

Measles Warning

Opening Hours -

Reminder

We no longer offer evening appointments on Tuesdays and Thursdays at Fernville Surgery. However, additional Saturday clinics (including some urgent slots) are available.

If you require an evening or weekend appointment, please ask Reception about the Dacorum Extended Hours Service.

Staff News

We are pleased to welcome Dr Frances Waite to our GP team. Dr Britto and Dr Aslam have now left the practice and we wish them both the best.

Booking Nurses Online

Please note that it is not possible to book nurse appointments online. This is to ensure that you are booked in with the most appropriate nurse (some are more specialised in a particular area) and because appointment times can vary depending on the nature and complexity of your appointment.

New Website

Have you seen our new- look website? You'll find it fresh and packed with helpful information. Let us know if we can add anything more!
www.fernillesurgery.org

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
Fax: 01442 216444

E: Contact.Fernville@nhs.net

Public Health England has reported a steep rise in measles cases recently. Measles is an extremely infectious and potentially very serious disease. Most children are vaccinated at 1 year of age and again at 3 years, 4 months. If you or your child missed one or both of these vaccines, **it's not too late to get vaccinated.** It is vital a high percentage of the population is vaccinated to halt the spread.

If you suspect measles, stay at home and phone your GP or NHS111 for advice. **STAY AWAY** from GP surgeries and A&E to avoid spreading to others. Symptoms include: high fever; sore, red watery eyes; coughing; aching and a blotchy red brown rash. Find out more at www.nhs.uk/conditions/measles/

NEW Text Message Service

We are delighted to announce the launch of our **NEW** text messaging service. This is different to the appointment reminder texts you may already receive from us. The new service allows us to message you quickly and securely regarding:

- Reminders or notifications (e.g. prescriptions ready to collect)
- Test results and reminders for annual reviews
- Letting you know we tried to call
- Sending you advice at the end of a consultation

Texting is particularly beneficial for those that speak English as a second language or for patients that can't be disturbed at work. In addition GPs can text information to you directly, avoiding the need to call the surgery back.

If you would like to **opt in** to use this FREE service then please either; speak to a member of staff, complete the slip at the bottom of this page, or go to our website at www.fernillesurgery.org.

Important Information

- Please note that you will **not be able to reply** to any texts you receive.
- You will need to be a regular user of your mobile phone as we will communicate important information to you via text message.
- You should inform us immediately if you change your mobile number or have lost your device.
- You should ensure you keep your device/messages private and consider deleting it afterwards to avoid other people gaining access to your personal information.

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Title: **First name:** **Last name:**

Date of Birth:/...../.....

Mobile:

- YES** – I agree that Fernville may contact me via text message and I have read the important information above
- NO** – I do not wish to be contacted by text message

NHS 111 is available 24 hours a day, 365 days a year.

The service can give you direct access to GPs, nurses, dentists, prescribing pharmacists and mental health professionals. Out of hours appointments can also be made to see a clinician.

- **Please allow 3 working days to process repeat prescriptions and sick notes (med3)**
- **Car Parking - Please complete a form from Reception if you are parking for more than one hour in our car park to avoid a penalty.**
- **We do not offer an emergency prescription service, unless it is medically necessary. It is your responsibility to ensure you have adequate medication.**
- **Letters or forms required to be signed by a doctor take 10-12 working days. A charge may be applied as this is not part of NHS work.**

Hay Fever Season

Seasonal hay fever is an allergic reaction to pollen (a fine powder from plants or grass) and is usually worse between late March and September, when it's warm and windy. There is currently no cure for hay fever and you can develop it at any time. There are things you can do to ease your symptoms when the pollen count is high:

- Put Vaseline around your nostrils to trap pollen
- Wear sunglasses to stop pollen getting in your eyes
- Shower and change your clothes after you've been outside to wash the pollen off
- Stay indoors whenever possible
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth
- Watch the weather forecasts for pollen count predictions

Seasonal hay fever is classed as a 'self-care' condition and therefore NHS England guidance to Clinical Commissioning Groups (the NHS body responsible for health care in the local area) is that patients are expected to purchase any over-the-counter medication from a supermarket or pharmacy at their own expense. This also applies to children and over 65's due to medication being more expensive to the NHS compared to when they are bought over-the-counter by a patient.

For more information on seasonal hay fever, speak to your pharmacist or go to www.nhs.uk/conditions/hay-fever/

Appointments

Fed up of long waiting times to be seen by a GP? Help us to help you! If you no longer need an appointment, please cancel your appointment by text, online or by calling Reception.

If every person who did not need their appointment, cancelled it- then we would have been able to offer over 40 extra appointments **PER WEEK**.

Over the past 3 months **499** people failed to attend appointments to see a doctor or nurse.

Going Abroad? Get Fit for Travel

If you are considering booking a holiday abroad this year, don't forget to check if you require any vaccinations. Generally, most package holiday destinations to popular destinations will not need them, but if you are backpacking, travelling to an exotic or an unusual country or have a complex/long itinerary, always check your requirements at least 6-8 weeks before travel. You can also check online at: www.travelhealthpro.org.uk or www.fitfortravel.nhs.uk

Not all travel vaccinations are free on the NHS, even if they are recommended for travel to a certain area. We are able to offer appointments with the nurse, but at peak times there may be a wait. Specialist travel clinics are also available at Nash Chemists in Long Chaulden and The MASTA clinic at Bennetts End Surgery.

Some airlines require 'fit-to-fly' letters if you have certain medical conditions please check on www.fitfortravel.nhs.uk, allowing a minimum of 10 working days. There may be an additional charge for doing this.

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 Aliya Razaq
Dr Frances Waite

**Patient Services
Manager:** Mandy Curtis

Operations Manager:
Kaushal Dave