

Practice Newsletter – SPRING/SUMMER 2019



Latest News from the Team

Practice Updates

Dr Fiona Chadd will be on maternity and annual leave from mid-June 2019 to 2nd week of June 2020.

Dr Sukruti Nagpal left the Practice in February 2019. We are in the process of recruiting a new GP to take over her list of patients and aim to have someone in place by July 2019. In the meantime the partners will share workload for Dr Nagpal's list of patients.

We would like to welcome 2 new receptionists to the surgery, Tracy Edwards and Chloe Brown.

Primary Care Networks

A key part of the NHS long-term plan is Primary Care Networks (PCN); these PCN's will bring general practices together to work at scale. This is for a range of reasons including: staff recruitment, to provide a wider range of services and to more easily integrate the wider health and care system.

All practices are expected to come together in geographical networks covering populations of approximately 30-50,000 patients by June 2019.

PCN's will eventually be required to deliver a set of seven national service specifications. Five will start by April 2020: structured medication reviews, enhanced health in care homes, anticipatory care (with community services), personalised care and supporting early cancer diagnosis. The remaining two will start by 2021: cardiovascular disease case-finding and locally agreed action to tackle inequalities.

In order to do this they will be expected to provide a wider range of primary care services to patients, for example first contact physiotherapy, extended access and social prescribing.

For further information on Primary Care Networks click this

<https://www.kingsfund.org.uk/publications/primary-care-networks-explained>

Procare Extended Access Service



This fantastic new service enables patients to access GP and nursing services 7 days a week.

This service is part of a national “Extended Access” programme which has been introduced to increase capacity/appointments in general practice.

Procare Health is a federation of GP practices in Guildford and Waverley and has been commissioned by the Guildford and Waverley CCG to provide this service.

The service is hosted at several locations across Guildford and Waverley, currently hosted at Fairlands Medical Centre, Binscombe Surgery, Send Surgery and Merrow Park Surgery.

The service currently runs:

6-8pm on weekday evenings

8-4pm on Saturdays

8-12pm on Sundays

Bank holidays (times vary)

Patients registered with any GP Practice in Guildford and Waverley can access this service at any of the above locations. To book an appointment contact your own GP surgery who can book you an appointment with the Extended Access service.

Please note the host surgeries for this service are unable to answer any queries related to your extended access appointment or cancel your appointment, any queries or cancellations prior to or after your extended access appointment should be dealt with by your normal surgery. The Procare extended access service is for pre booked appointments only.

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.

MJOG Text Messaging



MJOG is a patient text messaging service. We use this service to remind you of your appointment with the surgery and you can cancel your appointment using this service with no need to telephone the surgery. It is also used to invite you for various clinics for example, Flu, Diabetes, COPD and Asthma.

If we do not have your mobile number and you would like to sign up for this service please fill out a form at reception.

Appointments

To make our appointment system fair and equitable to all our patients, our telephone triage service means that all patients can be seen mostly on the same day, but are prioritised according to their clinical needs.

We will try to accommodate our patient's specific requests around appointments e.g. personal doctor, timing of the appointment etc. However, as we sort out the requests according to their clinical priority, this may mean that you don't necessarily get to see the practitioner of your choice, or an appointment at the time of your choice. Other patients may be prioritised ahead of you, if their needs are more urgent or more specific.

Active Signposting/Reception Care Navigation

When you contact the Practice, our Receptionists may ask why you need to be seen so that we can ensure you receive the most appropriate care from the most appropriate health professional or service and at the most appropriate time. Our Receptionists have attended formal training in Active Signposting.

Active signposting is one of the 10 high impact areas highlighted by NHS England in their GP Forward View (GPFV) document to help release capacity in general practice. It is designed to connect patients more directly with the most appropriate source of help or service. This is about empowering patient choice, not about triaging clinical decisions. This approach does mean that all of our patients get a rapid and clinically appropriate service.

We hope that our patients will cooperate with our Receptionists and support this system which is in the best interest of all of our patients.



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 and Normandy Surgeries? If you do not want to phone the surgery, you can book a ten minute GP appointment and selected nurses' appointments online. You will need your Internet log-in details to be able to book your appointment online. If you have not yet registered for online access, please speak to one of our receptionists.



If you need an urgent appointment that requires same day treatment or advice, please call the Practice as early as you can. Because your appointment is for an **urgent** matter, we will need to ask you the nature of the urgency so that we can direct you to the appropriate clinician in a timely manner according to how urgent the matter is. You may not always be seen by a GP. In some cases, you will be triaged to see a Nurse Practitioner if appropriate. Our Nurse Practitioners are 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.

