

Would you recommend Fernville?

Friends and Family Test

From the 1st December 2014, when you visit Fernville for care or treatment, you will be asked whether or not you would recommend our surgery to your friends and family, if they needed similar treatment or care.

All GP surgeries across England are introducing the test as a quick and simple way of collecting patient feedback to improve services.

You will be given the opportunity to give your feedback by answering a simple question about your experience:

“How likely are you to recommend our GP practice to friends and family if they need similar care or treatment?”

You will be asked to choose one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

Your response can be anonymous and you will be able to place the completed postcard in a ballot box (located in the downstairs waiting area). Alternatively, you can complete it using the new automated check –in machine. Or go to our website www.fernvillesurgery.org and click on the link.

If you are unable to answer the question, a friend or family member is welcome to respond on your behalf.

The Friends and Family test results will be published at monthly intervals on both NHS England and NHS Choices websites.

The information will give our GP practice invaluable feedback on what you think of the care and treatment you have received, which along with existing ways of gathering feedback, will help us to make improvements and improve the experience for our patients.

The Friends and Family Test has already been successfully rolled out in hospitals across the country and is proving to be valuable in obtaining patient experiences. For more information on the Friends and Family Test, please visit www.nhs.uk/friendsandfamily



New — Electronic Prescribing

A more convenient way to process your prescriptions

Back in November

Fernville launched a fantastic new service, which allows us to send your prescriptions electronically to a nominated pharmacy of your choice.

To take advantage of this service please ask reception for a form or download from our website. You can change your nominated pharmacy at any time.

If you prefer to collect your paper prescriptions in the usual way, you can continue to do so.



New — Automated Check In

We are pleased to have a new automated check-in machine back in the surgery (from 16th December).

The machine is now located in the waiting room area, to avoid congestion in reception.

As well as being able to check you in for appointments, you may also be given the opportunity to complete questionnaires or given additional information about your appointment.

The touch screen is very user friendly, but if you require any assistance, our friendly receptionists will be on hand to help you.

We would encourage all patients to use the check-in machine.



Involving You In Your Care

Fernville actively encourages you to have your voice heard when receiving care or treatment.

Did you know...

- You may have a chaperone for any procedure
- You may request a translator/interpreter
- You can choose where you are referred
- You have the right to understand your care plan
- You have the right to consent/decline any treatment
- You may comment on our services at anytime
- We have an active 'Friends of Fernville' group

Ebola Advice



If you have returned from Guinea, Liberia or Sierra Leone or cared for someone with Ebola in the past 21 days and you have a fever, or feel unwell?

Please do not come to the surgery, stay at home and dial 111 for advice. If you are already at the surgery, without touching anyone, please tell a member of staff straight away.

Dacorum Foodbank



DENS Dacorum Foodbank, run in partnership with the Trussell Trust, provides emergency food parcels to people in need. to any member of the community, homeless or not, who is experiencing short term financial crisis.

Using a referral service, vouchers are given out and can be redeemed at a distribution centre. An IT system monitors the service to prevent overuse or abuse. The Foodbank also try to ensure that people are taking the right steps towards improving their situation.

Vouchers are issued by the following agencies:

- Citizens Advice Bureau
- Social Services
- Family Link Services
- Children Centres

Usage of the Foodbank is constantly growing and it can be needed for a number of reasons. Most commonly, people experience reduced income due to job loss or changes in benefits payments. Families are often unable to feed their children during the holidays without free school meals. Other users of the service include people who are homeless or living in temporary accommodation.

The Foodbank relies entirely on donations from organisations such as schools, churches, and local companies, as well as donations from the general public at supermarket collections. All donations are sorted at the central warehouse in Hemel Hempstead, before being sent out to seven distribution centres across Dacorum.

To find out more or to donate, please go to <http://dacorum.foodbank.org.uk/>

Did You Know?

Antibiotics *will not* treat cold and flu symptoms

1 in 4 people unnecessarily visit their GP or A&E department as a first port of call when suffering from flu

44% of people visit their GP expecting antibiotics for winter ailments which won't work

87% of people are unaware that a cold can last 1 ½ weeks

Symptoms of a cold, cough, flu, nasal congestion and ear infection may last longer than you think.

Middle ear infection	– at least 4 days
Sore throat	– 1 week
Cold	– 1 ½ weeks
Flu	– 2 weeks
Nasal congestion / Sinusitis	– 2 ½ weeks
Cough	– up to 3 weeks

These symptoms are caused by viruses. Antibiotics only work against bacteria so they will not work for viral illnesses.

Suffering with cold and flu symptoms? Save yourself a trip to your GP and speak to your **pharmacist first** for advice on what is best for you.

What You Can Do.

- Get plenty of rest (bed if possible)
- Drink plenty of fluids
- Take paracetamol or ibuprofen to reduce your temperature and ease aches and pains.

See a clinician if symptoms do not improve after 2-3 weeks.

Welcome!

A warm welcome to Dr Finnuala Barton who recently joined our team of GPs and Dr William Goodison our new Registrar, who will be with us for the next four months.

We also welcome some new faces to reception, Cristina recently joined reception, along with Charley and Taylor our new apprentices.

Goodbye!

Thank you and goodbye to our GP Registrar Dr Duke Gordon, we hope to welcome him back again sometime in the future.

