

Referrals

If you have been referred for a specialist opinion by your GP, please ensure you have provided us with a recent blood pressure reading and your BMI, for which we will need your height and weight. We are asked to provide this information and it will help us process your referral more efficiently.

You can record your height and weight and check your blood pressure in the pod area by reception. Data is automatically sent to your own GP once you have logged in.

Please ask a member of the reception team if you require any assistance.



Coming Soon - New Consulting Rooms

In March 2013, we will begin an exciting project to build two new consulting rooms on the first floor of the surgery. These rooms will be built and equipped to the very latest standard. When the rooms are complete, we will be able to recruit extra clinical staff to improve our service for patients.

We are aware that some patients have difficulty managing stairs, and we will be planning our surgeries to ensure that there is always the option to be seen on the ground floor. Please advise our Reception team of any such difficulties, so we can arrange future appointments on ground level.

Whilst the building work takes place, we endeavour to keep any disruption to a minimum and apologise for any temporary inconvenience you may incur.

Urgent Appointments

In November 2012, we successfully introduced a new urgent booking (or triage) system. Now, if you require an urgent appointment, your request is added to the list for review by the duty doctor. You will then be called back within two hours, by either a clinician or receptionist and given further instructions. This means that patients with serious illnesses can speak to a doctor quickly and be seen if necessary and those with minor problems can usually be solved without having to come into the surgery. This also helps reduce the spread of viruses, which can be passed onto some vulnerable patients in the waiting room.

We do not provide a walk-in clinic. Please do not come into the surgery and expect to wait to be seen. Our Doctors do not only see patients, referrals have to be made, hospital letters read and actioned, test results evaluated, prescriptions processed and so on. We have to provide a service for all our patients. Those who insist on priority treatment or demand a walk-in service may be advised to register with another Practice.



Triage Feedback

Thank you to those patients who completed questionnaires on the new emergency booking system. The feedback was very positive and extremely helpful to us. The report is available to read on our website www.fernillesurgery.org.

Preparing For Your Appointment



The Health Service is always busy, and under increasing pressure every year. We try to provide as many appointments as possible and minimise waiting times for patients. During your consultation a doctor or nurse will be assessing you (or your child) and may wish to examine you - for instance checking your blood pressure or listening to your chest.

It would be very helpful if you prepare for the examination in the **waiting area**. We keep the waiting area fully heated for this reason.

- Please remove your coat and any other outer clothing, such as a scarf or gloves.
- For young children with fever, a complete inspection of the skin for a rash might be required. Please take children out of baby seats or prams and take off heavy outer clothing. Babies should ideally be wearing just baby grows.
- Toys often help distract young children during the examination and it is useful to bring one or two along.
- Outside clothing, baby straps etc should be replaced **after** you have left the consulting room.

These steps will help the doctor or nurse run on time, and will make sure there is time to examine you (or your child) safely and comprehensively.

Thank you.

Well Baby Clinic

The Wednesday Well Baby Clinic (weigh-in) has relocated. Alternative clinics in your area are:

Mondays:	Warners End Community Centre	10am-11.30am
Tuesdays:	Grovehill Community Centre	9.30am-1.00pm
Thursdays:	Adeyfield, Windmill Children's Centre	11.30am-1.00pm
Fridays:	Dacorum Sports Centre	12.30pm-1.45pm



Baby Immunisations Reminder

When bringing your child for immunisations, please remember to bring their red book. It's an important document and the nurses may be unable to immunise your child without it.



Stop smoking clinics

Free Stop Smoking clinics are held at

Fernville, twice a week (evenings and lunch-times). However, if our appointment times are unsuitable for you, please ask at reception for alternative stop smoking locations. If you have had several attempts to quit smoking with an advisor from Fernville, we may suggest alternative clinics for you to try.



Do you look after someone, unpaid, who couldn't cope without your help?

The person you care for may have a physical or learning disability, dementia, mental health problems, may misuse drugs or alcohol or may be ill or frail. The person may live with you or elsewhere, may be an adult or a child, but if they rely on you for support, then **you are a carer**.

Please register your details with us at Reception and receive a pack providing you information on support or funds available to you.

Summary Care Records

Further to the 2009 campaign, Summary Care Records (SCR) are now live on our system, this is to improve the safety and quality of patient care. The Summary Care Record is a **basic** electronic patient record, held on a secure central database covering England. The purpose of the database is to make patient data readily available anywhere where you would seek treatment, for example if you were staying away from your home town and needed emergency treatment.

The SCR will only contain limited, but essential information about you, such as:

- Whether you are taking any prescription medication
- Whether you have any allergies
- Whether you've previously suffered a bad reaction to any medication

If you are happy for us to make a SCR for you, you do not need to do anything. Of course, if you **don't** want an SCR, please complete an **opt-out** form (from reception) and return to us.

Visit www.nhscaresrecords.nhs.uk to read more.

NHS 111 is a new service to make it easier for you to access local NHS healthcare services. You can call 111 when you need medical help fast but it's not a 999 emergency.

Call 111 if:

- You need medical help fast but it's not a 999 emergency.
- You think you need to go to A&E or need another NHS urgent care service.
- You don't know who to call or you don't have a GP to call.
- You need health advice or reassurance about what to do next.

