

# Fernville Focus

Written by Marie Lahiffe, Patient Services Manager

January 2016

## New Year Welcome

All the team at Fernville Surgery would like to wish our patients and their families a very happy, healthy and prosperous New Year.



We look forward to continuing to provide a patient focused general practice service to all of our patients and are committed to developing and improving our service to meet patient needs.

*With Best Wishes for 2016 from all the team at Fernville Surgery.*

## Aged 40-74?

We recently sent out invitations to eligible patients to book their NHS Health check.



Even though you may feel fine, if you are over 40 you could be at risk of developing heart disease, stroke, kidney disease, diabetes or dementia.

A **FREE** NHS Health Check can help reduce these risks and ensure you stay healthy. The check is part of a national scheme and everyone between the ages of 40 and 74 who has not been diagnosed with the conditions mentioned, will be invited to attend every five years.

The check will take around 20 minutes and will also include a **cholesterol** and **blood pressure** test. You will be taken through your results and given advice on how to lower your risk and maintain a healthier lifestyle.

If you haven't yet received an invitation and would like to know if you qualify, please check with reception.

If you are outside the age range and concerned about your health, you should contact your GP.

It would be helpful to let us know if you do not wish to receive a **FREE** NHS Health Check so that we can update your records.

You can find more information at:

[www.nhs.uk/nhshealthcheck](http://www.nhs.uk/nhshealthcheck)

## Urgent 'on the day' Appointments

**URGENT**

In order to maximise the efficiency and clinical effectiveness of our urgent appointment service, we would like to remind our patients of the criteria for this valuable service.

- These are **5 minute** appointments for **one new** medical condition and not for ongoing medical problems
- The doctor will be unable to discuss several family members' issues in these consultations
- You may be asked to book a routine appointment for further discussion of your condition
- Please wear sensible clothing so that dressing and undressing does not delay appointments.
- Parents are asked to remove outer clothing of babies and children **before** entering the consultation and remove them from pushchairs and car seats
- Consult your pharmacist first for advice about cold and flu like symptoms. They are experts in medicine and can give advice on over-the-counter medication which is often cheaper than a prescription.
- Prescribing antibiotics for cold and flu like symptoms is not clinically appropriate.
- **We do not offer a 'walk in' service**
- It may be more appropriate to see our Nurse Practitioner (an expert advanced practitioner) for minor illnesses, who can prescribe medication if required
- You will be seen by the available doctor on 'duty' that day and may not request your preferred GP.
- If you feel better and no longer need your appointment, please cancel it so that we can free up the slot for other patients who may require an urgent consultation
- Please remember that our receptionists are here to **help you** and work under the direction of the partners and doctors.
- **Be prepared to wait! Urgent appointments often bring real medical emergencies which may cause delays to later appointments.**
- It may not be necessary for you to see the doctor in person (especially with sickness and diarrhoea symptoms). Please discuss booking a **telephone consultation** with the doctor, who may be able to offer you advice and reassurance over the phone.

**Your cooperation is appreciated to ensure urgent appointments are utilised to maximum effect.**

**Please consider if you really need to attend the Urgent Care Centre and A&E departments with minor illnesses during evenings and weekends.** Just dial 111 (free) and you will be advised of the best course of action to take, which could be reassurance and advice, an appointment with out-of-hours GP or even an ambulance. In the event of an emergency, dial 999.



## Staff News



- Welcome to Sally Chakraverty who joined Fernville in December as our new practice nurse. Sally is a valuable addition to our nursing team and now brings us up to a full complement of nursing staff, thus enabling us to offer our patients more choice and access to appointments.
- Congratulations to Dr Barton who recently had a baby girl and Dr Asquith who had a baby boy. We all wish them health and happiness and look forward to welcoming them back to Fernville in the near future.
- Congratulations to Amber Wimbledon, who recently left the reception team to forge her career as an Ice Skating Professional. She has been signed up to a professional skating team that will be touring South America. We wish her all the best in this exciting venture and hope she has a very promising professional career on the Ice!
- Dr Mathew West has left Fernville and the UK, to follow his dreams, working at a missionary hospital in Africa. Dr West was a popular doctor with both staff and patients alike and before leaving said "It is with a mixture of shared sadness and excitement that I bid farewell to Fernville Surgery. I arrived at Fernville in 2009, and after three years as a Registrar, joined as a fully trained GP in 2012. I developed a good working relationship with staff and patients becoming a popular member of the team at Fernville. Now, together with my wife and children, I am going to work at a missionary hospital in Africa. I wish all my patients and their families, the very best for the future."

## Cold Weather



We have been fortunate to have enjoyed a very mild winter so far. However, the temperature has started to decline and the forecast is for lower temperatures compared to those we have recently experienced.

As we get older our bodies respond differently to the cold weather and can affect us physically and psychologically, impeding on our abilities to do everyday things normally.

### Here are some 'Top Tips' for the cold snap

- Don't sit for more than an hour without moving – do some gentle movements to activate your circulation
- Wear layers of clothing
- Keep your environment warm by constantly keeping the heating on a low setting and windows shut
- Have lots of hot drinks and at least one hot meal per day
- Ensure you receive your annual flu vaccination
- Arrange for your local pharmacy to deliver your regular medications rather than taking a trip out in the cold icy weather.
- If you are feeling unwell and cannot come into the surgery, call us on 213919 to arrange a telephone consultation or home visit if you are housebound.
- Telephone 111 if you are feeling unwell and require assistance or medical advice during the evening or weekends, when we are closed.
- If you are concerned about increased fuel costs, contact AGE UK to discuss help that may be available on : 01442 259049

Please keep an eye on vulnerable friends and neighbours over the winter period.

