

Practice Newsletter – May 2016



Latest News from the Team

PATIENTS' NOTICE

We wish to inform our patients that Dr Jonathan Norris will be retiring from the Practice with effect from 30th June 2016. We are all very sad to see him go. He has been pivotal in the development of this Practice for many years.

We are in the process of recruiting a new Salaried GP who will take over Dr Norris' list of patients. A Notice will be put up to inform patients as soon as the new GP has been recruited.

We would like to remind all patients that they are registered with the Practice as a whole and not with individual GPs. Patients can therefore see any GP of their choice.

Thank you.
Practice Manager

New staff members

We would like to welcome Ellie Young to the team, Ellie will be working as part of the administration and reception team.

Welcome Back

Welcome back to Dr Angiolini who has now returned after her maternity leave.

Fairland's Patient Participation Group

Living with Dementia Event

On the 8th April 2016, The Fairland's Patient Participation Group put on an event which was called "Living with Dementia". This was held at St Mark's church hall and it was very well attended. I think the fact that it was well attended shows there is a lack of information around Dementia. My colleagues have written a report (below) on the day's events.

I would just like to thank the church and its committee for all the help they gave us and allowing us to hold the event. I also want to thank all the volunteers that helped with the day. It is important that I thank all the stallholders and speakers that helped make the day a success. I would like to thank members of my committee for organising the event, I cannot praise them enough for all their hard work and time given, and they are Val Dillon, Christine Endacott-Palmer, June Kimberling and Judi Pollard. Thank you ladies.

Frank Clement-Lorford
Chair: The Fairland's Practice Patient Participation Group

The Fairland's Practice Patient Participation Group

Who are we?

If you are registered with the Fairland's Medical Centre and attend the Fairland's Surgery or the one at Glaziers Lane then you are eligible to join the Fairland's Practice Patient Participation Group.

This group exists to support the doctors of the practice, to publicise services, to feed back any patients' concerns and to liaise with other organisations on service provision and efficiency of delivery.

Meetings are held monthly and members contribute ideas and are informed by the practice manager of any ways they can be of use.

Recently, two members attended a U3A presentation where the speaker described the different types of Dementia and the route to getting a diagnosis and available treatment. Their report was then shared with the group.

We undertook an enormous task in April by organising a "Dementia Awareness Day" at St Mark's Hall in Normandy.

This was very successful and well attended. Of those who came along, many expressed their appreciation of the day, which had provided food for thought and had helped them to identify and resolve some issues. Surrey Health Watch made a film of the event which is to be used to educate providers about the condition and the effect upon patients and their carers.

If you would like to be involved please email Frank Clement-Lorford at frank.clementlorford@gmail.com

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, or on line www.mygpfeedback.com or by texting the word Fairland's to **07860035936**.

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

Do you know who your "Named GP" is?



All patients are 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.

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.

Pretty Muddy Race for Life



A few of Fairland's and Normandy receptionists, nurses and Gp's are taking part in this year's Pretty Muddy Race for Life, this is a 5k run through mud and over obstacle courses to raise money for Cancer Research UK, please help them by sponsoring them, you can do this by filling out the sponsor form at either Fairland's or Normandy surgeries. Thank you.

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

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.

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 at Fairlands and 72 hours for it to be processed at 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 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.

When requesting your medication please can you state the dose and name of the medication you require.

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.

Premises decoration



Painting and decoration has nearly been completed at the Fairland's premises and the workers have nearly completed works at the Glaziers Lane premises.

Over the next couple of months the outside of the Fairland's Medical Centre will be decorated.

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