



Its Official....We are 'Good'!

The Care Quality Commission (CQC) inspected our premises on Wednesday 29th April 2015 and we are extremely proud to say that they rated us as a 'Good' in all areas.

The CQC is an independent organisation who checks that our services, and standards of quality and safety meet government expectations. It has a wide range of enforcement powers to take action if services are unacceptably poor.

All GP surgeries in England are now inspected and rated by the Commission and this is the first time that primary care services have been independently regulated. Fernville is one of the first surgeries in Hemel Hempstead to be inspected.

Surgeries can be rated as outstanding, good, requires improvement and inadequate, in a similar style to the current school 'Ofsted' inspections.

The CQC asks the same five questions of all the services they inspect:

- Are they safe?
- Are they effective?
- Are they caring?
- Are they responsive to people's needs?
- Are they well-led?

The whole Practice Team worked very hard for several months before the inspection. Four inspectors spent a whole day at Fernville, talking to staff and patients and looking at our premises.

We would like to thank all our patients who spoke to the inspectors or completed a questionnaire. Your honest feedback and co-operation was appreciated and we hope we were able to keep any disruption to a minimum. The full inspection report can be accessed through the link on our website www.fernvillesurgery.org.

A New Partner at Fernville

We are delighted to announce that Dr Meeta Duggal became a Partner at Fernville on 1st July 2015.

Dr Duggal joins the existing Partnership Team of Keith Hodge, Raj Mapara, Ann Shipley -Rowe, Adrian Richardson and Mark Jones. The Partners hold the contract with NHS England and are responsible for the service we deliver to patients.

Maintaining a strong and effective team of Partners is essential to secure the long term future of the practice. Dr Duggal adds considerable experience and expertise to the team and we are very fortunate to have her working with us as we develop the Practice for the future.



2015 Winter Flu Campaign

Flu is a common infectious viral illness spread by coughs and sneezes. Most people will begin to feel better after about a week, but for some people, particularly the elderly and those considered to be 'at risk' due to a medical condition, flu can be a very severe illness and can even cause death.

It is recommended at-risk groups should have an annual seasonal flu vaccination at the start of the winter months. As usual, Fernville will run special 'flu' clinics to provide this service and eligible patients will soon receive a letter with further details.

Please only call the surgery if you are NOT able to attend.

Patients eligible for the flu vaccine include:

- Anyone aged 65
- Pregnant women
- Patients with weakened immune systems (possibly due to chemotherapy or HIV)
- Patients with COPD or asthma
- Patients with heart, kidney or liver disease
- Unpaid carers



New Meningitis B Vaccine

A new vaccine to prevent meningitis B is now being offered to babies as part of the NHS childhood vaccination programme.



The Men B vaccine will protect your baby against infection by the meningococcal group b bacteria. These infections can be very serious, causing meningitis and blood poisoning.

Men B disease particularly affects young children and babies. Symptoms often appear suddenly and can progress into a life-threatening condition very quickly.

Symptoms to look out for include:

- Refusing feeds/vomiting
- Drowsiness or not responding to you,
- Being floppy with no energy or stiff with jerky movements
- Being irritable when picked up
- High pitched moaning or cry
- Grunting, rapid or unusual patterns of breathing
- Fever, cold hands or feet
- Pale, blotchy or blue skin
- Shivering, convulsions or seizures
- A stiff neck
- Dislike of bright lights
- Bulging of fontanelle (the soft patch on the top of the baby's head.
- Purple pin-prick type rash

Symptoms can occur in any order and some may not appear at all, in particular the rash. If a purple rash does appear, press the side of a clear glass firmly against the skin. If the rash does not fade under pressure, seek urgent medical help.

Babies are already vaccinated against **MenC** and as a result, the disease has now virtually been eliminated in the UK.

Appointments will be sent automatically for those babies born on or after 1st July 2015, to receive their MenB vaccination alongside their other routine vaccinations.

There will also be a one-off temporary catch up programme for babies born on or after 1st May 2015 who have not yet received their MenB vaccination. Currently, babies born prior to 1st May 2015 are not eligible for the vaccine on the NHS.

Get Active: Prescription for Exercise!

Physical inactivity is described as the biggest health threat of the 21st century and the 4th leading cause of death.

Despite this, only 30% of the UK population are active enough for their health (but 75% of adults think they do enough!). Sedentary behaviour is now considered as dangerous as smoking. There is overwhelming evidence that being active prevents and can treat most long term conditions including:

- Diabetes
- Coronary heart disease
- High blood pressure
- Osteoarthritis
- Lower back pain
- COPD & asthma
- Depression and anxiety
- Cancer

If physical activity was a drug, it would have wider benefits than any known medication to science and would be recommended to every child and adult.

Regular activity gives you more energy, builds confidence and helps you sleep better at night. Regular activity also helps boost your immune system, by stimulating your 'NATURAL KILLER CELLS' These cells target viruses and cancer cells.

