

# Practice Newsletter – SUMMER 2017

## Latest News from the Team

### GP's

- We would like to congratulate Dr Kerry Angiolini who had a baby boy in May.
- We are pleased to announce that Dr Charlotte Bresslaw will be covering Dr Angiolini's maternity leave with effect from 3<sup>rd</sup> August 2017.

### New Services at Fairland's and Normandy Surgeries



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.



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](http://www.fairlands.co.uk)

### 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.

## 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.

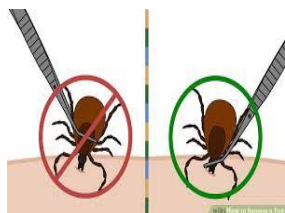
**Please note the phone lines will not be opened on Saturdays. If you have an appointment on a Saturday which you are unable to attend, please phone the Practice before 6.30pm on Friday or Email us at [GWCCG.fairlandsreception@nhs.net](mailto:GWCCG.fairlandsreception@nhs.net)**

## **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.

## **Tick Removal**



If you find a tick on you or your Child's skin, remove it using a pair of tweezers that won't squash the tick (such as fine-tipped tweezers) or a tick removal tool (available from pet shops, vets and some pharmacies).

Gently grip the tick as close to the skin as possible and pull steadily away from the skin without crushing the tick. If you use a tick removal tool, follow the manufacturer's instructions.

Wash your skin with water and soap afterwards, and then apply an antiseptic cream to the skin around the bite.

**Do not** use a lit cigarette end, match head or substances such as alcohol or petroleum jelly to force the tick out.

**Please contact the Practice if you are unable to remove the head of the tick off your skin or if you notice a rash.**

**For further information and video on how to remove a tick and Lyme disease, please visit the Lyme Disease Action Website on: <http://www.lymediseaseaction.org.uk/about-ticks/tick-removal/>**

**For further information on symptoms and signs to look out for which would indicate a need to see a GP, please visit NHS Choices website on: [www.nhs.uk](http://www.nhs.uk) and search for "Lyme Disease".**

## 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



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.

**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.**

## 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.

## 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.

## 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.

## 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](http://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 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)

# **Fairland's Patient Participation Group Information**

## **Chairperson Vacancy**



The present chairperson has unfortunately resigned and the Group is now looking for someone to take on this important voluntary position.

The government expects all GP Practices to have a Patient Participation Group to form a bridge between their patients and the medical and administration staff.

This is intended to enable patients to express any problems they have in the way the Practice is run or improvements they would like, whilst the Practice has the opportunity of consulting with patient representatives and communicating through them.

The chairperson has the key leadership role of developing this bridge and should gain much personal satisfaction from helping to improve the provision of medical services here.

The Group wants to hear from anyone who might like to make this valuable contribution to the Practice. Naturally he or she must be a patient of the Practice at Fairland's or Normandy. Medical knowledge is not required, but it is important to be able to associate with the needs and wishes of patients and seek constructive dialogues with the Practice. There is a supportive Patients Committee with considerable experience, who shares in organising an event once or twice a year. Committee meetings are at present held on a weekday afternoon, at most once a month but often less.

To express your interest in this very worthwhile position or to ask for more information, please contact Sarah Boltwood administrator at Fairland's Medical Centre, on 01483 594250 or by email at [sarah.boltwood@nhs.net](mailto:sarah.boltwood@nhs.net)

## **Coping with Minor Illness Report**

The Patients Participation Group of the Fairland's Practice held a meeting towards the end of last year to help patients know the best ways of coping with the very varied minor illnesses that we all have problems with from time to time. A great deal of useful information was given at the meeting which is not well known among patients, so we are now putting the topic into print in the way it was presented.

### **Help from a Doctor**

Dr McKendry started by describing the challenge that the Practice has meeting all the demand for appointments. He described how the Practice has principally two pieces of work in any one day – all the patients who need a review of their long term conditions (non-urgent), and all of the patients who need to be advised in the next 2-48 hours (urgent). The former group of patients are able to book all of their appointments either online, or via reception. It's the second group that this meeting was about.

