

Fernville Focus

Summer 2012

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
www.fernillesurgery.org

Repeat Prescriptions

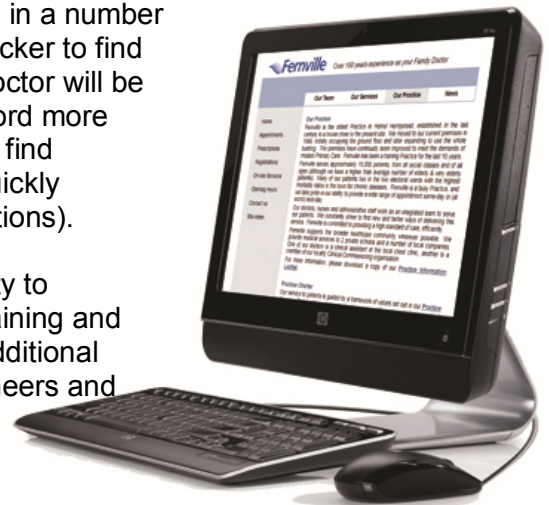
Please allow sufficient time for us to process your repeat prescriptions, especially before bank holidays and holidays.

Prescriptions take **two working days** and can be ordered in writing via reception, through your local chemist or online (if you haven't already registered, you can obtain an EMIS access form from a receptionist). We are still unable to take prescription orders over the telephone.

Fernville's Big Day Tuesday 12th June 2012

Fernville is pleased to announce that on Tuesday the 12th June, we will be upgrading our current computer system.

We have been using our current EMIS system since the mid nineties. The new system will benefit you in a number of ways; it will be easier and quicker to find an appointment for you, your Doctor will be able to review your medical record more efficiently and we will be able to find information you require more quickly (such as test results or prescriptions).



We have taken every opportunity to prepare, we've all had lots of training and on the day itself, there will be additional support by EMIS Web I.T. engineers and trainers to minimise any disruption to you.

Doctors and Nurses will have fewer appointments on upgrade day, so that they can familiarise themselves with the new system. Please bear with us if a Doctor or Nurse is running late, or if a member of the team is taking more time than usual to deal with your enquiry.

We are positive the day will be a huge success and benefit you in the long term. If you have any questions regarding the new system, or indeed anything else, please ask to speak to Claire Houlihan, Patient Services Manager.

We Need You!



We have recently formed a Patient Reference Group, to ensure we consider patients' views when developing services at Fernville. For it to work, we need to gather a number of patients from as broad a spectrum as possible to get a true picture of what you really think. There is no criteria, all patients are encouraged to take part, by completing a very brief survey every few months. The results are then analyzed with the practice and the Patient Participation Group, where we work together to try and improve our services to you. You can view the findings of the last Patient Survey Report on our website at www.fernillesurgery.org.

Your views are important to us and if you want to have a say in how to improve services at Fernville, please take a **green** questionnaire (found at reception) or register online. Please hand in completed forms at Reception.

Out of Hours Help

Fernville provides services for 60 hours each week, including evening appointments on Tuesdays and Thursdays and Saturday mornings. Should you require an urgent appointment outside our normal working hours, there are the following options available to you.

West Herts Medical Centre – Tel: 03000 33 22 33

West Herts Medical Centre are the appointed GP **out-of-hours** service provider, should you require an urgent appointment for a minor illness. The Centre is located at Hemel Hempstead Hospital, Jubilee Wing (former A&E). They offer 'walk in' or pre-booked appointments from 8am until 8pm, 7 days per week. Please bear in mind that Doctors will not have access to your medical records from Fernville.

The Urgent Care Centre – Tel: 01442 28741/2

The Urgent Care Centre is also located at Hemel Hempstead Hospital, Jubilee Wing. They are open 24 hours a day, 7 days per week for injuries or illnesses that need to be seen quickly, but are not life threatening. Pre-booked appointments can't be made and you may need to wait some time to be seen.

You can also obtain advice from NHS Direct (<http://www.nhsdirect.nhs.uk> or telephone 0845 4647)

Out of Hours Dentist – Tel: 03000 33 32 24

If you require emergency dental care when your dentist surgery is closed, you can contact Herts Urgent Dental Care on the above telephone number, between 5:00pm - 9:00am, weekends and Bank Holidays

Herts Urgent Dental Care is an independent organisation which engages local dentists to provide out-of-hours dental services to the people of Hertfordshire.

Handling a Heatwave

After weeks of rain and cool temperatures, most of us welcome a bit of hot weather, but if it's too hot for too long, there are risks. The main dangers posed by a heatwave are:

De-hydration * overheating * heat exhaustion* heatstroke

The young, elderly and those with chronic conditions are groups that are particularly at risk of health problems. Others at risk are people who are physically active, i.e. labourers or those doing sports, people who misuse alcohol or drugs and people on certain medications.



Tips for coping in hot weather

- Keep curtains and blinds closed
- Avoid going out between 11am and 3pm
- Have cool baths or showers, or splash yourself with cool water
- Drink cool drinks regularly. Avoid tea, coffee and alcohol
- Cover up, with T-shirt, hat and sunglasses
- Use a high protection sunscreen

BBQ Food Safety

Food poisoning cases double over the summer, it is usually mild and most people get better within a week. Occasionally it can be more severe, even deadly.

Children, older people and those with weakened immune systems are most vulnerable to food poisoning.

