

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

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www.farleymedical.co.uk

Special Points of Interest:

- **Nurse Liz**
- **Help with registering for online appts & ordering of medication**
- **2 New Phlebotomists**
- **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 online. There is also advice and information on a range of topics.

2 NEW PHLEBOTOMISTS

We now have 2 new additional staff at both sites to take blood from you, I'm sure you would have seen them at the surgery as they are also receptionists, welcome Maureen and Teresa.

PRACTICE NURSE—LIZ

Hi my name is Liz, I am one of the Practice Nurses, and I work part-time at both sites, I joined the Practice in November 2013. My background has been working with children and young people for the last 8 years. This included advice and support with behaviour issues, bed wetting and soiling. I also currently work in a service called Contraception and Sexual Health, again with young people but also adults. I have 6 years experience in this area and over this time I have developed an interest in women's health and especially contraception choices. I would be very happy to see any patients who feel that they need some clarification regarding any of the above.

APPOINTMENT CHANGES

MAY I SINCERELY APOLOGISE TO YOU FOR THE SHORT NOTICE REGARDING THE CHANGE TO THE BOOKING OF APPOINTMENTS ON LINE AND ORDERING MEDICATION. WE ONLY HAD A SHORT TIME TO MAKE THESE CHANGES, IDEALLY WE WOULD HAVE LOOKED TO CAUSE MUCH LESS DISRUPTION. ALL PATIENTS HAVE NOW BEEN NOTIFIED BY EITHER EMAIL OR SMS TEXT REMINDER SERVICE TO INFORM THEM THAT THEY WILL NEED TO RE REGISTER FOR THE NEW SERVICE. LETTERS WERE GIVEN OUT TO THE LOCAL PHARMACISTS TO EXPLAIN THE CHANGE AND TO LET PATIENTS KNOW WHEN PICKING UP THEIR MEDICATION.

NOTICES WERE PLACED IN THE SURGERY AND ON THE WEBSITE, THE OLD LINK WAS DISABLED AND SLIPS HAVE BEEN GIVEN OUT TO PATIENTS WHO COLLECT THEIR PRESCRIPTIONS FROM THE SURGERY.

WE HAVE A DEDICATED TEAM—**SUE, LAURA AND CLAIRE** WHO CAN HELP YOU IF YOU ARE HAVING DIFFICULTIES. PLEASE LOG ON TO OUR WEBSITE TO REGISTER FOR THE NEW SERVICE.

IN APRIL WE WILL BE SWITCHING ON THE FUNCTION TO ENABLE PATIENTS TO HAVE ACCESS TO THEIR MEDICAL RECORDS ONLINE IN ADDITION TO BEING ABLE TO BOOK YOUR APPOINTMENTS AND ORDER YOUR MEDICATIONS.

SOME PATIENTS HAVE QUESTIONED AS TO WHY WE NEED YOU TO COME INTO THE SURGERY TO SHOW YOUR ID. THE REASON IS FOR INFORMATION GOVERNANCE, WE HAVE TO CONFIRM YOUR IDENTITY TO ALLOW ACCESS TO YOUR MEDICAL RECORDS.

PLEASE NOTE THAT WE WILL BE CONTACTING ALL 16-18 YEAR OLDS WHO CURRENTLY HAVE THE SAME TELEPHONE NUMBER AND EMAIL ADDRESS AS THEIR PARENTS. THIS IS SO WE WILL MAKE SURE THAT YOUNG ADULTS CAN BE CONTACTED SEPARATELY TO MAINTAIN THEIR CONFIDENTIALITY.

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.

Monday GP	18.30—19.00
Alternate Tuesdays GP	18.30—20.00
Alternate Wednesday GP	18.30—20.00
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.

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. Someone else will be able to use the appointment even if you cancel at short notice. In an average month there are **80 GP and 50 Nurses appointments wasted each month** by patients who have not cancelled their appointments. Someone else will be able to use that appointment even if you cancel at short notice. Please help us to help you or another patient use that appointment. **We will be sending out letters to patients who have not kept their appointments.**

DR GALAIYA AND COILS & IMPLANTS

Dr Galaiya will be going on maternity leave at the beginning of October and therefore we will not be fitting coils and implants until she returns in the Summer of 2015. You can of course contact the CASH clinic on 0208 714 2861 and book an appointment with them, we do apologise for the inconvenience.

Our Out
Of Hours
Service is
provided

by:

NHS



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

ELECTRONIC PRESCRIPTIONS

What does this mean for you? If you collect your repeat prescriptions from your GP you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send it electronically to the place you choose, saving you time. You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. You may not have to wait as long at the pharmacy as there will be time for your repeat prescriptions to be ready before you arrive. **Is this service right for you?** Yes, if you have a stable condition and you don't want to go to your GP practice every time to collect your repeat prescription, collect your medicines from the same place most of the time or use a prescription collection service now.

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 and 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.