

# **The Farley Road Medical Practice PPG**

## **Newsletter January 2017**

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It is hoped that this Newsletter will be helpful for the Patients of this Practice and anyone else who requires medical help in and around London Borough of Croydon.

If you have access to internet, please take a look at [www.farleymedical.co.uk](http://www.farleymedical.co.uk) there is lots of useful information, links to ordering your repeat prescription and booking your appointment online. There is also advice and information on a range of topics.

### **Surgery OPEN HOURS**

The Surgery at 53 Farley Road is normally open on Monday to Friday 8.00 AM – 6.30PM, but you can ring the reception at 8.00 AM for urgent appointment.

Telephone 0208 651 1222, Website : [www.farleymedical.co.uk](http://www.farleymedical.co.uk)

e-mail: [admin@farleymedical.info](mailto:admin@farleymedical.info)

The Surgery at 125 Holmbury Grove is normally open Monday - Thursday 9.00 – 12.00 PM and 1.00 - 6.00PM. and Friday 9am – 12pm

Telephone: 0208 651 1222

The Surgery has extended hours for patients needing routine appointments; these are to be pre-booked via the reception by phone or the online appointment system. These are available on:

Alternate Tuesday GP 18.30 - 20.00

Alternate Wednesday GP 18.30 - 20.00

Thursday GP 18.30 – 19.00

Friday GP 18.30 – 19.00

Saturday GP and Nurse 08.30 – 10.30

You may also collect your prescriptions at these times.

Please note these appointments are not for emergencies, you should contact NHS 111 if you need to see a doctor urgently.

### **HOW TO MAKE AN APPOINTMENT**

You may call the reception on 0208 651 1222 during open hours, or use the on-line appointment system 24 hours a day and 7 days a week. Please contact reception if you wish to use this system. You may also print a form going to [WWW.FARLEYMEDICAL.CO.UK](http://WWW.FARLEYMEDICAL.CO.UK)

If you need an urgent appointment, you may call at 08.00 AM for an urgent appointment, and you will be seen in the morning.

**Please consider registering for FREE SMS appointment reminder service, this text reminder is really helpful.**

## **HOW TO CANCEL AN APPOINTMENT**

Just call 0208 651 1222 anytime day or night and leave a message, or e-mail at [admin@farleymedical.info](mailto:admin@farleymedical.info) , or log on to appointments on-line where it is listed, and may be cancelled or rebooked.

**Please remember to cancel if you do not need your appointment, as someone else may need and use it instead.**

## **HOW TO GET MEDICAL HELP OUT OF HOURS**

If you need to see a GP when the Surgery is closed, please dial 111 for advice from 6.30 PM to 8.00 AM on Monday to Friday, and anytime at Weekends.

**Please note that the CROYDON UNIVERSITY HOSPITAL A&E is for EMERGENCIES ONLY – that means SERIOUS ILLNESS and LIFE THREATENING INJURIES**

FOR MINOR INJURIES –

Purley Hospital , 856 Brighton Road, Purley, CR8 2YL, phone 0208 401 3000, is open from 2.00PM – 8.00 PM , 365 days;

Parkway Health Centre, Parkway in New Addington, CR0 0JA, phone 0208 251 7225 is open 2.00 PM – 8.00 PM, 365 days a year;

FOR URGENT CARE needs, minor injuries and advice :

Croydon University Hospital , 530 London Road , Croydon CR7 7YE, phone 0208 401 3000 urgent care centre 24 hours 365 days.

Walk in Centres

Edridge Road Health Centre, Edridge Road, Croydon CR9 1PJ, phone 0203 040 0800 open 8.00 AM – 8.00 PM 365 days a year Impact House, 2 Edridge Road, Croydon

## **ACCESS TO YOUR MEDICAL RECORD ONLINE**

You may access your medical record online, view your test results, any letters, your past history etc.It may be accessed from anywhere if internet is available. This can be very useful if you are away from your home and need medical help. Please contact the reception if you need access.