## Flu Vaccination Clinics

Prior to the Christmas and the New Year break, we ran our annual flu campaign clinics that were very well attended and provided a convenient and appropriate environment for our patients to receive their jabs.

In order to ensure that every eligible patient has received their flu vaccination, we recently sent out reminders to book an appointment with our nursing team.

If you **do not** wish to have the flu vaccination, or have **received it elsewhere**, please contact reception or complete the slip below so we can update your records accordingly.



Name: .....D.O.B.....

I do **not** wish to receive my annual flu vaccine

I have received my flu vaccine from a pharmacy  Pharmacy Name:.....

**In Focus.....Marie Lahiffe**  
**Patient Services Manager**



I would like to introduce myself to you all in my new post as the Patient Services Manager at Fernville surgery. I started in this post in September 2015 and have been made very welcome by all the team in the Practice.

In my previous career I worked in the Healthcare Service as a Registered Nurse and developed my nursing career within the specialist field of Oncology and Chemotherapy Nursing. My last post was as the Macmillan Skin Cancer Clinical Nurse Specialist for West Hertfordshire Hospitals NHS Trust. Prior to commencing my Nursing career, I have worked in the Travel and Hotel Industry in Front of House positions.

For the last four months I have been settling into my role, and familiarising myself with the daily life of working in a very busy GP Surgery. I am looking forward to working closely with all the Team at Fernville and the Patient Participation Group, to develop our service and improve your patient experience. We value your opinion on our service and I would encourage you to join the Patient Reference Group in order to give us feedback on our Practice and participate in patient surveys. Details of this group can be found at the bottom of this page.

Part of my role is as a "Carer's Champion" for the Practice which is something I am very passionate about. If you support someone as a carer and would like to know how we can help you in this role and what support is available for you, please ask at reception to speak with me. My direct telephone is 01442 898371 and I encourage you to call me if you wish to speak with me directly about any issues you may have.

With Best Wishes to you all, Marie

**Forthcoming Events**

**Carer's Education Event** - "Caring can be detrimental to YOUR Health and YOUR Wealth"

**When:** Saturday 27<sup>th</sup> February, 2016 from 12.00pm to 1.00pm

**Venue:** Fernville Surgery

This educational advisory forum will address issues of being an informal Carer and provide information on the support and help that is available for patients that are informal carers.

For further information and to register your attendance please contact Marie Lahiffe, Patient Services Manager on 01442 898317 or email: [contact.fernville@nhs.net](mailto:contact.fernville@nhs.net)



**Patient Reference Group**

If you would like to contribute to the development of our practice by participating in patient surveys, please register your interest below. We communicate with this diverse group primarily by email and welcome all patients.

If you would like further information about this group you can contact the Patient Services Manager on 898371.

To register, please complete the form below and hand it to reception. Thank you.



Name:..... D.O.B.....

Email:..... Tel:.....

**Please add me to the patient Reference Group**

## Fernville Surgery will be closed on the following dates

Good Friday 25th March 2016

Easter Monday 28th March 2016

\*See our website for details of all opening hours

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 using **999**.



## Our Usual Opening Hours

Monday 8am-6.30pm

Tuesday 8am-8pm

Wednesday 8am-6.30pm

Thursday 8am-8pm

Friday 8am-6.30pm

Saturday 8am-12noon\*

\*For booked routine appointments only

Tel: 01442 213919

Fax: 01442 216433

E: Contact.Fernville@nhs.net

## Macmillan Coffee Morning:

In September the secretarial team organised the annual Macmillan "World's Biggest Coffee Morning". Staff members baked cakes to sell to colleagues during the day and we also encouraged people to buy cakes to take home with them.

The surgery raised a whopping £186.00 which will be donated to Macmillan Cancer Support. Thank you to all the staff for their contributions and generous donations.



## Latest Friends & Family Test Results

We asked one question; 'How likely are you to recommend Fernville to friends and family if they needed similar care or treatment.?'

	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely
Sep 2015	34	15	2	10	1
Oct 2015	28	25	1	11	4
Nov 2015	39	19	7	6	3
Dec 2015	26	12	8	1	4

## Saturday Appointments

We are open every Saturday from 8am until 12 midday for **pre-booked** routine appointments and a limited number of 'urgent' appointments and general enquiries.

We are unable to process urgent prescriptions on Saturdays.

Outside of these hours:

**Please dial 111 for urgent medical advice or 999 in an emergency.**

G E Y R V G B E A W G  
 V A C C I N A T I O N  
 H O P N A D P C W O I  
 C E D K E M A Y E T S  
 A K A G C R R K A R R  
 A W M L I Z E A T T U  
 E J D N T W D F H T N  
 M O G A C H I G E P F  
 N T S B A U W P R R V  
 G E T U R G E N T D D  
 N S Y M P T O M S B M

## Waiting room WORDSEARCH:

URGENT HEALTH  
 PHARMACY VACCINATION  
 PRACTICE REFERENCE  
 SYMPTOMS CARING  
 WEATHER NURSING

## Doctor, Doctor....

A man walked into the Doctor's surgery.

The Doctor said "I haven't seen you in a long time".

The man replied "I know, I've been ill!"

