

Please have 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.

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

Special Points of Interest:

- *Appointments Update - a patient's view*
- *Phlebotomy (Blood tests)*
- *Extended Hours*
- *New Staff*
- *Changes in the Practice & a Patients Donation.*

APPOINTMENTS ONLINE UPDATE

www.farleymedical.co.uk

As announced in the last newsletter, it is now possible to book appointments and request repeat prescriptions via the internet.

Many of you have already signed up for this service. If you have not already done so and would like to do so you must first obtain a user number and password. Please ask at reception for details.

SMS TEXT MESSAGES

We now have the facility to send appointment reminders direct to you via SMS text. The message will be sent 24 hours before your booked appointment. There is no charge for this service. If you would like to register there is a short form to complete available from our reception desk.

EXTENDED HOURS

The Practice is open on the following days for patients that need to be seen and who are unable to make appointments during the normal working hours. We are prevented by Dept. of Health regulations from seeing emergency patients during these sessions.

Alternate Tuesdays	18.30—20.00
Every Wednesday	18.30—20.00
Alternate Saturdays	08.30—11.30

These are pre-booked appointments only and can be booked via Appointments Online or by contacting the Surgery (020 8651 1222)

Please note collection of prescriptions and other administrative duties will be processed during normal opening hours (Monday—Friday 08.30—18.30) and will not be available during these extended hours.

Blood Tests - Just a reminder but you can book your blood tests here with our Phlebotomists 5 mornings a week. We are able to offer appointments between 08.30 and 10.30 at Farley Road. Some appointments are also available at the Forestdale surgery.

MEET THE STAFF

There have been some changes since the last Newsletter, we now have a new Practice Manager - Tracy Keogh, a new Salaried GP - Dr Rachel Hammill and a new Health Care Assistant - Karen Brooker. There have been some behind the scene changes as well, Shirley Simmons & Rose Cathy are leaving, we wish them all the best.

CHANGES IN THE PRACTICE

We have been updating the surgery over the Summer months and have invested in new flooring and new seats in order to comply with infection control regulations. In addition we have redecorated the consulting rooms and waiting area at Farley Road, we will be starting work at the Forestdale Surgery over the coming year.

NEW ULTRASOUND SCANNER

We are delighted to announce that thanks to a generous donation by one of our patients, we have purchased a modern ultrasound scanner which will replace the old obsolete model which is now over 20 years old. The scanner will be used mainly for ante-natal patients and some muscle and joint conditions. We expect it to be delivered within the next few weeks.

PATIENT'S GROUP MEETINGS

The Patient's Group meets 3-4 times a year on a Thursday evening from 6.30pm - 8pm. The meeting is attended by the patient representatives of which there are six at the moment, the practice manager and at least one of the doctors. Our objective is to find out the patient's points of view on developments within the practice and the service that we provide. Discussions also take place about future plans for the NHS both locally and nationally. We are actively looking for new members young and old. If you are interested in joining the group then please get in touch with the Practice Manager.

WARFARIN AND METHOTREXATE

New procedures have been introduced to improve safety for patients taking oral anticoagulants and Methotrexate. Both GP's and Pharmacists are now required to check information regarding blood test results and current dose of medication every time a repeat prescription for Warfarin and Methotrexate is issued. To enable us to issue your medication, you will need to produce your patient held monitoring book only. No written request is required.

SUMMARY CARE RECORDS

The NHS is developing a new way of storing information called the Summary Care Records (SCR). You will have received a letter from NHS Croydon giving you more information about how it will be used. The SCR is an electronic record of your health and initially the only information stored will be your current medication and drug allergies. This information will automatically be uploaded to the SCR unless you advise us that you would prefer to opt out of the scheme. There is a form available for you to complete at reception if you wish to opt out. For further information ring NHS Care Records 0845 603 8510 or www.nhs.carerecords.nhs.uk

REPEAT PRESCRIPTIONS

Those of you that need regular supplies of medication will have noticed that from time to time a message appears on the right hand side of your prescription advising you that you should see your doctor or nurse before your next prescription. You may have wondered why this is necessary. Modern medicines are very powerful and most people on repeat prescriptions are taking several different drugs. There is risk that you may be experiencing side-effects from the drugs or that your combination of drugs may be having an adverse effect on your health. In addition the drugs themselves or the condition that they are treating may require regular monitoring for e.g. blood pressure checks or blood tests. Therefore when you doctor authorises a repeat prescription he or she will set a number of prescriptions or a period of time before a prescription review takes place, this is to ensure that all checks are carried out. It is important for your safety that these checks are carried out regularly and we would urge you to make an appointment when you first see the message rather than wait until you are running out of tablets. If you ignore the message your prescription will be delayed as it will have to be checked by a doctor.

MATERNITY NEWS

Dr Jaitly is expecting her 2nd baby and Nurse Marta is expecting her first child. We at the practice wish them all the best and look forward to their return.

TRAVEL VACCINATIONS

Our Practice Nurses will be pleased to give advice to patients travelling abroad. Most travel vaccines are provided free of charge but there is a cost for some vaccines. Please make an appointment at least 6 weeks before your trip to ensure that you have time to complete a full course. There are forms to fill in and the charges are displayed in reception or look on our website for more information. www.farleymedical.co.uk

However at busy times when workload is high we may not be able to offer this non nhs service. We will be able to give advice as to where holiday vaccinations can be obtained. We are a registered Yellow Fever Centre and are therefore able to give yellow fever vaccinations but please note that there is a charge of £45 per dose for this service which is not available on the NHS.

The best time to call the surgery is between 11.00 and 14.00 unless your call is urgent (e.g. you need an appointment for the same day) Our telephone lines are quieter at this time.

Our out of
Hours Service
is provided by:
CROYDOC
0845 603
8517

NON NHS CHARGES

Please note that the surgery is obliged to charge for non nhs work. These charges are visible at reception and in the waiting room for you to have a look at. You can also find this information on our website www.farleymedical.co.uk. If you are unsure about any aspect of our fees please ask at reception who will be able to give you further advice.

CONTACT DETAILS

Do we have your up to date contact details? We sometimes need to contact patient's urgently about appointment cancellations or important test results. Please ensure that we have your correct telephone number and your mobile number if you have one. It would also be helpful if we had a record of your e-mail address. Please ask the receptionist for a form to update our records. Please be assured that we will not divulge this information to any organisation outside of the NHS.

LOCAL PHARMACISTS - COLLECTION SERVICE

The following pharmacies operate a prescription collection service

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	Limpsfield Road	01883 623605
Sainsbury's Pharmacy	631 Limpsfield Road	01883 623605