

Practice Newsletter – October 2015



Latest News from the Team

Deborah Slade our current Practice Manager will be leaving us in October to pursue a new career opportunity, we would like to wish her well and good luck in her new job.

We would like to say congratulations to Dr Angiolini who had a baby girl in July. We welcome back Dr Fiona Chadd who will be covering Dr Angiolini whilst she is on maternity leave.

Welcome to Kate Eastman, Kate is a Nurse Practitioner and will work alongside Natasha (Nurse Practitioner) to enable us to offer this great service from Fairlands across all 5 days of the week.

One of our Practice Nurses, Jane Turner, left us at the end of August to take up a new role as a Tissue Viability Nurse with Virgin Care. A new practice nurse called Becky Phoenix will be joining us in November.

One of our receptionists, Jane Cashmore, is also leaving us in October to take up a new opportunity and we wish her well in her new job. We are currently recruiting a new receptionist.

We are now in the process of having the whole Fairlands surgery re-decorated. This should not impact on any of our services, however we apologise in advance for any inconvenience that may be caused.

Diabetic Talk - Part 2



Following on from the success of the Diabetic Talk that Dr Mckendry gave last year he will be running another evening session on diabetes. Sadly time ran out at the last session to answer all the questions that arose so Dr McKendry has decided that this session should perhaps simply be an open 'Question and Answer' event so our patients can decide the topics to be covered.

If you would like to attend please sign up at Fairlands or Normandy reception.

If you already have a question that you would like to be answered at the event please pass this to the receptionist as well.

The date of the talk will be Wednesday 18th November 7.00pm – 8.00pm.

A Word from the Fairlands Patient Group Chairman

I write to say that I attended the 'chairs' meeting held by G&WCCG on 10th September. Although G&WCCG incorporates 21 GP practices, however only six to seven 'chairs' regularly attend. Several of the practices have disbanded their virtual groups, as they feel they get results that are more positive from the Friends and Family initiative – which, I am sure you are all aware.

I expressed my view that it extremely hard to get fellow patients to be involved, it appears other practices are having the same problem. However, in saying this we had a major warning from one of the Royal Surrey Hospital's governors - Ian Binnie. He was talking about the proposed merger; and how we are sleepwalking into allowing this to happen. He claimed there was a movement by the senior staff in closing down talks from those that object to the merger. I know that when I asked Peter Dunt (Chairman of Royal Surrey) if the staff were in favour of the proposed merger. He answered in the affirmative. I now know that some 65% of staff are weary of the merger.

Allow me just to point to one aspect – Parking, which is an important revenue stream for Surrey, despite them denying it. Surrey has no further ground to convert into car parks. They have been turned down for extra car parking facilities and been turned down for a staff park and ride. The staff take up most of the car parking places. Because of the university and research park, parking is premium. It is also felt the roads feeding into the hospital are beyond their sell by date and that out of the three hospitals Surrey is the most difficult to reach The other being near Motorways. It tends to be accepted that if any the local hospitals become super-hub A & E departments. Surrey will be bottom of the list, as they will not be able to offer adequate parking. As a business, hospitals get most of their income from patients entering A & E and then transferred to the wards.

On Surrey's website, they mention 13 Speciality Business Units (Income streams) not one of them is a super hub A&E unit. It is very simple if Surrey does not have a viable A&E department it would be the first hospital to be closed. Ian's solution to this is for more of us to become Trust members. You can download a form from:

<http://www.royalsurrey.nhs.uk/Default.aspx?DN=a26ab8f3-5b0a-467c-9b5b-9269e786519e>

Apparently next year there are going to be major changes to EMIS which already carries 'making an appointment' and 'requesting a repeat prescription' also the ability to check on all your medicines. More detail will be carried by this website. All our ailments will be coded. You will be able to access your test results unless a GP needs to talk to about it. Also a synopsis of your last few appointments with the practice. Also for those not used to using the internet. There will be lessons for those that would like them. Some of the chairs expressed doubt about the security of the site, especially with the latest news about NHS computers security.

On the 2nd September I attended the very first committee meeting of Patient Participators since the last was disbanded several years ago. Four patients attended, I also know that several others wanted to be there but the time of the meeting was inconvenient. Since that meeting I have applied for community funding for this project. I am glad that we are eventually going to get part two of the diabetic education evening. Which will take place in November. I thought the last one was very successful and want some about asthma and COPD, We talked about Dementia and Alzheimer and I thought that we could hold an education talk similar to the diabetes talk. However, others including Deborah enthused that this should be a day/evening event with different speakers and various stands for people to interact. So if you have any suggestions how we achieve this please let us know.

I am sorry if you felt this 'word from the chair' is longwinded but I thought it very important to explain about the proposed merger. Think of this if you do not get involve and become Trust members and in a few years time Royal Surrey County Hospital is closed down; you will have no one else to blame but yourselves. "To not act, or to not do something" will be your decision.

Frank Clemont-Lorford

Chair Fairlands and Normandy Patient Participation Group.

Influenza Vaccination



Flu Season has now started. If you are eligible for a free flu vaccination please make an appointment with reception. Fairlands 01483 594250, Normandy 01483 813274 or alternatively you can book online.

If you do not wish to have the vaccination please let the surgery know so we can remove you from this season's flu programme.

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 school year 13 (eligible patients are those born between 1st September 1996 and 31st August 1997).

It is important that you have this vaccination as it protects you against 4 of the strains of Meningitis and Septicaemia. The strains are Men ACWY.

To book an appointment please contact Reception on 01483 594250.

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.

Stoptober



Thinking of quitting smoking then why not sign up for **STOPTOBER**.

For free advice and support materials visit www.healthysurrey.org.uk or call the Surrey Stop Smoking Service on 08456023608

Care for the Elderly



There are many services for the elderly in our local community, which we would like to help you access. It is not possible to list them all however we have listed some website addresses below which may help you access services in the local community.

Surrey Information Point: www.surreyinformationpoint.org.uk

Voluntary Action Southwest Surrey: www.voluntaryactionsws.webeden.co.uk

The Guildford Hub: www.thesurreyhubs.org.uk

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 GPs 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.

Telephone Recording



We would like our patients to be aware that from February 2015 telephone calls to and from Fairlands 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 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 or visiting www.fairlands.co.uk and clicking request an appointment, You will be able to select a ten minute appointment at either Fairlands 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.

Prescriptions



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 GWCCG.fairlandsreception@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.

Saturday Opening

Fairlands 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

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**.

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.