In Focus

Katie Sandwell—Patient and Vice Chair of ‘Fernville Friends’

My name is Katie Sandwell and I am a working mum of two boys aged 8 and 3 years and together with my husband, we have been patients at Fernville for 8 years.

I am an active member of ‘Fernville Friends’ (Patient Participation Group) which is a group of patient volunteers who meet on a quarterly basis with key Practice staff, to discuss positive topics of mutual interest that impact the operational running of the Practice and ultimately the service that is provided to all patients. Our aim is to ensure both the Practice and patient group work in partnership to ensure patients have the opportunity to positively be involved and contribute to decisions that are made regarding the management of the Practice.

I am delighted to be part of ‘Fernville Friends’ as it enables me to provide patient insight as a mum with young children, together with contributing an objective opinion on the matters we discuss which relate to the services provided.

We are currently looking to expand the group to be more diverse and representative of our surgery. We warmly welcome interest from Fernville Patients who have a keen interest in positively and actively contributing to the practice.

If you would like know more about joining ‘Fernville Friends’, please leave your name and contact details at reception.

Preparing for your Appointment

During the period from November through to April the health service is at its busiest.

The practice team endeavour to see as many patients as possible. This is beneficial to our patients making more appointments available at the surgery and also to the wider health service by reducing the need to attend casualty departments.

To maximise appointment numbers and help the doctor run on time, it would be helpful to be prepared for the doctor to examine you.

This includes taking off heavy items of outer clothing you or your child are wearing and removing infants from car seats/prams before entering the consultation room.

With this in mind, the temperature of the waiting room has been set to ensure your comfort. This will help the Doctor run on time and improve your experience at the surgery.

New Appointment System

Back in November, we introduced a new appointment booking system.

Until recently, if you needed an urgent appointment, a receptionist added you to our triage list and you received a call back within 2 hours giving you further advice. Initially this system worked well, but unfortunately became abused by some of our patients.

As from November, if you feel you require an urgent appointment or advice, you will be offered a ‘same day’ appointment with a GP or if appropriate, a Nurse Practitioner.

Routine and follow up appointments are still booked in the same way. Please bear in mind that you can request ‘telephone’ appointments and these can be available sooner than ‘routine’ appointments.

Clinical Research

Fernville Surgery is actively involved in clinical research. We are pleased to be part of the Essex & Hertfordshire Comprehensive Local Research Network (E&H CLRN), who oversee projects and ensure they are ethical and cause no harm. Findings from research studies help all GPs, nurses and other health professionals provide the most appropriate and up to date care.

Dr Mapara is our clinical lead on all research projects. We may be involved in a number of research projects at any one time and patients might be invited to participate, if they are suitable in a particular study. Projects might involve completing a questionnaire, agreeing to an interview or taking part in a clinical trial.

Participation in any research project is voluntary. Declining to do so will not affect your medical care in any way. Please consider any information leaflets you may receive carefully before making a choice.

Some of the studies we have enrolled in are:

Million Women Study - A national study of women’s health

EVIDEM-ED: A randomised controlled trial of dementia education in general practice.

iQuit: A study to test the effectiveness of on-line support for smoking cessation.

DPIM: Bipolar Disorder Research

3C: Cough Complications Cohort Study

TARGET: Care for children with coughs colds and chest infections



Fernville Surgery Christmas Opening Hours

Wednesday 24th December	Christmas Eve - OPEN AS USUAL
Thursday 25th November	Christmas Day - CLOSED
Friday 26th December	Boxing Day - CLOSED
Saturday 27th December	- CLOSED
Sunday 28th December	- CLOSED
Monday 29th December	- OPEN AS USUAL
Tuesday 30th December	- OPEN AS USUAL
Wednesday 31st December	New Years Eve - OPEN AS USUAL
Thursday 1st January	New Years Day - CLOSED
Friday 2nd January	- OPEN AS USUAL



For medical assistance that cannot wait until the surgery re-opens, please dial **111**.

Advice may be given, you could be asked to attend the out-of-hours centre or an ambulance dispatched.

Calls to this number are **free** from both landlines and mobiles.

For life threatening conditions, continue using **999**.

Out-of-hours services are generally busy so please think carefully before asking to see a doctor and only do so if you genuinely cannot wait until the surgery re-opens.

In a genuine emergency you should call 999. Chest pains and / or shortness of breath constitute an emergency.

Repeat Prescription Christmas Deadline

May we take this opportunity to ask patients who will need to order their repeat prescriptions before Christmas, to order their medication by **19th December 2014 (at the latest)**

This will ensure that all prescriptions may be dispensed before Christmas week and lessen the 'last minute rush'.

Thank you for your continued support and co-operation.

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

Polite Reminders

If you have made an appointment for yourself, please don't ask us to see another family member or friend during your appointment time. We ask that you make an appointment for them at

Please be prompt. If you are more than 10 minutes late, we may ask you to re-book a new appointment.

If you have more than one issue or a complex condition to discuss with a clinician, please ask to book a double appointment.

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

Waiting room WORDSEARCH:

AUTOMATED ELECTRONIC
 PRESCRIPTIONS RESEARCH
 PHARMACIST COUGH
 FOODBANK FFT
 CHRISTMAS FRIENDS

**What did Santa say to the smoker?
 Please don't smoke, it's bad for my elf! ***



***Make your New Years Resolution to join our FREE stop smoking service!**