

## See a GP in the evenings and weekends

### New Website

We recently launched our new and improved website!

[www.fernillesurgery.org](http://www.fernillesurgery.org)

It's packed with useful information and advice and may save you a phone call to the surgery. You can also sign up for electronic copies of the newsletter.

The website is continually developing and we welcome your views and suggestions on how we can improve it further. Please send your suggestions via the 'contact us' page on the website.

### Online Patient Access

Don't forget that you can order repeat prescriptions and book/cancel appointments online using 'Patient Access'. Register for this service via our website or pop in and pick up a form from Reception.

### World Sight Day

The 11<sup>th</sup> October is World Sight Day and highlights the need for more people to consent to cornea donation and the incredible impact their decision could have on restoring sight for someone.

To find out more on blood and organ donations please visit

<https://www.nhs.uk/>

### 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](mailto:Contact.Fernville@nhs.net)

An exciting new service is now available called 'The Dacorum Extended Access Service'. It has been set up by local practices working together to offer patients appointments outside normal surgery hours, including weekends.

The service provides routine appointments with experienced GPs and nurses at various locations (hubs) within Dacorum. You may be seen by a clinician from Fernville, but it is more likely you will be seen by another doctor or nurse.

With your consent, your medical record will be available to the clinician, so they have all the information they need to give you the best possible care. Your record will be updated by the GP or nurse so your usual doctor at Fernville will have full access to this information. Clinicians working in the Extended Access Service will be able to prescribe any medication you need, or make a referral to hospital.

Appointments will be available at:

1. West Herts Medical Centre, Hillfield Road, Hemel Hempstead HP2 4AD
2. Highfield Surgery, Cambrian Way, Hemel Hempstead HP2 5TA
3. Kings Langley Surgery, The Nap, Kings Langley WD4 8ET
4. The New Surgery, St Peters House, Church Yard, Tring HP23 5AE

You can book an appointment in the Extended Access Service by contacting the reception team at Fernville exactly as you would to make an appointment in the surgery. If you need to cancel your appointment, please call reception and tell us that your appointment is with the Extended Access Service. To cancel the appointment outside of surgery hours, call 07864 652 026 and leave a message.

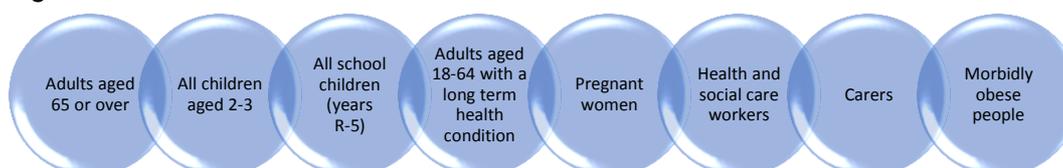
Please ask at reception for more details on this valuable service.

## Flu Season

As the winter season approaches, we have already begun our annual flu campaign. Due to nationwide vaccine stock issues, we have staggered invitation letters to eligible patients. If you normally receive a flu vaccine, you will receive a letter soon.

This year the NHS has introduced a new and improved flu vaccine for the over 65s age group. It's been designed specifically to help stimulate the immune system in older patients, especially in those aged 75 or over.

Flu vaccines contain inactivated virus parts, which cannot cause the flu. However, it does not protect against the common cold, which has similar symptoms to the flu. It can take up to 2 weeks for the vaccine to start protecting you. Patients eligible for the flu vaccine include:



## Beyond the Call...

**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.**

"One morning recently, I was standing in line awaiting my turn to talk to one of the receptionists. The two ladies behind the glass were busy dealing with other patients with what appeared to be insurmountable problems and I and several others waited, waited and waited.....!"

What amazed me was not the wait time, but the patience with which the receptionists dealt with problems facing them; their tolerance and perseverance. Those of us waiting in line kept looking at our watches and shuffling but there was so much earnest activity & determination behind the glass, and not a trace of impatience, that one couldn't fail to be impressed. The ladies were seeking help from colleagues, who in turn were asking others.

Eventually all this endeavour worked, issues were resolved & those of us waiting in line had our own patience rewarded, moreover the ladies behind the desk just carried on with the next problems as though nothing had happened! I think that the reception team manager, Chrissie and her ladies deserve great credit for the determination, skill and patience they show in handling all of our problems".

John Carlton-Ashton, Chairman of PPG

## Look after your NHS

As we move into winter, the NHS faces its biggest challenge since it was first launched 70 years ago. People are now living much longer due to advances in medicine. Public expectations have increased, as well as the number of 'lifestyle' related illnesses. We all share the responsibility of looking after our NHS as best as we possibly can and this also means taking responsibility for our own health too.

Drinking too much alcohol, smoking, a poor diet and not being active enough are all reasons for sometimes becoming unwell and needing the NHS. There has never been a better time to get support to make changes and feel the best you!

In addition to looking after our own physical health the NHS is committed to ensuring that those that need support with their mental health can access services without the need to wait for a GP appointment or referral.

### 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

<b>Mental Health</b> Self-Refer to Single point of Access Tel: 0300 777 0707	<b>Drug &amp; Alcohol Service</b> Self-refer to Spectrum Tel: 01923 222889	<b>Sexual Health</b> Self-refer to Tel: 0300 008 5522	<b>Slimming world &amp; Weightwatchers</b> GP referral subject to criteria
<b>Non-Medical Advice</b> Self-refer to Community Navigator Tel: 0300 123 4044 <a href="http://www.hertshelp.net">www.hertshelp.net</a>	<b>Learning Disabilities, Mental Health, Drug or Alcohol Issues</b> Tel 0300 123 4040 <a href="http://www.turning-point.co.uk">www.turning-point.co.uk</a>	<b>Exercise Referrals</b> GP makes referral subject to criteria	<b>Stop Smoking</b> Book via reception or self-refer to Tel: 0800 389 3998
		<b>Adult Social Care</b> Tel 0300 123 4040	