systems, however, please understand that when you access medical information online, security around it becomes your responsibility. Please protect it.

Telephone Recording



We would like our patients to be aware that from 12.2.15 telephone calls to and from Fairlands Surgery have been recorded and may be monitored for training and quality monitoring purposes.

Appointments



We have recently reviewed our appointments system, and you can telephone at any time during our opening hours for a non-urgent routine appointment. You do not need to phone at 8.00am.



If you do not want to phone the surgery you can book ten minute GP appointments online. All you need is to have 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 Fairlands or Normandy Surgery. You can also request your repeat medication using this service.



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

The 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.

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 .

Respiratory Talk

Following on from the success of the 'Living with Diabetes' talk presented by Dr Mckendry in September.

We are planning another talk shortly on Respiratory Illness, including Asthma and COPD.

The date is to be confirmed and information will be displayed at both Fairlands and Normandy Surgeries.

Finally, don't forget



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.