

Practice Newsletter – SPRING/SUMMER 2018

Latest News from the Team

Practice Updates

We wish to inform our patients that Dr Hilary Trigg retired on 19th April 2018. We are all very sad to see her go. She has played a very important role in the development of this Practice for many years. We wish her all the best in her retirement.

Dr Sukrti Nagpal has been employed as a Salaried GP and she will be taking over Dr Trigg's patients' workload. Her start date is Monday 14th May 2018. Dr Nagpal will become the named GP for all of Dr Trigg's patients with effect from 14th May 2018. Dr Nagpal was trained at Fairlands and she is very popular with our patients. We would like to formally welcome her to our team. Patients are reminded that they can see any GP of their choice.

We would like to welcome back Dr Angiolini who returned from maternity leave in April 2018.

We would like to welcome Jenny to the Practice nursing team, she started in January 2018 and Sarah who is our new receptionist and started in June 2018.

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 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.



E-consult is an online consulting service, with a GP, that you can use 24hrs a day and seven days a week. Once you have completed an e-Consult request online, you can expect to receive a response by 6.30pm on the next working day. You can also use this service for self-help information and pharmacy help etc. To use this service and for more information, please visit our website on: www.fairlands.co.uk



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?



In the month of April 2018 The Fairlands Practice had **218** missed 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.

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.

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.

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.

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.

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.

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

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.

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

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

Fairland's Patient Participation Group Information

Date for Your Diary Cancer Awareness Day



On Friday 21st September 2018, 1.15pm – 6.00pm the Fairlands Patient Participation Group along with the Fairlands Medical Centre will be hosting a Cancer Awareness Day at Fairlands Community Centre GU3 3NA .

There will be a series of talks by cancer experts, including oncologists from the St Luke's Cancer Centre, Royal Surrey County Hospital and local charities. The programme will include advice on how to live well with cancer, and detail the support available locally for patients, families and carers.

Everybody is welcome to attend and your support very much appreciated.

More details will follow nearer the time.

Over the counter items on prescription



NHS England has just completed a consultation inviting GPs, clinical commissioning groups, patients and members of the public to comment on whether low-cost items that can be purchased over the counter for common minor ailments should remain available on prescription. The cost to the NHS for items like basic painkillers and eye drops is estimated at £136m a year. Conditions for which over the counter items should not routinely be prescribed in primary care lists 33 minor health concerns – ranging from mild pain in connection to headaches, period pain, aches and sprains, to dry skin, coughs and colds – that have been identified as likely to heal or cure themselves without medical treatment and can be self-managed by the patient at home.

Also on the list are vitamins/minerals and probiotics – classed as items of low clinical Effectiveness - This cost the NHS £49.2m last year alone. By reducing spend on treating conditions that are self-limiting or which lend themselves to self-care, NHS England reasons that the money saved can be used for other higher priority areas that have 'a greater impact for patients, support improvements in services and help deliver transformation that will ensure the long-term sustainability of the NHS.

A prescription for a pack of 12 x travel sickness pills through a GP appointment costs the NHS over £35 when you add in consultation time and admin costs, compared to £2.18 in pharmacies and supermarkets. The public consultation asks people to consider whether they believe this is the right use of resources and whether they think they could manage certain minor conditions at home using products they can buy cheaply over the counter.

Linda Honey, Head of Medicines Management for North West Surrey CCG says "I'm sure many people would be surprised to know that 87% of national spend is associated with just five groups of drugs that can be bought much more cheaply in supermarkets and pharmacies."

The top five over the counter drugs requested on prescription nationally are emollients (skin creams), upset stomach remedies, analgesics (painkillers), heartburn and indigestion remedies and antihistamines.

This consultation reminds us that we all need to be mindful when asking our doctor to prescribe things like vitamins and eye drops, and think whether in fact we need to visit our GP when local community pharmacists can offer clinical advice on a wide range of healthcare issues. If symptoms suggest it's more serious, they can ensure you get the help you need at the right time, from the right place.

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



If you are registered with the Fairlands Medical Centre and attend the Fairlands Surgery, or the one at Glaziers Lane in Normandy, then you are eligible to join the Fairlands Practice Patient Participation Group.

The Group exists to support the practice, to publicise services, to feed back any patients' concerns and to improve efficiency and delivery. Meetings are held every six weeks and last about 90 minutes.

Every practice has a PPG and their local Clinical Commissioning Group works with them to foster good relationships and keep them informed of developments in the NHS.

At Fairlands, we have held events to increase awareness about diabetes, dementia and coping with minor illnesses. Many of you will have attended these sessions. We were particularly pleased that so many appreciated the information gained at the "Living well with Dementia" day. Health watch Surrey made a film of the event which is used to educate providers.

We also were involved in conducting a survey about the practice which you may have completed online - or you may have been accosted by one of our group when you visited the practice for your flu jab last autumn! The information has been analysed and fed back to the practice and improvements are being made where needed. Your views and your perspective are greatly valued.

Our next big event is a Cancer Awareness event on Friday 21st September at the Community Centre. Please put the date in your diary. Do come along and find out how to deal with cancer as a patient, family member or carer.

If you are interested in joining our Patient Participation Group, please contact Sarah at sarah.boltwood@nhs.net