

Flu Vaccinations

Our annual flu clinics begin again in October for eligible patients. Please bring your invite letter with you to your session – there is no need to telephone us beforehand.

Saturday 7th Oct
Saturday 14th Oct
Saturday 28th Oct
Saturday 4th Nov*

*Under 18's clinic only

645

Missed appointments during the last 3 months. This is the equivalent to one GP sat in an empty room for 3 weeks. Please cancel your unwanted appointments.

Opening Hours

Monday	8am – 6:30pm
Tuesday	8am – 8pm
Wednesday	8am – 6:30pm
Thursday	8am – 8pm
Friday	8am – 6:30pm
Saturday*	8am – 12pm

*For booked appointments
Only

Tel: 01442 213919
Fax: 01442 216433

E: Contact.Fernville@nhs.net

Dr Hodge: The long walk home



After almost 30 years service to Fernville Surgery and the local community, Dr Hodge finally retired in July.

To mark the occasion, he embarked on a fundraising event; walking from Hemel Hempstead to his new home in Somerset. Dr Hodge began The Long Walk Home on the 1st July, completing his journey on the 6th July (a blistering hot week!). Over £1600 was raised which will be split between The Hospice of St Francis and a hospice near to his new home.

"I have been fortunate to work with and care for many, many wonderful people in Hertfordshire over the last three decades." said Dr Hodge before setting off. Fernville wish Keith and his family a very fulfilling and happy retirement.

Out of Hours / Urgent Care

For medical assistance that cannot wait until the surgery re-opens, please dial 111. Calls to this number are free from both landlines and mobiles. For life threatening conditions, continue to dial 999.

Please be aware that the Urgent Care Centre (UCC) is open from 8am-10pm only. It is advisable to dial 111 before visiting UCC as they may be able to book an appointment for you in advance or offer advice.



Do you Care for or Support Someone?

A carer is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction, cannot cope without their support. Please tell the surgery if this sounds like you, or ask to speak to our Carers Champion:- Mandy Curtis, who can tell you about Carers Health Checks and flu vaccinations.

You can also contact Carers in Herts who can offer advice such as claiming benefits, accessing services to get time off, or returning to work. There are also local support groups, enabling you to meet other people like you and have a say on some of the issues that affect you. Tel: 01992 586 969 www.carersinherts.org.uk

Come along to our next Carers Coffee Morning at the surgery on:-
Saturday 18th November – 11:30-1.00pm. Guest speakers, including information on dementia, local help and services available. Please register your interest at Reception.



New telephone number for eligible patients requiring hospital transport: 01603 481208

Please allow 3 working days to process repeat prescriptions and sick notes (med3).

One hour's free parking is available for patients using the surgery. If your appointment is delayed, please complete a form from Reception to avoid a penalty notice.

We do not offer an emergency prescription service, unless a GP considers it to be medically necessary.

Letters or forms to be signed by a doctor take 10-12 working days. A charge may be applied, as this service is not covered by the NHS.

Our Doctors

Dr Raj Mapara
Dr Ann Shipley Rowe
Dr Meeta Duggal
Dr Ashish Patel
Dr Rebecca Asquith
Dr Pooja Gupta
Dr Elfrieda Power
Dr Olivia Versluys
Dr Cyndi Britto
Dr Sonal Mapara

Patient Services
Manager
Mandy Curtis

Support in a crisis - A free helpline to give you the support and advice you need in difficult times: 0300 123 4044 (Monday to Friday 8am - 6pm).

Herts Help will ensure you get the help you need by directing you to specialist support services who can give you confidential and anonymous advice. They can also help with:

- Information on grants
- Food Packs
- Starter Home Packs
- Domestic appliances
- Assistance filling in forms

Priority is given to the most vulnerable, such as victims of domestic violence or those with life limiting illness.

Long Term Condition Checks

Patients with long term conditions such as; asthma, COPD and diabetes do not need to wait for an invite letter from the surgery to book an annual review.

Please contact Reception to make an appointment with the Practice Nurse during your birthday month. Within two weeks of your nurse's appointment, you will receive your results in writing advising if you need to see a GP for a follow up.

What is the PPG?

PPG stands for 'Patient Participation Group' and the first of these were set up in some GP surgeries in the UK in 1972. Today around 60% of group practices have them and Fernville has had one for around 5 years.

We are patient volunteers who act as a link between the practice and patients and meet bi-monthly for about one hour in the evening. We review and discuss ideas on issues that affect the surgery and patient care.

The PPG were actively involved in helping to modify the telephone system, to become one of the best in the area. We also initiated a 'carers coffee morning' and education events, which this year was to encourage us all to take more exercise. We have more events like this to follow.

Alternatively, you may consider becoming a member of the PRG (Patient Reference Group). This is an internet based group of patients, who are sent questionnaires approximately 3 times per year.

If you would like to be considered for membership of the PPG or wish to join the PRG, please contact the Patient Services Manager or leave a note in Reception with your contact details.

John Carlton-Ashton, Chairman of PPG