

Fernville Focus

Please see back page for bank holiday closing dates

Spring 2017



Notice

Change to URGENT Prescription Process

From the 1st February 2017, we will only issue requests for **EMERGENCY** prescriptions when it is **CLINICALLY** necessary to prevent you becoming severely unwell.

The minimum processing time for repeat medication requests is two working days for the following reasons:

- ◆ Patient safety (GPs have a number of checks to make before issuing prescriptions)
- ◆ Avoids interrupting Doctors, ensuring a safe consultation for patients and preventing delays to clinics.

It is YOUR responsibility to ensure you have an adequate supply of medication. We appreciate from time to time mistakes do happen, which is why we will issue clinically necessary medications only.

Did you know you can order repeat medication online? Go to www.fernillesurgery.org/

The GP partners have reviewed the medications we will prescribe as an **emergency**.

If your medication appears on the list below, a 7 day supply of medication will be issued only.

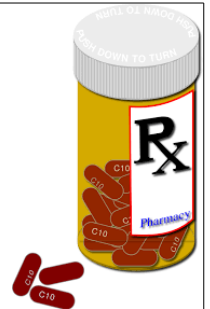
Emergency prescriptions will be available after 6pm from the Surgery (not a pharmacy).

If your medication does not appear on the list, please make a routine request for your medication and allow a minimum of two working days before collecting your prescription. **You will not suffer significant harm if you are without this medication during the process.**

- | | |
|---|---|
| ◆ Salbutamol/Ventolin reliever spray | ◆ GTN Spray |
| ◆ Oral Nitrates—Isosorbide Mononitrate (ISMN) | ◆ Insulin |
| ◆ Adrenaline pen - Epipen | ◆ Contraceptive pill (28 days supply) |
| ◆ Oral Steroids (Prednisolone/Dexamethasone) | ◆ Palliative care patient medications |
| ◆ Lithium/antipsychotics | ◆ Methotrexate/DMARDs |
| ◆ Warfarin/NOAC | ◆ Parkinson's disease medication |
| ◆ Anti Epileptics—phenytoin, sodium valproate | ◆ Medications for arrhythmia-B blocker / verapamil / diltiazem / amiodarone |
| ◆ Specialised baby milks | |

GP Partners have instructed our receptionists and admin staff to follow this policy. They are not authorised to make any exception, nor permitted to interrupt the duty doctor. Please do not ask to book emergency appointments to request urgent prescriptions, this is an abuse of the system and prevents acutely unwell patients from being seen by a doctor.

Thank you for your co-operation, The Partners.



Car Parking at Fernville



Fernville is very fortunate to be able to provide some limited free car parking for our patients visiting the surgery. Please be aware that parking is now limited to **one hour** and the car park is managed by a third party to maximise the availability of parking spaces for our patients. Unfortunately, without enforcement we have found vehicles left in the car park for the whole day.

Notices are displayed around the car park. **If your visit is likely to last more than one hour or your appointment is delayed, please speak to a Receptionist at the time of your visit** and you will be

issued with an exemption form to complete to avoid being issued with a penalty notice.

We are unable to cancel penalty notices once they have been issued and we do not profit from any penalty notices issued by the contractor.

Help us reduce pressure on the emergency services

111 is the NHS non-emergency number

It's fast, easy and free. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

When to use 111

You should use the NHS 111 service if you urgently need medical help or advice but it's not a life-threatening situation.

- You need medical help fast but it's not a 999 emergency
- You think you need to go to A&E or another urgent care service
- You don't know who to call, don't have a GP to call or we are closed
- You need health information or reassurance about what to do next

For less urgent health needs, contact your GP or local pharmacist.

How does it work?

The NHS 111 service is staffed by a team of fully trained advisers, supported by experienced nurses and paramedics. They will ask you questions to assess your symptoms, then give you the healthcare advice you need or direct you to the local service that can help you best. That could be A&E, an out-of-hours doctor, an urgent care centre or a walk-in centre, a community nurse, an emergency dentist or a late-opening chemist.

Where possible, the **NHS 111 team will book you an appointment** or transfer you directly to the people you need to speak to.

If NHS 111 advisers think you need an ambulance, they will immediately arrange for one to be sent to you.

Please call 111 before visiting Urgent Care or A&E



Non Medical Support and Advice

Do you sometimes not know where to turn in asking for help and advice? Do you or someone you know feel anxious or vulnerable and need someone to help on your behalf?

GPs and Social Workers can't always provide you with the information you might need, so Hertfordshire County Council and Herts Valleys CCG have set up and launched a 'Community Navigator' scheme for Herts Valleys CCG residents.

Community Navigators—This service helps people to identify and access community support that will help people to maintain their independence, health and wellbeing. Community Navigators have a detailed knowledge of the range of health and social services available and after a face to face meeting, can give you advice or direct you to appropriate services.

HertsHelp - Is a network of community organisations that can help you or carers with a range of issues such as; support in a crisis, feeling safe at home, giving advice on money and benefits, assistance with forms or helping you to put your views across.