For less urgent health needs, contact your GP or local Pharmacist in the usual way.

For immediate, life-threatening emergencies, continue to call 999.



when it's less urgent than 999

Prevent the spread of germs

We now have three hand sterilizers available for patients to use throughout the surgery. One by the automated check-in machine in reception, another in the waiting room and one outside the nurses rooms. Please help us prevent the spread of germs and diseases by using these dispensers.



In Focus...Dr. Sanjay Pawar

This edition we talk to Dr. Sanjay Pawar, who is one of our newest Doctors. Dr. Pawar completed his last couple of years of training at Fernville. After spending time getting to know our patients, he chose to take on a permanent role here at the surgery in 2012.

Dr. Pawar was born and brought up in North West London. After gaining a degree in Medical Biochemistry at Birmingham, he went on to do a Psychology Degree in London. He wanted to build on and apply the things he had learnt, studying Medicine and becoming a doctor was a privileged way of doing just that.



5 Minute Q&A with Dr. Pawar:

Q. What are your hobbies/interests outside of medicine?

A. I help run a charity, which is the largest Youth Theatre Company in Birmingham. It works with young people from the inner city and runs as a collective getting involved in productions, drama exams and running of the company itself. What I love about it is that it takes people with a variety of challenges and supports, motivates and encourages them to achieve incredible things that they never thought possible. I am slightly obsessed with food- from continental pastries to Cornish pasties, which I think stems from growing up- as whatever we did as a family food always featured. Whether it was growing, planning, preparing, preserving and above all the eating of it. Cakes are my weakness- in healthy moderation naturally.

Q. If you hadn't chosen medicine, what would you have become?

A. A gardener- I really enjoy the outdoors and the process of seeing things grow and caring for their growth. I think it's a really satisfying thing to do. Or maybe open a Cake shop- however I would not make any money as I would end up eating everything that was made.

Q. What's the best/worst part of your job?

A. The variety and continuing learning is one of the best things about the job and the worst part is the challenge of time constraints.

Q. What changes are you seeing within medicine?

A. I see the way people are accessing health care and health information is changing and people are more likely to seek the advice of Dr Search Engine first. That's a great thing, but I believe its important to see a patient as a person, with their own concerns, beliefs, lives and experiences. I can help patients understand their illnesses and treatment options in an accessible, holistic and effective way. By doing that, I hope to empower my patients to make informed decisions that are right for them.

PRG-Together we can make a difference

In 2012 we formed a Patient Reference Group (PRG) to help the practice improve its service to patients. You told us you wanted to:

- Make it easier to contact the surgery by telephone
- Improve availability of appointments

To help us do this, we agreed with you to implement a number of actions. We:

- Increased the number of receptionists in our team, to help us provide a better call handling service.
- Advertised the alternative ways we have implemented for making and cancelling appointments (internet and 24-hour telephone access) to reduce the volume of calls during surgery opening hours.
- Began a project to build two new consulting rooms to provide space for more doctors and nurses to work.
- When the new rooms are available, we will recruit more doctors/nurses to improve the availability of appointments.

Why not have your say and help shape the future of your surgery? Together we can make a difference.

NEW MEMBERS WELCOME. Pick an application form from reception. We welcome applicants from diverse backgrounds, ensuring an inclusive overview of our patients needs.

For more information, please contact Claire Houlihan, Patient Services Manager on 01442 898371 or email claire.houlihan@gp-e82022.nhs.uk.

Congratulations to Dr. Hannah Bowles on the birth of her baby boy.



Good luck to Dr. Anna Whiteford who is starting her maternity leave soon.

Ear Syringing



Practice nurses run bookable ear syringing clinics but it is important you see your GP/nurse practitioner to be referred to the service.

Not having your ears checked by a doctor means other problems such as infections or perforations may be overlooked

You should ensure you use eardrops or olive oil for a **minimum** of 10-14 days prior to your appointment.

Blood tests

If you are asked by a clinician to have a routine blood test, these are now being actioned by the pathology department at the hospital (unless the blood test is part of a long term condition check).

This is to ensure we have enough appointments available for patients that require health checks and dressings and other procedures. Thank you.

Research Practice



Fernville is a Research and study practice. Patients registered with this practice have an opportunity to help shape the future of health care by taking part in research projects. As a member of the Research Network, we will from time to time invite patients to take part in research studies. Participation in any research project is entirely voluntary. Declining to do so will not affect your medical care in any way.

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
www.fernillesurgery.org

Provision for patients with disabilities

Should you have any special needs please contact our staff and they will be happy to try and assist you. To make ourselves as accessible as possible to all our visitors we provide:

- Two disabled parking spaces
- Ramped access
- Call point outside entrance to building
- Wheelchair/walking aids onsite for those with poor mobility
- Disabled toilet through double doors
- Provision of interpreter/signer (by prior arrangement)

If there are other ways in which we can help you, please let us know.

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

Waiting room WORDSEARCH:

Accessible	Pathology
Baby Clinic	Prepare
Building	Referrals
Carer	Research
Feedback	Summary
Germs	Syringing

Doctor, Doctor.....

Patient – Every time I stand up quickly, I see Mickey Mouse, Donald Duck and Goofy.
 Doctor—how long have you been getting these Disney spells?

