

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

ISSUE 17

FEBRUARY 2016

www.farleymedical.co.uk

Special Points of Interest:

- **New Nurse Rachel**
- **Out of Hours**
- **DNA**
- **Appointment Changes & Online Access**

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 on line. There is also advice and information on a range of topics.

STAFF CHANGES—NEW NURSE RACHEL

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 before your appointment. Someone else will be able to use the appointment even if you cancel at short notice.

Below a table of number of appointments where patients did not turn up for their booked appointment, this is for Q3 October to December 2015, an increase of 140 from Q2.

Dr Jasper	20
Dr Cockell	20
Dr Galaiya	44
Dr Hammill	25
Dr Jaitly	34
Dr Akindele	44
Dr Rahman	55
Nurse Diana Koolmon	22
Nurse Ann Kelly-Smith	18
Nurse Liz Richardson	84
Nurse Debbie James	39
HCA Karen Scarlett	42
Nurse Caroline Nightingale	32
Phlebotomy Branch (Ms)	4
Phlebotomy Farley (Miss)	88
Locums	4

EXTENDED 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 GP	18.30—20.00
Alternate Wednesday GP	18.30—20.00
Thursday GP	18.30—19.00
Friday GP	18.30—19.00
Saturdays by appt GP & Nurse	08.30—10.30

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.

ACCESS TO MEDICAL RECORDS ON LINE

WE HAVE A DEDICATED TEAM—SUE, LAURA AND CLAIRE WHO CAN HELP YOU IF YOU ARE HAVING ANY DIFFICULTIES WITH USING THE APPOINTMENT ON LINE, MEDICATION REQUESTS AND ACCESS TO MEDICAL RECORDS. FROM THE 1ST APRIL 2015 PATIENTS WERE ABLE TO HAVE ACCESS TO THEIR MEDICAL RECORDS ON LINE. YOU WILL BE ABLE TO VIEW YOUR TEST RESULTS, ANY LETTERS AND YOUR PAST HISTORY AND IMMUNISATION HISTORY. IF YOU WISH TO ACCESS THIS SERVICE PLEASE EITHER POP INTO THE SURGERY OR LOOK ON LINE AND PRINT OFF THE FORM, ONCE YOU HAVE FILLED IN THE FORM YOU WILL NEED TO COME INTO THE SURGERY WITH ID (PASSPORT, DRIVING LICENCE OR HOUSEHOLD BILL WITH YOUR NAME WITHIN 3 MONTHS) WE WILL THEN PROCESS THIS FOR YOU AND YOU WILL BE SENT A LOGIN AND PASSWORD TO HAVE ACCESS TO YOUR MEDICAL RECORDS. IF YOU HAVE ANY DIFFICULTY THEN PLEASE CALL THE SURGERY 0208 651 1222 AND SPEAK WITH SUE, LAURA OR CLAIRE WHO WILL BE HAPPY TO HELP YOU.

OUT OF HOURS

IF YOU NEED ACCESS TO A GP WHEN THE SURGERY IS CLOSED YOU CAN DIAL 111 FOR ADVICE FROM 6.30PM—8AM MONDAY—FRIDAY AND ALL DAY AT THE WEEKENDS

MINOR INJURY UNITS ARE OPEN FROM 2PM—8PM AT PURLEY HOSPITAL AND PARKWAY HEALTH CENTRE IN NEW ADDINGTON FOR MINOR INJURYS AND ADVICE 365 DAYS A YEAR

WALK IN CENTRE IS AVAILABLE 24 HOURS A DAY 7 DAYS A WEEK FOR URGENT CARE NEEDS, MINOR ILLNESS AND INJURIES 365 DAYS A YEAR

A&E IS ONLY FOR EMERGENCYS ONLY—SERIOUS ILLNESS AND LIFE THREATENING INJURY ONLY

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 or go online. This information will not be divulged to any organisation outside the NHS

URGENT APPOINTMENTS

If you do not have a booked appointment and need to be seen on the day please call the surgery at 8am for an emergency appointment. All patients that call in the morning will be seen in the morning, however we cannot guarantee that you will be seen by the doctor of your choice and the emergency appointment will be a 5 minute consultation. Please sign up to our appointments on line if you would like to pre book for a further consultation.

CHARGES FOR NON NHS WORK

Please be aware that we do charge for non NHS work, this could be a Application Form, Fitness to Travel, Claim Form of any description, To Whom It May Concern letter, Medical Report, DNA Testing, Solicitors Report or a Power of Attorney Form. All of the above are chargeable services that are not covered under the NHS. If you are unsure please call or speak to reception or Claire who will be able to advise you further.

Travel Vaccinations again the majority of these are free to our registered patients, again please call and check. Please allow 6 weeks prior to your holiday to be fully vaccinated. If we have no appointments at short notice you may have to attend the travel clinic and you will be charged.

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 or 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 8681 5035
Croydon Pharmacy	44 South End	020 8688 5544
Andrew McCoig	Brighton Rd, South Croydon	020 8668 3253

BLOOD TESTS

The ordering of blood tests is now on line through our main provider Croydon University Hospital. The new system will hold information about diagnosis and treatment of any patients using the trusts services and will be used by doctors, nurses and healthcare professionals. This single electronic record will dramatically reduce the use of paper notes, meaning that wherever a patient is and whatever service they are using their clinician will be able to see up to date information. For patients who spend time in hospital then go on to be cared for by one of our community teams, this also means that the whole team will have access to the same information.