

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

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www.farleymedical.co.uk

Please take a look at our new website, there are lots of useful information for you to read and links to ordering your repeat medication and booking your appointments on line. There is also advice and information on a range of topics.

Special Points of Interest:

- Patient Surveys
- Extended Surgery Hours
- Patients' Group Meetings
- DNA's

PATIENT SURVEYS

Many of you recently completed our June patient survey either by completing forms in the waiting room or for the first time this year, online. The full results are available on our website

www.farleymedical.co.uk In addition the results of the national patient survey carried out by the department of health have just been published and these can be found at <http://www.gp-patient.co.uk/results/results/factsheets/search/?code=H83004>

Overall, we were very pleased with the results which showed that you felt that we were significantly better than the national average in the areas of :

- obtaining test results,
- getting through on the phone
- the time that you wait to see your doctor after you arrive for your appointment.

One area, where we did not meet your expectations was in the ability to speak to a doctor on the phone. We would like to take this opportunity to advise you that if you feel that you do not need an appointment and just need to speak to a doctor on the phone, then you **can ask the receptionist to get the doctor to ring you back**. The doctor will usually ring back at the end of their current surgery but may ring earlier. So please ensure that you will be available and that we have your correct contact details

BOOK YOUR APPOINTMENT ONLINE

www.farleymedical.co.uk

Don't forget appointments and repeat prescriptions can now be requested online. In order to use this service you need to obtain a user number and password from reception if you have not already done so. If you have forgotten these details they can also be obtained by asking at reception.

PATIENTS' GROUP MEETINGS

The Patients' Participation Group meets three or four times a year on Thursday evenings between 18.30 and 20.00 and is attended by 14 patient representatives, the practice manager and at least one doctor. Our objective is to listen to our patients' views on the service we provide and keep them informed of developments within the practice. Discussions also take place about future plans for the NHS both nationally and locally. Patients are welcome to attend as observers and if you are interested in coming along, details are published on our website.

We are actively looking for new members young and old. If you are interested in joining the group please contact the Practice Manager, Tracy Keogh at Farley Road Surgery.

SURGERY HOURS EXTENDED

We have extended our surgery hours for patients needing routine appointments but are unable attend surgery during normal hours. Appointments are available at the following times and must be pre-booked via reception or our online appointment system.

Alternate Tuesdays 18.30—20.00

Every Wednesday 18.30—20.00

Alternate Saturdays 08.30—11.30

These appointments are not intended for emergencies, if you develop an urgent problem during these times you will not be able to contact reception as our telephone lines will not be answered. You should contact Patient Care 24 on 0845 603 8517 if you need to see a doctor urgently.

You can however collect your prescriptions at the above times, please note all other departments will be closed.

DNA—DID NOT ATTEND

DNA – a huge waste.

You can help us to prevent this.

You can also help other patients.

What is a DNA? A DNA is when a patient does not attend for a booked appointment. Every month we have about 200 DNAs, which is equivalent to more than 13 complete surgeries. You can help us to prevent this by simply cancelling your appointment.

Cancelling an appointment is simple.

- Phone us on 0208 651 1222 anytime between 08.00 hrs and 18.30 hrs,
- e-mail us at admin@farleymedical.info
- log on to appointments online where all your upcoming appointments are listed and can be cancelled or rebooked for another date or time.

Please consider registering for our free SMS appointment reminder service which will send you a text reminder a few hours before your appointment, this will help ensure that you don't forget your appointment or give you time to cancel if you cannot make the appointment. Someone else will be able to use the appointment even if you cancel at short notice.

LOST PROPERTY

We have a number of items that have been left in the surgery, if you have lost keys, glasses, gloves etc. then please ask at Reception.

**Our Out Of
Hours
Service is
provided by:
Patient-
Care24
0845 603
8517**

The surgery is open from 8.30am-6.30pm Monday-Friday except for weekends and Bank Holidays. We never close for lunch and our phones are always manned between these hours, We also have late night surgery on Wednesdays till 8pm, alternative Tuesdays till 8pm and alternative Saturday mornings 8.30-11.30am.

NURSE'S APPOINTMENTS

Following on from our recent Practice Survey some patients have expressed an interest in booking nurse's appointments on line. We are sorry but we are unable to offer this facility as nurse's appointment times vary depending on what procedure you are booking. You are however able to book your and flu and blood test (phlebotomy) appointments online. Phlebotomy is available every morning at the surgery from 8.30am—10.30am.

STAFF NEWS

Dr Jaitly has now returned from her maternity leave - Welcome Back.

As many of you will have heard Dr Lyell has recently been diagnosed with cancer and is currently on extended sick leave whilst undergoing chemotherapy. He would like to thank all the patients who have sent him letters and cards and express his gratitude for all your support.

TRAVEL VACCINATIONS

Our practice nurses will be pleased to give advice to patients travelling abroad. Most vaccinations are provided free of charge but there is a charge for certain vaccines. Please make an appointment at least **six weeks** before your trip to ensure you have time to complete a full course of vaccinations. Travel forms need to be completed before your appointment and are available in reception, where any charges are also displayed.

Please note that **this is a non NHS service and therefore may not be available during busy times**. If we are unable to offer a suitable appointment our receptionists will be able to advise you about alternative ways to obtain your vaccinations

We are a registered Yellow Fever Centre and can give yellow fever vaccinations. There is a charge of £50 per vaccination for this service which is not available on the NHS. Some malaria tablets can be obtained from a pharmacy without a prescription, however we are not allowed to issue NHS prescriptions for malaria tablets and we charge £5.00 for a private prescription.

LOCAL PHARMACISTS - COLLECTION SERVICE

The following pharmacies operate a collection service and will collect your prescription from the surgery. Please speak to the pharmacist for details.

Boots	12-18 Whitgift Centre	020 8686 6201
Day Lewis	208 Addington Road	020 8657 6172
Day Lewis	45 Elmfield Way	020 8657 2474
Goldmantle	Forestdale Centre	020 8651 1270
Harris	Crossways	020 8651 6062
Lloyds	97 Addington Road	020 8657 1292
Lloyds	123 Addington Road	020 8657 1436
Lloyds	Hamsey Green	020 8657 2965
Makepeace & Jackson	7 Station Road Sanderstead	020 8657
0221		
Medipharm	(Delivery within 3 miles to housebound patients)	
	37 Limsfield Road	020 8657 2203
	104 Lower Barn Road	020 8660 7150
Riddlesdown	631 Limsfield Road	01883 623605
Sainsbury's	Whitgift Centre	020 8688 8924
Superdrug	44 South End	020 8688 5544
Croydon Pharmacy		

CONTACT DETAILS

We sometimes need to contact you urgently regarding appointment cancellations and important test results. Please ensure you have given us your correct home telephone number and if possible a mobile number. It would also be helpful to have your e-mail address. Please ask at reception for a form to update your contact details. This information will not be divulged to any organisation outside the NHS

NON NHS CHARGES

The surgery will charge for **non NHS work**. The charges are displayed in reception, the waiting room and on our website. If you are unsure of a possible fee please ask at reception who will be able to inform you. Please note if you book a medical and fail to turn up without giving **24 hours notice** there will be a cancellation fee. When you book a medical a letter will be sent out informing you of the date and time. Our receptionists will be happy to answer any queries you have regarding these.