

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

ISSUE 11

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www.farleymedical.co.uk

Special Points of Interest:

- **Dr Sanderson**
- **Disabled Parking**
- **Dr Anita Banerjee**
- **Blood Tests**

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

PATIENT PARTICIPATION GROUP

TWO REFLECTIONS FROM PPG DISCUSSIONS

AVAILABILITY OF APPOINTMENTS

AT FARLEY ROAD WE CAN BOOK ON LINE OR BY PHONE, (ALLOWING FOR OCCASIONAL DELAYS AT PEAK TIMES). AT THE PPG WE LEARNED ALSO HOW FLEXIBLY THE PRACTICE MANAGE THE ALLOCATION OF "SLOTS", EG THEY ADJUST TO HEAVIER DEMANDS FOR EMERGENCY APPOINTMENTS ESPECIALLY AT THE START OF THE WEEK. NOT ALL GPs IN CROYDON APPEAR TO OPERATE LIKE THIS. RECENTLY I HAVE PASSED A NUMBER OF PRACTICES WHERE QUEUES FOR APPOINTMENTS ARE FORMING AN HOUR BEFORE THE DOORS OPEN.

MENTAL HEALTH

IN FARLEY ROAD MENTAL HEALTH ISSUES APPEAR REGULARLY ON THE PPG AGENDA AND WE ARE KEPT INFORMED ABOUT THE CLOSER WORKING LINKS BETWEEN OUR DOCTORS AND LOCAL MENTAL HEALTH SERVICES. 2 PPG MEMBERS HAVE RECENTLY REPORTED ON AN OPEN MEETING RUN IN CROYDON BY STAFF AND MEMBERS FROM SLAM—SOUTH LONDON AND MAUDSLEY MENTAL HEALTH FOUNDATION TRUST—SLAM PROVIDES MENTAL HEALTH IN PATIENT AND COMMUNITY SERVICES IN CROYDON AND 3 OTHER SOUTH LONDON BOROUGHS. THE MEETING FOCUSED ON PLANS FOR DEVELOPING IMPROVED LEVELS OF SERVICE IN CROYDON. ATTENDEES WERE INVITED TO CONTRIBUTE THEIR OWN IDEAS WHICH WILL BE FURTHER CONSIDERED AND DEVELOPED IN THE SLAMS ANNUAL PLAN INCORPORATING A 3 YEAR LOOK AHEAD.

THERE WILL BE FURTHER MEETINGS LATER IN 2013. ATTENDEES HAVE COMMENTED THIS WAS THE FIRST TIME IN THEIR EXPERIENCE AS SERVICE USERS THAT THEY HAVE BEEN INVITED TO CONTRIBUTE IN THIS WAY.

NOEL URWIN

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.

TELEPHONE ADVICE

You can also ring and leave a telephone message for the doctor or nurse to give you a call back if you feel that you do not need an appointment but would just like some advice. Please note outside our normal working hours of 8.30 am—6.30pm the surgery phone lines will be put through to the answering service

SURGERY HOURS

We have extended surgery hours for patients needing routine appointments. 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. You should contact NHS 111 on 111 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.

Cancelling an appointment is simple.

- Phone us on 0208 651 1222 anytime of the day or night and leave a message
- 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.

DR STUART SANDERSON

Dr Sanderson will be retiring from the practice in March. He has been a partner at Farley Road for the last 33 years with the practice he will be greatly missed by colleagues and patients.

We would like to wish him a happy, fulfilled and much deserved retirement.

DR ANITA BANERJEE

We welcome Dr Anita Banerjee who will be joining our team at the beginning of March. She has been working in Crawley and she will be an excellent addition to the team.

Our Out Of Hours Service is provided

by:

NHS

111

*The surgery is open
from 8.00 am - 6.30pm
Monday-Friday
except for weekends
and Bank Holidays.
We don't close for
lunch and our phones
are manned between
these hours. We also
have late night
surgery on
Wednesdays till 8pm,
alternate Tuesdays till
8pm and alternate
Saturday mornings
8.30-11.30am.*

TEST RESULTS

Getting test results.

To ensure we are able to maintain our patient confidentiality we would ask that you phone in personally for your test results. When the results of your tests are received back at the surgery they are reviewed and commented on by the doctor and appropriate entries are recorded in the computerised medical records. When this has been completed our admin staff are then able to let you know the result of your tests when you ring up. If a test shows something which needs action or discussion by you and your doctor, we try to contact you by phone, and if there is no answer, we drop you a line in the post asking you to contact the surgery.

Our admin staff are only allowed to pass on information as described in the notes by your doctor and are not permitted nor qualified to pass on any opinion of their own.

Unfortunately there is no simple rule as to how long it will take to receive the results of tests back since this varies according to the test. We will normally have the results available for most blood tests within 4 working days, although there are some blood tests which take 6 working days and occasionally special blood tests such as hormone levels can take up to 4 weeks. Swabs, Urine and Stool Tests are usually back within 5 working days after they are taken. X-rays usually take 10 working days and pregnancy tests usually 2 working days. We hope that you will take this information as a guide when phoning up for the results of your tests. We ask for your understanding as there are often delays which are out of our control.

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 Limpsfield Road	020 8657 2203
Riddlesdown	104 Lower Barn Road	020 8660 7150
Sainsbury's	631 Limpsfield Road	01883 623605
Superdrug	Whitgift Centre	020 8688 8924
Croydon Pharmacy	44 South End	020 8688 5544
Andrew McCoig	Brighton Rd, South Croydon	020 8668 3253

DISABLED PARKING

We have been asked by a number of our patients about the lack of disabled parking at the surgery. I have been in contact with Croydon Council to request 2 additional parking bays. One bay for the branch surgery at Forestdale and one additional bay for Farley Road. The council have taken our request and it will be put forward at a meeting in February. If the council accept our request then the consultation period can take up to 6 months.

STAFF NEWS

Lizzie our new receptionist will be raising funds this year cycling from John O'Groats to Lands End, she will be cycling 900 miles for Macmillian Nurses

Kathy & Teresa will be raising funds this year and aiming to complete the "Moonwalk" for Breast Cancer and will be walking 26.2 miles, If you would like to sponsor them please see reception.

Thank you for those who contributed to the Poppy Appeal, this year we raised £67.93.

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

BLOOD TESTS

The ordering of blood tests has now gone on line through our main provider Croydon University Hospital.

The GP or nurse will now order your blood tests online and print off the request which will be an A4 size piece of paper with all your details along with the tests required.