

Congratulations!

Fernville has had another baby boom with Dr Power & Dr Britto both recently welcoming baby boys and Chloe from Reception has announced the safe arrival of a baby girl.

Welcome

We would like to welcome two very experienced Doctors to the Fernville team; Dr Sonal Mapara and Dr Aeisha Aslam. We are very fortunate to have recruited such high calibre doctors at a time when there is a nationwide shortage of GPs.

Opening Hours

Monday	8am-6.30pm
Tuesday	8am-8pm
Wednesday	8am-6.30pm
Thursday	8am-8pm
Friday	8.00am-6.30pm
Saturday	8am-12noon*

For booked appointments only

Tel: 01442 213919
Fax:01442 216433

E: Contact.Fernville@nhs.net

MJog Text Messaging

We have recently introduced a new text messaging service called MJog. Fernville were experiencing extremely high numbers of missed appointments wasted by patients who had forgotten, or couldn't get through to the surgery by telephone, to cancel unwanted appointments.

You will now receive a text reminder one week and 24 hours before your appointment. If you can no longer attend, please simply text back the word 'CANCEL' and nothing else. This will automatically cancel your appointment in our computer system, enabling another patient to book it.

Please ensure we have the correct mobile number for you and each child registered with us.

In the near future we hope to be able to communicate other information, such as test results using this service. If you wish to opt out of text messaging, please inform Reception.

It's not too late

As you may have seen in the press recently, the UK is being hit with one of the worst outbreaks of flu in recent years. This has increased the pressure (on already stretched) GP surgeries and hospitals.

If you or your child is eligible to receive a free flu jab, it's not too late to get vaccinated (ideally before the end of March). The vaccination is not 'live', so will NOT give you the flu. It takes around 10 days to become protected.

If you suspect you have flu and have tried over the counter remedies, please arrange a telephone appointment with a GP before coming to the surgery. Flu is highly contagious and other patients with low immunity could become seriously unwell.

Measles Catch-Up Programme

There have been a number of cases of measles reported across England. ALL the cases have been reported in children and adults who have not received **two** doses of the MMR vaccine.

Public Health England will be writing to patients who have not received two doses or have no MMR vaccination history, to offer a catch-up programme. Measles is highly contagious and complications from catching it can be devastating.

NHS 111 is available 24 hours a day, 365 days a year.

The service can give you direct access to GPs, nurses, dentists, prescribing pharmacists and mental health professionals. Out of hours appointments can also be made to see a clinician.

- **Please allow 3 working days to process repeat prescriptions and sick notes (med3)**
- **Car Parking - Please complete a form from Reception if you are parking for more than one hour in our car park to avoid a penalty.**
- **We do not offer an emergency prescription service, unless it is medically necessary. It is your responsibility to ensure you have adequate medication.**
- **Letters or forms required to be signed by a doctor take 10-12 working days. A charge may be applied as this is not part of NHS work.**

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Coming soon.....

NHS England are investing in training for GP Receptionists to actively 'signpost' or direct patients to the most appropriate source of help or advice. GP appointments are often booked with patients seeking non-medical help, which can then cause a delay in them receiving the appropriate help.

After training, Receptionist will be asking key questions in order to refer you to the most appropriate person. Patients with some minor ailments may be encouraged to 'self-help' or be directed to a pharmacist for example. Receptionists are NOT being nosey or trying to prevent you from seeing a GP and they have been instructed to ask these questions. We hope in time; these changes will improve appointment availability for our patients seeking medical care.

Dementia Coffee Morning

On Saturday 18th December, Mandy our Patient Services Manager and members of the PPG (Patient Participation Group; also known as Fernville Friends) presented a coffee morning aimed specifically at assisting those patients who look after relatives with dementia.

The meeting was attended by some 20 patients. Following an introduction from the PPG chairman (John Carlton-Ashton), PPG member Carol Atkinson spoke about the trials & tribulations of looking after her own mother, who had dementia.

Keynote speaker was Bernadette Ziuziakowska, from Age UK Dacorum, who covered many aspects of the topic, including the possible causes of dementia, treatments and help available from a variety of organisations. Also present to answer questions at the meeting were Denise Wimbledon, from Adult Care Services and Suzi Devaney from "Community Navigator".

WHAT'S NEXT?

If you are a Fernville patient and there is a topic which you would very much like to be given a forum at a Saturday meeting, please leave a note at reception addressed to Mandy Curtis.

John Carlton-Ashton, Chairman of PPG

Change to 'CROPS' referrals

Community Rheumatology Orthopaedic and Pain Service (CROPS) is for patients with conditions that affect the bones, joints and muscles. The service is now being provided by Herts Valleys Integrated musculoskeletal Service (iMSK). Your GP will refer you in the usual way, but the new provider will now contact you directly to arrange your first appointment (which may be over the phone initially). Locations may be in a local health centre or GP Practice within the community. If you have already been referred to CROPS and have any questions about your care, please call 01442 913 356.