

## Masks: Latest Guidance

All patients over 11 with respiratory symptoms (coughs, cold etc) should still wear a face covering in the surgery. Wearing a mask prevents the spread of infection to our most vulnerable patients. This is in line with official Government and NHS advice for healthcare settings.



### Sign-up for Online Services

We understand it can sometimes be difficult to reach us at peak times by telephone, especially for working patients, students, and carers.

Why not register online? Appointments and prescription requests can be completed at your convenience, day or night and sent to your nominated pharmacy, saving you from having to visit the surgery. Forms are available from Reception or our website: [www.fernillesurgery.org](http://www.fernillesurgery.org)

### Online Consult

Did you know that you can now contact your doctor online and get health advice? You can also submit general administrative queries. Just go to our website at: [www.fernillesurgery.org](http://www.fernillesurgery.org) and complete the information in the 'online Consult' section.

We aim to respond within 2 working days.

### Repeat Prescriptions

Please allow 3 working days to process repeat prescriptions and sick notes (med3). You can also request via our website or register for Patient Access.

### Opening Hours

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

\*For pre booked appointments only

Tel: 01442 213919

E: [Contact.Fernville@nhs.net](mailto:Contact.Fernville@nhs.net)

## In the Press

As with almost all GP surgeries nationally, demand for appointments continues to far outweigh our capacity. Therefore, to manage our resources so that we can see those that really need to be seen in a timely and safe manner, we ask that you give us an indication of why you are calling so that a GP can triage you appropriately.

Despite what may have been reported in the press or on social media, our GPs are still seeing patients face to face when required and are not 'working from home' (frontline NHS staff are still required by the Government and NHS to isolate if they have Covid).

Our doctors and nurses have worked tirelessly throughout the pandemic, and we do understand it can be frustrating trying to get an appointment. However, we do have the right to refuse treatment and take further action against anyone who threatens the safety of our staff and patients.

## Meeting Your Healthcare Needs

At Fernville, it's not just GPs that can help. Ask our receptionists about the following specialists:

### First Contact Physiotherapists

Our physiotherapists have expertise in the assessment and management of musculoskeletal (MSK) conditions. Offering patients quicker access to a diagnosis, treatment and advice.

### Health & Wellbeing Coach

Your health & wellbeing coach will help you make positive lifestyle changes relating to your diet, physical activity and exercise which will help you become the healthiest, happiest version of you.

### Mental Health Worker

Provides rapid and responsive assessment, signposting and brief treatment to individuals suffering from mild to moderate mental health problems.

### Social Prescribers

Also known as link workers, help support people to unpick complex (non-medical) issues affecting their wellbeing. They can enable people to have more control over their lives.

### Clinical Pharmacists

These are health professionals who train for many years to become specialists in medicines. They can talk to you about the medicines you are taking and make sure they work for you.

## Specialist Referrals

### Inhaler Switches

As part of our commitment to reducing carbon emissions within the NHS you may find that you asked to try switching your inhaler for asthma and/or COPD to a more environmentally friendly option. We hope you can support us with this and if you have any questions, please discuss this at your annual review.

### Hospital Prescriptions

If you are seen in a hospital outpatient appointment and need to start taking a new medicine straight away, please ensure the hospital have provided you with at least 7 days' supply, as not all medicines are allowed to be started by a GP.

### Test Results

If you are waiting for test results ordered by a hospital specialist, please contact the department who ordered the tests for you. If you experience problems obtaining an outpatient follow up appointment or hospital test result, please raise this directly with the hospitals PALS department. Numbers can be found at: <https://www.nhs.uk/using-the-nhs/about-the-nhs/how-to-complain-to-the-nhs/>

### Our Doctors

Dr Raj Mapara  
Dr Ann Shipley-Rowe  
Dr Meeta Duggal  
Dr Ash Patel  
Dr Rebecca Asquith  
Dr Olivia Versluys  
Dr Sonal Mapara  
Dr Frances Waite  
Dr Mahreen Nizami

### Patient Services

Manager: Mandy Curtis

Operations Manager:  
Kaushal Dave

If you have been referred to see a hospital specialist, please be aware that waiting times for receiving secondary care appointments may take considerably longer while hospitals catch up from the pandemic.

We are unable to chase the progress of your referral (unless you are waiting for an urgent 2 week wait appointment) and we don't have access to any hospital bypass numbers.

Some hospital departments are publishing their latest waiting times here: <https://www.myplannedcare.nhs.uk/east/west-hertfordshire/>

## Out of Hours GP Services

The way GP 'out of hours' services are delivered is changing from October 2022. These changes aim to improve access to GP services, make out of hours services provided by GPs more consistent across the country, more accessible to people who need them and more integrated with other services. Thank you to those patients who responded with feedback. We will keep you updated with developments!

## Seeing your Preferred GP

In the most recent National Patient Survey published last year, Fernville patients responded that they would like to see their preferred GP more often.

If you have an urgent issue or medical problem that cannot wait until the next routine appointment is available, you will be offered an urgent appointment (usually same day) with the duty GP.

If you have an ongoing issue or medical problem that can wait until the next routine appointment is available, you can request to see your preferred GP.

## Patient Participation Group (PPG)

Our PPG is a group of patients, carers and GP staff who meet to discuss practice issues and patient experiences to help improve the service.

We are looking for more members to represent the diversity of our practice population to ensure we are meeting the needs of our patients, by listening to a variety of patient voices.

We aim to meet at least 4 times per year for no more than 1.5 hours and we would particularly love to hear from anyone who has constructive suggestions for improving the practice. Maybe you could help organise health focused events, contribute to our newsletter or set up a PPG page on our website? Please note that the PPG is not a forum for individual complaints and personal issues, these should be brought to the attention of our Patient Services Manager, Mandy Curtis.

If you would like to find out more, please speak to reception or email: [contact.fernville@nhs.net](mailto:contact.fernville@nhs.net)