

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER



JUNE 2023

STAFF UPDATES

After being at the surgery for 4.5 years, Dr Landymore is sadly leaving to emigrate. We wish her all the best! Dr Mohammed Suleman joins us in July - welcome to the practice. We have welcomed a few new staff in our reception team.

DNA'S

Between 1st Jan - 30th Apr 2023 there have been 466 DNA's. Please let the surgery know if you have a mobile for reminders.

HOSPITAL APPOINTMENTS

If you have been referred to the hospital, please call the relevant department directly for any queries, including appointments. Check hospital website for contact details

SELF BOOK/PRE APPOINTMENT QUESTIONNAIRES

Have you been invited yet to book an appointment via self book? If not this may happen in the near future for appointments such as blood tests, cervical smears etc. A unique link will be sent via text, follow the steps in a few clicks and book your appointment without having to call!

A reminder that pre appointment texts for certain appointments will be sent to gather information. Thank you for your support in completing.

NHS APP/PATIENT ACCESS/MY GP

MYGP was decommissioned in March for South West London. You are able to access the same features via the NHS APP if you have signed up to patient access. This includes booking appts, ordering repeat prescriptions as well as viewing your medical records. To sign up to patient access please visit

<https://support.patientaccess.com/registration>, complete application via our website or collect a form from reception. You will be contacted to provide photo ID and proof of address.

To use the NHS APP, download and create an account

PRESCRIPTIONS

From 2023 our turnaround time for issuing prescriptions changed to 72 hours. Please bear this in mind and order in good time.

WEBSITE & SOCIAL MEDIA

We have listened to your feedback and have redesigned our website to make it more user friendly. Please take a look. It contains lots of useful information

<https://www.farleymedical.co.uk/>

We often post on our facebook and instagram pages, please follow us
[facebook.com/farleyroadmedical](https://www.facebook.com/farleyroadmedical)
[farleymedical](https://www.instagram.com/farleymedical) (instagram)

Do you know we have a Patient Participation Group at Farley Road?

What is a Patient Participation group (PPG)?

Our surgery has a Patient Participation Group at the practice in order to understand the views of you, the patients and to share information about the practice with you. It has been a requirement since 1 April 2015 for all practices to have a PPG and they can become increasingly helpful to patients and healthcare providers alike. No two PPG's are the same and we want to make ours really useful to our practice and the staff who work there.

The purpose of a PPG

Our PPG can help improve and develop services within the practice.

We can help let the practice staff know what matters most to us.

We have an opportunity to discuss topics of mutual interest with the practice staff.

We can encourage health and wellbeing amongst our patients.

What do we want to do at our PPG?

Make sure that there is two way communication between us, the patients, and the doctors and other practice staff.

Make sure that the patients' views are heard by the practice.

Understand how the NHS is developing and the effect changes might have on our healthcare.

Raise awareness about the PPG and the various activities going on at the surgery such as flu immunisations, use of online facilities and open meetings or about new doctors joining the practice or new ideas in healthcare.

Provide a forum for patients to meet and support each other.

Encourage more patients to join our PPG to increase the help we can give to the practice and to allow more people to find out about their health services.

Why should you be involved with your PPG?

You can offer your own perspective on the services provided at the practice and contribute to their ongoing improvement. We need to make sure that we have a wide range of views and opinions and so need representation from our diverse patients. You can learn more about the way the NHS works and specifically what is happening in Croydon.

The PPG meets formally every quarter and is chaired by the PPG chairperson and attended by the senior partner with informal meetings in between. We hold an open meeting every year and you can sign up for emails about the PPG if you wish.

If you would like to come to a meeting or find out more information, please contact the chairman, Biman Ghosh, on bandrghosh@hotmail.com or 07905142596.