

# Practice Newsletter – Spring 2017

## Latest News from the Team

### GP Registrars

We would like to welcome Dr Kate Bramall and Dr Charlie Bresslaw to the Practice as trainee GPs, they will be with us until March 2017 and August 2017 respectively.

### Nurse Practitioners

We would like to welcome Michelle Carter who joined the Practice in November 2016 as a Nurse Practitioner. We now have two Nurse Practitioners, covering Monday to Friday, in order to help manage the increasing high demand of same day acute cases.

### Practice Nurses

We would like to welcome Anna Cox. Anna will join the Fairland's Practice Nurse Team from mid-February.

### 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

## 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.

This approach does mean that all of our patients get a rapid and clinically appropriate service. We hope you will understand 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 594 250 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 Surgery? If you do not want to phone the surgery, you can book a ten minute GP appointment slot and selected nurses' appointments online for Fairland's Surgery only. 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.

Please note that online appointment booking is not available for the Glaziers Lane Branch Surgery at Normandy.



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](mailto:GWCCG.fairlandsreception@nhs.net)**

## **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.

## **Fairland's Reception Email - [GWCCG.fairlandsreception@nhs.net](mailto: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.

## **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.

## **A Message from the Fairland's Patient Participation Group**

Some of us have a very busy lifestyle and perhaps find making an appointment with the surgeries inconvenient. It has been suggested that on certain minor illnesses we could make an appointment with the Nurse Practitioner, or failing that to pop in to the nearest Pharmacy and ask the pharmacist for advice. But if that is not suitable there is a walk-in centre in Woking, which will treat some of the ailments, listed below. All you have to do is turn up. Their opening hours during weekdays are 7am – 8pm and their weekend hours are 9am -7pm. Yes. It is open on a Sunday. Also, you will be seen quicker than going to an Accident & Emergency department. They are not able to see children under the age of 2.

**Woking Walk-in Centre**  
**Woking Community Hospital**  
**Heathside Road**  
**Woking**  
**GU22 7HS**  
**Tel: 01483 846 209**

**Opening Times:            Mon to Fri: 7am to 8pm**  
**Sat to Sun: 9am to 7pm**

**Or visit their website: <http://www.virginicare.co.uk/vc-providers/surrey-woking-walk-in-centre/>**

They provide assessment and treatment for the following:

- Abdominal pains – stomach complaints such as indigestion, constipation, vomiting and diarrhoea
- Allergies including hay fever
- Chest infections
- Conjunctivitis and eye problems
- Coughs, colds and flu-like symptoms
- Cuts requiring stitches/glue, wound care and dressings
- Ear and throat infections
- Head injuries with no loss of consciousness
- Minor illnesses (including urinary tract infections)
- Minor road traffic injuries
- Minor scalds and burns
- Muscle and joint injuries – strains and sprains
- Sexual health advice (including Chlamydia screening and emergency contraception)
- Skin complaints – infections, rashes, sunburn, bites and stings and
- Suspected fractures

For more information on the services provided, please contact them on 01483 846 209

Other alternatives 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 over the counter (OTC) medicines

## **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 31<sup>st</sup> 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.

## Electronic Prescribing Service (EPS)



Fairland's Practice went "Live" on the NHS Electronic Prescription Service with effect from Wednesday 3<sup>rd</sup> 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.

## Prescriptions General



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](mailto:GWCCG.fairlandsreception@nhs.net)

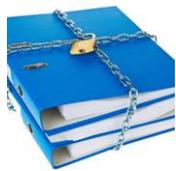
Normandy Patients: [Normandy.dispensary@nhs.net](mailto:Normandy.dispensary@nhs.net)

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.

## 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.

For parents wishing to obtain records on behalf of their children, please note the following:

*"A young person aged 12 years or above is generally considered mature enough to understand what a subject access request is. They can make their own request and would need to provide their consent to allow their parent to make the request for them. Any parental access to a child's records must be in the child's best interests"*

## 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](http://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 Merrist Wood Golf Club, 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](mailto:cobweb363@virginmedia.com)