When cooking on the barbecue, ensure that the coals are glowing red with a powdery grey surface and that frozen meat is properly thawed before you cook it. Only eat meat that is piping hot in the centre, with no pink meat visible and any juices run clear.

Remember these simple tips to keep safe:

- Always wash your hands after touching raw meat
- Use separate utensils and plates for cooked and raw meat
- Keep raw and cooked meat separate on the BBQ
- Ensure you keep salads, dips, desserts, sandwiches, cooked rice and cooked meats cool
- Don't leave food out of the fridge for more than a couple of hours, also keep food out of the sun

If you are unfortunate enough to get food poisoning:

- Drink plenty of fluids, at least 2 litres a day
- Eat smaller, more frequent meals
- Stick to easily digested food, such as toast, crackers, bananas or rice. Avoid spicy/ fatty food.
- Avoid alcohol, cigarettes and caffeine.
- Rest and try taking oral rehydration salts, available in sachets from the pharmacy.

In Focus...Dr. Raj Mapara

This edition we talk to Dr Raj Mapara as he prepares to celebrate 25 years service with the practice in August.

Originally born in Uganda (East Africa) he arrived in the UK in 1972 as a refugee and completed his schooling in Harrow.

Realising his ambition to become a Doctor, he graduated from the Middlesex Hospital Medical School (UCL), London and completed his GP training at Ealing Hospital, West London.

Dr Mapara joined Fernville Surgery as a partner in 1987 (replacing Dr Duke) and has been a GP trainer since 1988. In fact, training several local Partners and our very own Dr Richardson.

Dr Mapara is married with two children, one of whom is also following in his foot steps at Medical School, the other, still at school.

Hobbies include golf, cricket, badminton and time spent with his family.



5 Minute Q&A with Dr Mapara:

Q. What is your favourite aspect the job?

A. I enjoy the variety that each day brings, the continuity and building relationships with my patients. It's nice to see patients that I saw as babies, having their own children.

Q. Do you have a particular interest in a certain area of medicine?

A. My passion is education. As a GP trainer I need to keep abreast of changes within GP practice. I also have a particular interest in the treatment and management of diabetes and heart disease, as well as involvement with the baby clinic.

Q. What changes have you seen over the last 25 years?

A. Seeing the former St Pauls site close and transfer to the current Hemel Hempstead Hospital. The substantial expansion of the hospital in the late 1980's to subsequently transfer services to other sites more recently.
Doctors used to do home visits to their patients during the night and at weekends and now we have the Urgent Care Centre (where I also do some out of hours sessions).
Technology has changed, hours spent handwriting patients notes, can now be done at a touch of a button.
GP's are now more responsible for preventive care and care of chronic conditions.
Some of our more seasoned patients may remember not being able to make an appointment in advance, they would simply queue to be seen by a GP (occasionally up Midland Hill!).

Q. What changes do you predict for the next 25 years?

A. Well I still hope to be here for at least the next 10-15 years, but the biggest change I foresee is future governments pushing for privatisation and fragmentation of services. I hope that we can remain a family practice for another generation of patients.

Have you tried?

We are always looking for innovative ways to improve the quality of the service we provide you and have introduced a number of ways to help make life easier for you. Have you tried any of the following?

Patient Partner – Telephone us day or night to book appointments with our automated telephone system.

EMIS Access for Appointments – Our online tool for booking appointments 24/7 (up to a week in advance), registration forms available from reception or online at www.fernvillesurgery.org

EMIS Access for Repeat Medication – Order your repeat prescriptions online, once registered

Automated Check in – Avoid queuing at reception and just follow the instructions at the kiosk.

Fernville Website – Links to all our online services, latest news and surveys.

Dr Bhamra has reduced the number of hours he works at the surgery. He is now consulting for 7 sessions per week, these are on a Monday, Tuesday, Wednesday and half day Thursday.

Hay fever

Hay fever is an allergy to pollen that affects around one in four people. Symptoms are typically:

- sneezing
- a runny nose
- itchy eyes



Eye drops, nasal sprays and antihistamines can all help relieve the symptoms of hay fever and are available to purchase from supermarkets or chemists. There is no need to visit your GP, just pop into your local pharmacy for more advice.

Bites & Stings



Most insect bites and stings cause only local reddening, itching or swelling, which can be treated at home by application of a soothing cream (available from your local chemist or supermarket).

Occasionally, breathing difficulties or signs of shock, such as pallor, faintness, shallow rapid pulse and sweating, follow a bite or sting. Such a severe allergic reaction, known as 'anaphylactic shock', usually occurs only in people who have been stung previously and become hypersensitive.

You should:

- Treat any signs of shock
- Take the patient to the nearest A & E (i.e. Watford General)

Travelling abroad?

If you are travelling abroad this summer, please go to www.fitfortravel.com (information is provided by the NHS) or see your Travel Agent to find out what vaccinations may be needed. Please allow a minimum of 6 weeks before you travel as you may need a course of vaccinations and medications to take time to work, before you leave the UK.



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Waiting room WORDSEARCH:

- | | |
|-------------|--------------|
| ANNIVERSARY | HAYFEVER |
| BARBEQUE | HEATWAVE |
| BITES | HOLIDAY |
| COMPUTER | PRESCRIPTION |
| EMIS | STINGS |
| FOCUS | SURVEY |

Doctor, Doctor.....

A patient walks into the Doctor's room with a cucumber up their nose, a carrot in their left ear and a banana in the right ear. "What's wrong with me?" asks the patient. The doctor replied, "you're not eating properly!"