Contrary to the popular myth that exercise causes more 'wear and tear' of joints, in fact regular moderate physical activity protects and strengthens joints and as a result, reduces pain and increases function.

Adults are encouraged to be active in 10 minute bursts, adding up to 2.5 hours per week (30 minutes per day).

There are a number of local organisations that arrange gentle health walks, classes and sports without those expensive gym memberships! Or take a look at www.prescription4exercise.com, an informative website that can help you work out the most suitable activities for your lifestyle and medical conditions, including video demonstrations.

The following websites have more information on how you can get active and improve your health, from culturally aware fitness classes, family team games to simple walking. So, don't keep still for too long; do a little more and live a longer, healthier life.

www.hertfordshirehealthwalks.org
www.getsetgodacorun.co.uk
www.hertscycling.com
www.nhs.uk/change4life/
www.prescription4exercise.com
www.parkrun.org.uk/gadebridge/
www.sportspace.co.uk



In Focus.....

Dr Meeta Duggal – GP Partner

'Accepting the partnership at Fernville was a no brainer. After all, I was trained here. The Fernville approach and values are instilled in my practice to date. I came here in 2012 and soon realised that this was a well led, efficient and dynamic practice that would challenge me, but within which I would have the support of a great set of colleagues each of who have their own expertise. Indeed, my personal satisfaction with being a GP has grown since being here. I come from a family of GPs and trained at the Royal London Hospital in Whitechapel. Diversity of patients from different backgrounds and medical complexity have almost become second nature. We certainly have a wide variety of illnesses in Hemel Hempstead and we are fortunate to have doctors here who can manage them appropriately. The strength in the practice lies with the hard work and commitment of all the staff - clinical and non clinical. I was very proud when this was acknowledged at our recent CQC visit where we were rated 'good' in all categories.



Practices nationwide have the same problems with access and availability. We will be facing a whole new set of challenges in the future and need to adapt to the times. In today's fast paced life, people have instantaneous access to most things with the development of apps and social media. Waiting is a rarity. Patient education and awareness of the difficulties primary care providers face might help with assisting the practice to run more efficiently.

I thank those of you who have encouraged me to become more permanent here and I now look forward to supporting the practice in the future.'

New Waiting Room Chairs

Fernville will soon be receiving a new higher waiting room chair with arms, designed specifically for our elderly and/or infirm patients. If helpful and well utilised, we hope to source others. Your feedback on these chairs would be greatly appreciated.

The higher chairs were at the suggestion of Fernville Friends who are constantly looking at ways in which we can improve our service to all patients.

If you have any suggestions or comments to improve the service, please speak to a receptionist or fill out a comments form.

Do You Want To Be A 'Fernville Friend'?

'Fernville Friends' is the collective name of a small group of our patients who to try to help the practice and other patients, we are also known formally as a 'Patient Participation Group' or 'PPG'. The members of the team work with the practice to try to improve the patient experience by advising the Patient Services Manager and Managing Partner on what patients think.

Fernville Friends also organise patient events, for example, medical information meetings. Where appropriate, members can also be called upon to help the practice with staff recruitment and dispute resolution.

If you would like to know more about this select group, please complete the form below and hand to one of the receptionists'. — John Carlton-Ashton, Chairman



I would like to know more about 'Fernville Friends'. Please ask one of its members to contact me.

Name.....

Tel.....

Email.....

New Patient Services Manager

With effect from 7th September, Marie Lahiffe will be joining Fernville as our new Patient Services Manager.

The Patient Services Manager is a crucial role within the surgery, helping to ensure the Practice provides a high standard of customer care in the delivery of services to patients, using cost effective resources.

Marie will also be responsible for ensuring that we uphold the Practice Charter (displayed in reception and on our website), help patients understand it and make best use of our service within its limitations.

Other Staff News

Our Health Care Assistant Jo, has taken on a new exciting opportunity and so we are pleased to welcome Julie Sweetingham to the nursing team.

Congratulations to Dr Whiteford and Dr Gupta on the safe arrival of their baby daughters. Dr Barton and Dr Asquith start their maternity leave imminently and we wish them both the best of luck. Will it be all team pink for Fernville?

Dr Rasul, Dr Smith and Dr Varma will be joining us to cover maternity leave, so that we can continue to provide a high standard of service to our patients.

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
Mar-15	63	18	8	8	7
Apr-15	37	15	4	2	3
May-15	36	15	4	1	6
Jun-15	45	17	2	5	2
Jul-15	47	13	2	8	5
Aug-15	38	20	7	5	1

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

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.

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

Waiting room WORDSEARCH:

PARTNER	MENB
INFLUENZA	EXERCISE
KILLERCELLS	WEAREGOOD
NEW PSM	FEEDBACK
HEALTHWALK	BABYBOOM

Doctor, Doctor...

Patient – Doctor Doctor, I feel like a tee-pee and other days I feel like a wig-wam.

Doctor — Relax, you're just two tents....