For all of the above, please contact HertsHelp in the following ways:



Call 0300 123 4044



www.hertshelp.net/



info@hertshelp.net



Dr Adrian Richardson

Having spent 20 years at Fernville Surgery, Dr Adrian Richardson will be taking a career break and leaving the Fernville Partnership in April 2017.

Dr Richardson joined the team 20 years ago, after the retirement of Dr Raudnitz (who had taken over from Dr Macintosh).



In addition to his partnership duties at Fernville, Dr Richardson also spent many evenings and weekends serving the community as the 'on-call' doctor at the Urgent Care Centre in Hemel Hempstead Hospital.

After many fulfilling years, the decision to leave was a difficult one, but Dr Richardson hopes to take the opportunity to spend some time working overseas in the near future.

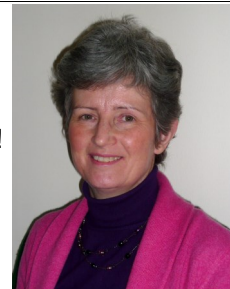
Dr Richardson will be missed by all of his colleagues at Fernville and by many of his patients, both at Fernville and within the local community. We wish him lots of luck and bon voyage!

Patients currently registered with Dr Richardson will shortly receive a letter to advise them of their new GP.

Dr Janet Wright

On the 3rd February 2017, we said farewell to Dr Janet Wright, who has now begun her well-earned retirement!

Dr Wright has been a member of the practice team for almost 30 years, many of those as a GP Partner. In 2009 she began a period of work specialising in women's health.



Dr Wright has made a tremendous contribution to the practice, including the introduction and support of our electronic medical records system.

She will be widely missed as a friend, as well as a colleague and doctor and we send our best wishes for a relaxing and fulfilling retirement!

New GP Partner

We would like to extend a warm welcome to Dr Ashish Patel, who is joining our partnership team. Dr Patel is a very capable and experienced GP, who has worked for a number of years as a GP Partner in Berkhamsted. With the current GP recruitment shortage, we are very fortunate to have found such a high quality candidate to replace Dr Richardson.

Patient Education Event

On Saturday 21 January we hosted the second in a series of patient education events run by our Patient Participation Group (PPG).

The theme on this occasion was 'New Year, New You', focussing on the numerous health benefits of exercise and some of the facilities available locally for all to enjoy.

Approximately 40 patients attended this event in a packed waiting room. Three speakers gave lively presentations, including a performance of the Macarena led by our very own Dr Duggal!



Lewis Erskine from Sportspace Dacorum and Rob Beauchamp from Hertfordshire Health Walks completed the line-up. Feedback from patients attending was very positive, and many said they felt motivated to try new forms of exercise.

Keep a look out in the surgery for more events like this and if you have any suggestions or ideas for future events, we'd like to hear from you!

For more information on local groups, please ask at reception for a leaflet, take a look at our website or dedicated noticeboard. There's something for everyone, including carers, men only, culturally aware classes, runners, cyclists, kids and more. Below is a taster of some of the groups that may suit you and your lifestyle:

Get Set Go Dacorum lottery funded to help keep costs down to around £3 per class www.getsetgodacorum.co.uk

Over 65? Sportspace 'Active Together' Easy squash, laughter yoga, seated exercise, gentle cycle, learn to swim

Inactive with a medical Condition? Ask about our referral to Sportspace scheme.

Prefer to do something at home? Prescription 4 Exercise helps you to tailor your own programme according to your medical need. Online demonstrations to do in the comfort of your own home and FREE!
www.prescription4exercise.com

Walker? Local Organised walking group www.hertslink.org/cms/healthwalks/dacorum

Fernville Surgery will be CLOSED on the following dates

Friday 14th April — Good Friday

Saturday 15th April—Closed

Monday 17th April— Easter Monday

Monday 1st May— Early May Bank Holiday

Monday 29th May—Spring Bank Holiday



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

355 DNAs

In the first two months of this year, over **355** appointments were lost to patients that did not cancel unwanted appointments. This is the equivalent to one full time GP sitting in an empty room for two months!

Failing to cancel your appointment also has a direct impact on the length of time you wait to get an appointment with a GP.

We routinely monitor DNAs (Did Not Attends) and patients that fail to attend appointments on a regular basis will receive a warning letter from the surgery. You may be asked to register at another practice if your attendance doesn't improve and asked to find another practice.

Don't forget, you can register online to make or cancel appointments at your convenience.

Go to www.fernillesurgery/org or ask at reception for a form.

**GP APPOINTMENT?
 CAN'T MAKE IT?
 DON'T NEED IT?**



Telephone Access



We are continually looking at ways to improve telephone access to the surgery and regularly monitor our progress.

As a result of patient feedback, we will soon be making some changes to our telephone system options.

Please listen carefully to the new telephone options next time you call us, as some of these may have changed.

Waiting room WORDSEARCH:

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

EMERGENCY

CARPARKING

HERTSHELP

RETIREMENT

EVENT

EASTER

PRESCRIPTION

COMMUNITY

ACCESS

NAVIGATOR

a better