

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

ISSUE 19

MAY 2017

www.farleymedical.co.uk

Special Points of Interest:

- **New Receptionist Charlotte, Admin Ami**
- **Out of Hours**
- **Appointment Changes & Online Access**
- **Nurse Practitioner**

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

WE WOULD LIKE TO WELCOME OUR NEW RECEPTIONIST CHARLOTTE WALLDER-TO OUR TEAM,

WE ALSO HAVE 1 NEW MEMBER OF STAFF WHO HAS JOINED THE PRACTICE AMI PRESTON WHO WILL BE ASSISTING IN THE ADMIN DEPARTMENT. MAGGIE MCREA WHO HAS BEEN WITH THE PRACTICE FOR MANY YEARS RETIRED AT THE END OF MARCH 2017. WE ALL WISH HER ALL THE BEST FOR THE FUTURE.

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.

SIGN UP TO APPOINTMENTS ON LINE

DID YOU KNOW YOU CAN NOW SIGN UP TO APPOINTMENTS ON LINE WHICH WILL GIVE YOU THE FLEXIBILITY TO BOOK YOUR APPOINTMENTS ON LINE 24 HOURS A DAY 7 DAYS A WEEK.

YOU CAN ALSO ORDER YOUR REPEAT MEDICATION AND VIEW YOUR MEDICAL RECORDS, LOOK AT YOUR RESULTS 24/7.

PLEASE SEE THE STAFF AT RECEPTION TO PICK UP A FORM OR PRINT THE FORM OFF FROM OUR WEBSITE WWW.FARLEYMEDICAL.CO.UK

CARERS

ARE YOU A CARER?

IF SO PLEASE CAN YOU LET THE SURGERY KNOW YOU WILL THEN BE CONTACTED BY OUR LEAD KAREN SCARLETT WHO WILL SEND YOU OUT INFORMATION RELATING TO THE CARER'S SERVICE. KAREN WILL CONTACT YOU EVERY 6 MONTHS TO SEE IF SHE IS ABLE TO HELP AND YOU WILL BE INVITED IN FOR YOUR YEARLY FLU VACCINATION. THERE IS A WEALTH OF INFORMATION AVAILABLE ON OUR WEBSITE UNDER-CARERS

DID YOU KNOW WE NOW HAVE FREE WIFI AT FARLEY ROAD?

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.

ADVANCED NURSE PRACTITIONER

As an Advanced Nurse Practitioner I have undergone specialist training to enable me to take a history, examine, diagnose, treat and prescribe medication (if needed) for patients with acute and long-term conditions. I cannot provide Medical certificates or see children under the age of 2 years old.

Debbie James is here with us 3 days a week and works at both sites.

OUT OF HOURS

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

THERE ARE NOW 3 NEW HUBS—PURLEY WAR MEMORIAL HOSPITAL, PARKWAY HEALTH CENTRE & EAST CROYDON MEDICAL PRACTICE. YOU MUST RING NHS 111 FIRST TO BOOK AN APPOINTMENT THERE RATHER THAN TURNING UP. THEY WILL CALL YOU BACK AND TELL YOU A TIME TO COME ALONG.

A&E IS ONLY FOR EMERGENCIES 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 only.

CHARGES FOR NON NHS WORK

Please be aware that we do charge for non NHS work, this could be an 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.