Normandy Surgery

Routine appointments for patients registered at Normandy surgery are pre-bookable only; we no longer offer appointments to book on the day. If your clinical need is urgent, please follow the procedure for booking urgent appointments above.

Saturday Opening

Fairland's Surgery opens on Saturday mornings, 9.00-12.00, for pre-bookable GP and nurses' 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 on a Saturday or during out of hours, 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

Did Not Attend Appointments

GP APPOINTMENT?
CAN'T MAKE IT?
DON'T NEED IT?

CANCEL IT!

In the month of March 2019 The Fairlands Practice had **169** missed appointments this equates to 5% of the booked appointments for March, this breaks down into **81** GP appointments and **88** Nurse appointments.

If you are unable to attend the surgery please let us know so that we can offer the appointment to somebody else.

If you have received a text message to remind you of your appointment, you can respond to this message to cancel an appointment you no longer require. Alternatively please telephone the surgery to let us know.

General Data Protection Regulation (GDPR)



GDPR came into effect on 25/5/2018. It is a new piece of legislation that will supersede the Data Protection Act. It will not only apply to the UK and EU; it covers anywhere in the world in which data about EU citizens is processed.

The GDPR is similar to the Data Protection Act (DPA) 1998 (which the practice already complies with), but strengthens many of the DPA's principles. The main changes are:

- Practices must comply with subject access requests
- Where we need your consent to process data, this consent must be freely given, specific, informed and unambiguous
- There are new, special protections for patient data

Our GDPR fair processing notice, with details of our Data Protection Officer, can be found in our waiting areas as well as on our website. Also, various privacy notices for patients are on our website or can be obtained from our Reception desk. Please speak to a receptionist if you have any queries or require a paper copy of our GDPR notices and documents.

Giving Consent for someone to have access to your records



The Practice has responsibility to protect the records we keep about our patients. We will therefore refuse to discuss your records with family members or friends etc. without your consent. If for any reason you would like a friend or family member to contact the Practice on your behalf to discuss or have access to your records, please ask one of our Receptionists for a "Consent form". You will be required to complete and sign the form, stating exactly what aspect/s of your records you would like the named "third party" to have access to. Your consent will then be documented in your records. This will make the process much easier for people you wish to have access to your records. Please note that if at any point you no longer wish for a named person to have access to your records, then you should inform the Practice immediately, in writing, so that the consent can be voided.

Consent for patients aged 13 to 16 years

Parents/guardians will require consent to access records of patients aged between 13yrs and under 16yrs.

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.

Prescriptions



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 via email to the relevant Surgery:

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.

Fairland's patients: Please note that if you have had an appointment at our Normandy Surgery and have been given a prescription by the GP there, 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.

If on the rare occasion you run out of your medication and needed a prescription urgently on the same day, we may only be able to issue prescriptions for clinically urgent medications due to the high number of prescription requests. Non-urgent medications will only be issued in line with our current procedure of at least two working days' notice.

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. This 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.

Nominated Pharmacy – Normandy Patients: Please note that there is a new option to nominate a pharmacy online; however, Dispensaries are not included in the options. If you are a Normandy patient and already use our dispensary, then you do not have to nominate a pharmacy. However, you have the choice to do so. If you already use our dispensary but wish to nominate another Pharmacy, then please speak to a receptionist as this process cannot be completed online.

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.

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.

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.

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

Let's Get Steady Falls Prevention Session



“Let's get steady” is a falls prevention session organised by Virgin Care and Guildford and Waverley Clinical Commissioning Group. The sessions are 2.5 hours and aim to give practical advice to identify and reduce the risk of falls. The session is for people over 65 that have had one fall in the past month, are vulnerable to falls due to a long term condition or are fearful of falling. These sessions will be held at various venues and dates around the borough.

If you are interested in attending one of these events, please talk to your GP who will be able to refer you into the service.

The session will provide:

- Advice on strength and balance from a physiotherapist
- Advice on hydration and nutrition from a dietician *you will also get a FREE 8 to Hydrate cup!
- Advice on safety within your home environment from an occupational therapist
- Advice on medication, sensory issues and foot care advice from a Community Matron
- Advice on the latest alarms and sensors that are available from the Borough Council
- Slipper exchange and walking aid MOT
- Free resource booklet packed with useful local information
- Free Falls booklet
- Referral to community connector or development co-ordinator

Travel Vaccinations



If you are travelling abroad and require travel vaccinations, you will need to do bear in mind that you should have the vaccines at least 2 weeks in advance, we are able to offer the vaccines at Fairland's surgery subject to availability of appointments, If we are unable to offer you a suitable appointment you can get these vaccinations from participating Boots or Superdrug pharmacists, alternatively you can go to the Robens centre which is on Huxley Road Guildford GU2 7RE.