Dr McKendry described how this urgent demand has been increasing over the years. To meet this growing need, the Practice has introduced a Nurse Practitioner Service which provides the medical advice and treatment required for many minor illnesses, without the need to see a doctor. The overall effect is to increase the number of medically urgent patients who can be seen, and be seen quickly, by a more appropriate medical professional each day. He also explained that the Practice has been developing and improving a new appointments system to match this need since the mid-2000s. He called this a "telephone triage system" which is currently run by a GP. It is all about responding to patients' needs and expectations in the best possible way. Whenever a patient requests an appointment with some urgent medical reason, the Receptionist will ask for further information about it and pass it on to the duty doctor. The duty doctor will phone the patient back that day, giving priority to really urgent circumstances. In many cases the telephone call will be sufficient to give the patient the help needed, but in other cases, the patient will be offered an

appointment as appropriate with a doctor, nurse practitioner or nurse on the same day or the next available appointment according to the degree of urgency.

This ensures that all patients are seen in a timely and clinically appropriate manner. Naturally it is not possible to offer a choice of doctor, as it simply depends on who is on duty at the time, and often it is not also possible to offer a choice of time. This is because some patients' **medical** needs may be **more urgent or greater** than others. But Dr McKendry explained that the Practice needs to be able to assess and appropriately direct all requests for urgent care to ensure that the resources of the Practice are distributed amongst all patients fairly and according to their clinical needs.

Please note that the above system applies from Monday to Friday only, Saturday morning appointments with a doctor or nurse are by prior appointment only; no urgent patients are seen at the Practice on Saturdays. Patients needing to see or speak to a clinician on a Saturday or when the Practice is closed should dial 111 or go to the Woking Walk-in Centre.

### **Seeing a Nurse Practitioner**

The Fairland's Practice currently employs two Nurse Practitioners, Natasha Wasum and Michelle Carter. At least one of them is on duty every day from Monday to Friday, in collaboration with the Duty Doctor. They provide additional face-to-face consultations for same-day care for patients needing urgent medical assistance but not actually needing to see a doctor or, in some cases, even to speak to a doctor.

So you may ask, what is a Nurse Practitioner? The answer is that initially she became a Registered Nurse and then she has studied further and gained more experience to obtain the higher qualifications of Nurse Practitioner.

This enables our Nurse Practitioners to assess, diagnose and treat a wide range of minor illnesses that are within their professional scope to manage. They are also qualified to prescribe and sign prescriptions for minor illnesses where appropriate. Our Nurse Practitioners work closely with the Duty Doctor, so that she can refer to the Duty Doctor whenever she feels it is medically desirable to do so.

A patient requiring a sick certificate will need to see a Doctor as that is a legal requirement.

Appointments with the Nurse Practitioner are arranged in two ways: when a Duty Doctor telephones a patient (as explained above), he/she may offer an appointment that day with a Nurse Practitioner; secondly, some appointments are available each day for patients who asked the Receptionist, in the first instance, to see a Nurse Practitioner without involving the Duty Doctor.

All appointments with a Nurse Practitioner are made for the same day only, never for a future date!

### **Perhaps See a Pharmacist**

For some minor illnesses a visit to the Rowland's pharmacy at the Fairland's Surgery is often an easy and effective alternative. Dhiren Karia, the Pharmacist, explained that you can always ask at the counter to speak to him and he will always see you in the adjacent room if you would like to talk privately. No prior appointment is necessary and the pharmacy is open until 6.30pm on weekdays and until 1.00pm on Saturdays. In Dhiren's absence, there is always some other pharmacist present and available.

The advice is given free-of-charge and will enable you to obtain the most appropriate medication straightaway.

Should the Pharmacist consider you should see a Doctor or Nurse Practitioner, he can arrange an appointment through Reception.



Apart from minor illnesses, it is not always known that a range of other services are also available. These include advice about a new medicine which has been prescribed for you, a better understanding of your existing medicines, asthma inhalers checking service, smoking cessation, influenza vaccination (August to March), a repeat prescription service and also prescriptions delivery (once weekly).

### **Visiting the Woking Walk-in Centre**

Another way to get help for minor illnesses, especially at weekends, is to go to the Woking Walk-in-Centre. It is situated close to the centre of Woking in Heathside Road, Woking, GU22 7HS. The opening hours are from 8.00am to 8.00pm, 7 days a week.

Anyone can go there, regardless of where you live. There is a car park there, but take coins to pay for parking. Appointments are not made, just turn up, but expect a wait of typically an hour or so depending very much on the day and time.

Normally you will be seen by a Nurse Practitioner, so that is the level of medical advice you can expect.

### **Conclusion**

Remember to think of these alternatives and choosing the most appropriate course of action is the best way of dealing with your particular problem.