

Hay fever & over-the-counter medicines

Heart to Herts

Heart to Herts is a local self-help group which aims to give practical support to people with heart problems.

Meetings are held at Leverstock Green Community Centre on the first Tuesday of each month at 7:30pm. The group also runs regular social events and exercise sessions.

To find out more call 0787 108 7040.

www.heart2herts.org

Welcome

We warmly welcome Mr Kaushal Dave to Fernville Surgery. Kaushal is our new Deputy Practice Manager and is responsible for the day-to-day running of the surgery.

We also welcome Sheelagh Martin to Reception and the following new doctors complete our GP team:

Dr A Razaq
Dr P Srirangathan
Dr S Nazir
Dr L Coupe

Opening Hours

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

*For pre booked appointments only

Tel: 01442 213919
Fax: 01442 216444

E: Contact.Fernville@nhs.net

If you experience common seasonal hay fever symptoms, you should no longer ask your GP for a prescription, but instead seek support from your pharmacist or purchase over-the-counter (OTC) medication from your pharmacy or local supermarket. Your pharmacist is skilled and trained to provide safe medical advice. They will also advise you when you **do** actually need to see a doctor for your symptoms. Please visit: www.nhs.uk/conditions/hay-fever

In addition to hay fever medicines, your GP can no longer prescribe medicines that you can buy-over-the-counter for **short-term** minor ailments (shown below). For more information please visit www.hertsvalleysccg.nhs.uk

Coughs, colds, sore throats, cold sores and excessive ear wax

Verrucas, warts, athlete's foot and fungal nail infections

Colic, indigestion, heartburn and threadworms

Allergies (including hay fever), conjunctivitis and sweating

Constipation, diarrhoea, haemorrhoids and thrush

Nappy rash, acne, dry skin/eye conditions, dandruff and head lice

Short-term pain, teething and dental hygiene

This change has been made by Herts Valleys Clinical Commissioning Group (HVCCG), the NHS organization that plans and pays for health services in west Hertfordshire – this is not a decision made by Fernville.

This policy applies to **all** people living in Hertfordshire, including children under 16 and those patients that normally get their prescriptions free (such as people with medical/maternity exemptions, adults over 60, people on income-related support).

If you have a long-term condition and regularly have a repeat prescription for medicines (or medicines not available over-the-counter), your GP will continue to prescribe these items.

GDPR update

Patient confidentiality is an extremely high priority for the practice. You have a right to expect that the data we hold about you will be kept secure and used appropriately. This right is secured by the General Data Protection Regulation (GDPR), which becomes enforceable on 25 May 2018.

We have prepared a Privacy Notice to explain your rights to privacy and how we gather, use and share information about you. The Privacy Notice can be accessed through our practice website www.fernillesurgery.org.

Latest events

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.**

Our Doctors

Dr Raj Mapara
Dr Ann Shipley-Rowe
Dr Meeta Duggal
Dr Ash Patel
Dr Rebecca Asquith
Dr Elfrieda Power
Dr Olivia Versluys
Dr Cyndi Britto
Dr Sonal Mapara
Dr Aeisha Aslam

Patient Services Manager: Mandy Curtis

Deputy Practice Manager: Kaushal Dave

Another successful event for the Practice & PPG partnership

On Saturday, 30th April around 30 patients attended Fernville at the end of surgery to join in a discussion about the food we eat (or should eat) if we wish to improve our health; and in particular, keep our hearts healthy. The event was organised by members of the Patients Participation Group (PPG) after discussion with the practice partners and was led by GP Partner, Dr Meeta Duggal, who is an expert in nutrition. Dr Duggal kept her audience fascinated by discussing individual foods and their benefits/disadvantages to cardiac patients.

Unfortunately, our waiting room will only hold about 40 people so invitations to attend were limited on this occasion to patients who had been recommended by their own doctors. If you would have liked to have attended, please pop a note to that effect into the surgery, addressed to the Patient Services Manager, Mandy Curtis. If a sufficient number of patients express an interest we will repeat the event later in the year.

Do you have any suggestions for future events? We would love to hear your ideas!

Did you know? There are only 5 patients who are active members of the PPG out of 16,500 patients registered with us. We welcome more members. Please pass your details to a receptionist and we'll be in touch.

John Carlton-Ashton, Chairman of PPG

New Health & Wellbeing Centre

The Marlowes Health & Wellbeing Centre is officially open!

Situated in the former Gazette offices, the newly refurbished building is now home to community mental and physical health services for both adults and children. By having these services all under one roof, patients should receive more joined-up care and health care professionals are able to share expertise with each other.

There is limited parking for blue badge holders only, all other patients should park in any of the nearby public car parks. Drop-off spaces are available outside the building for those arriving by taxi or private transport.

For more information and to see the type of services available, please visit www.hpft.nhs.uk or call 01442 913569

Sexual Health

Sexual health services have now moved from Churchill Ward at Hemel Hempstead Hospital to The Marlowes Health & Wellbeing Centre. The service is run by Sexual Health Hertfordshire who has a number of locations including, Hemel, St. Albans and Watford. Please be aware that services available at each location may vary.

Hemel Hempstead services can currently be accessed by drop-in/walk-in only on a Monday, Wednesday and Thursday from 6pm-8pm.

Please call 0300 008 5522 to check which services are provided at each location or go to <http://www.sexualhealthhertfordshire.clch.nhs.uk/our-clinics>