Fairland's walking for Health Group



We are looking for walkers to join us that are only able to manage short distances. Every Wednesday we cater for YOU. Registration is in Merrist Wood Golf Club car park at 9.45am for a 10am start. Even if you can only manage 10 minutes, we have at least ¾ trained walk leaders who look forward to helping you to join in with others in a similar situation. Have a cuppa after in the

clubhouse and make new friends.

We also have a 1 hour Intermediate and faster walk every week, and on the first Wednesday in the month there is a 90 minute Fast walk.

Our group has expanded over the last four years and we now have 11 trained Walk Leaders along with some helpers.

Once a month, on a Monday we also walk in a different area with an optional lunch after and we do putting, quizzes and theatre outings.

Last year we had a 5 day coach holiday for Turkey and Tinsel which we thoroughly enjoyed, so this year I have arranged two 5 day holidays, one in July and another in November.

Please contact me if you would like a chat or need more information.

Julie Webb 01483 235695, 07873 339374 or cobweb363@virginmedia.com

Fairlands Patient Participation Group Information

Your Patient Participation Group (PPG) – what is it?



If you are registered with the Fairlands Practice and attend either the Fairlands Medical Centre or the Glaziers Lane Surgery, have you considered becoming actively involved with your Patient Participation Group (PPG)? 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. The PPG is managed by a Committee of up to 15 members. We are always pleased to welcome fresh faces to the Committee, up to the permitted maximum number. Meetings are held approximately every six weeks and members contribute ideas and are informed by the Practice Manager of any ways they can be of use. If you are interested in joining the PPG Committee or wish to know more, please send an email to fairlands.ppg@nhs.net or let one of the Practice staff know.

The PPG arranges occasional events to promote health awareness and publicize available treatment and support. On Saturday 22nd June 2019, we are holding an event to provide information on Diabetes at St Mark's Hall, Guildford Road, Normandy, Guildford GU3 2DA from 1.45pm – 5.15pm. There will be talks and presentations from a number of experts including a consultant from the Royal Surrey County Hospital, a representative of Diabetes UK and a GP. If diabetes affects you or someone you know and you would like more information, why not come along to the event?



The Fairlands Practice Patient Participation Group Presents

DIABETES EVENT!

Does it affect you? Could it affect you?

Come and join us on

Saturday 22nd June 2019, 1.45pm – 5.15pm

at St. Mark's Hall, Guildford Road, Normandy, Guildford, Surrey, GU3 2DA

One in ten people over 40 in the UK is now living with a diagnosis of Type 2 diabetes, according to recent analysis by Diabetes UK. The new figures highlight that there are 3.8 million people living with diabetes in the UK, 90% of these with Type 2. This special event is a great opportunity to explore everything about the condition. Does it affect you, could it affect you? The afternoon will focus on understanding diabetes, the different types, current research, symptoms, causes, treatments, prevention and how healthy eating and lifestyle can all help.

There will be a series of talks by diabetes experts, including specialists from the Royal Surrey County Hospital, a dietician, a GP and a representative from Diabetes UK. There is no need to book, just turn up and stay for as long as you like. There will be plenty of opportunity to ask questions.

Everyone is welcome.

Please make a note in your diary.

Further details, including a list of speakers, will be published nearer the time.

Refreshments and limited on-site parking available.



Fairlands Practice Patient Participation Group

Want To Access Your Doctors' Surgery Online?

Training Workshops For Fairlands Practice Online Services

The Fairlands Practice offers many services via its website and the Patient Access system. If you would like an introduction to these services and guidance on how to use them, we can help. Your Patient Participation Group (PPG) is planning a number of workshops to help you to make the most out of the Fairlands Practice online services, such as booking appointments or requesting repeat prescriptions.

The workshops are for everyone from experienced internet users to absolute beginners.

To register your interest or ask any questions, please email fairlands.ppg@nhs.net or phone 01483 472 034 - leave a message including your name and phone number, and we'll get back to you.

These workshops are being organised by the Fairlands Practice Patient Participation Group (PPG) on behalf of patients (and their registered carers) of the Fairlands Medical Centre and Glaziers Lane Surgery. The aim of your PPG, on behalf of patients, is to foster a close and supportive relationship with the Fairlands Practice. In recent years, we have organised events for the community on Dementia, Coping with Minor Illnesses and Cancer. Our next event will be on Diabetes in St Mark's Hall, Normandy from 1.45 to 5.15 pm on Saturday, 22nd June 2019.