

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

ISSUE 7

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www.farleymedical.co.uk

Special Points of Interest:

- *Online Appointment Booking & SMS Reminders*
- *Carers*
- *Extended Surgery Hours*
- *Staff*
- *Think Pharmacy First*

Please take a look at our new website, there are 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.

BOOK YOUR APPOINTMENT ONLINE

www.farleymedical.co.uk

Appointments and repeat prescriptions can now be requested online. To use this new service you will need to get a user number and password from reception.

If you wish to speak with a GP you can call the surgery and leave a message, the GP will call you back later on that day.

SMS APPOINTMENT REMINDERS

We can send you a text message with details of your appointment when you book a consultation. You will also receive a text reminder a few hours before your appointment time. This service is free of charge details can be obtained from reception.

PATIENT'S GROUP MEETINGS

The Patients' Group meets three or four times a year on Thursday evenings 18.30 until 20.00 and is attended by six patient representatives, the practice manager and at least one doctor. Our objective is to find out our patients' points of view on the service we provide and developments within the practice. Discussions also take place about future plans for the NHS nationally and locally.

We are actively looking for new members young and old. If you are interested in joining the group please contact the Practice Manager, Tracy Keogh at Farley Road Surgery.

CARERS

Do You Look After Someone?

The Carers' Information Service provides advice, information, advocacy and training to carers living in, or caring for someone who lives in Croydon. The Carers' Information Service offers: An enquiry and advocacy service that can help with form-filling, applying for grants, attending meetings and liaising with professionals on your behalf.

Free publications including *How To... A Guide for Carers in Croydon*, a range of factsheets, a regular newsletter called *Carers News* and a monthly e-bulletin called *What's New for Carers?* Monthly training courses for carers on practical skills, such as first aid, and self-development topics such as confidence building. These sessions give carers the opportunity to learn new skills, meet others and take time out from their caring role. A carers emergency card to alert people to the fact that someone is a carer, with space to put the names and numbers of people to be contacted in an emergency. A constantly updated website where all our publications can be found, as well as News and Events pages and Frequently Asked Questions. If you think the Carers' Information Service could help you then please call us on 020 8649 9339 or email info@carersinfo.org.uk. Alternatively you could visit our website, www.carersinfo.org.uk

STAFF NEWS

Dr Jaitly has had a Baby Boy and will be returning to us in July 2011. Nurse Marta has had a Baby Girl and sadly will not be returning to the surgery, we all wish her the best for the future. Our Poppy Appeal raised £94.41, thank you for your kind donations.

CHANGES IN THE PRACTICE

A brand new Fire Alarm system has been installed at the Farley Road site and we have also installed a Baby Changing Unit in the Disabled toilet. The Toilet has also been updated along with a new sink, taps a new handrail and light.

THINK PHARMACY FIRST

Don't forget that the local pharmacists are a great source for advice on health and minor ailments. Croydon pharmacies also operate a **Pharmacy First Scheme**, this scheme includes treatments for coughs to conjunctivitis and headache to head lice. If you normally don't pay for your prescription items you will also get medications through this scheme **free of charge**. There is no need to make an appointment, just go along, **Just quote Pharmacy First when you attend the Pharmacy**

SURGERY HOURS EXTENDED

Farley Road Surgery is open for patients needing a routine appointment and who are unable to attend during normal surgery times on the following days:

Alternate Tuesdays 18.30—20.00

Every Wednesday 18.30—20.00

Alternate Saturdays 08.30—11.30

You must pre-book an appointment online or through reception on 020 8651 1222.

Department of Health regulations prevent us from seeing emergency patients at these times so contact Patient Care 24 on 0845 603 8517 if you need to see a doctor urgently.

You can also collect your prescriptions at the above times, please note other departments will be closed.

LOST PROPERTY

We have a number of items that have been left in the surgery, if you have lost Keys, Glasses, Gloves etc then please pop in and ask at Reception.

Our out of
Hours Service
is provided
by:
**Patient-
Care24
0845 603
8517**

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.

THE POP SERVICE

Bringing services to older people in Croydon. Anyone over the age of 50 (or caring for someone over the age of 50) can get initial support for the POP Service Team and its specialist advisors **free of charge**. The service provides support on benefits and welfare rights, staying in your own home, managing finances. They have specialists from Age UK Croydon, Croydon Council, Crossroads and many more, they can be contacted on 0208 654 4440 or have a look at their website www.croydonpop.org.uk

FIRST CONTACT

This service has information and advice for older people living in Croydon, they are open Monday—Friday 10am—4pm, they provide information of Health, Residential Care, Help at Home, Benefits, Money, Housing and Legal. Call 0845 600 1090

TRAVEL VACCINATIONS

Our practice nurses will be pleased to give advice to patients travelling abroad. Most vaccinations are provided free of charge but there is a cost for certain vaccines. Please make an appointment **six weeks** before your trip to ensure you have time to complete a full course and are fully protected. Travel forms need to be filled in and are available in reception, where the charges are also displayed. The information is also available on our website www.farleymedical.co.uk

This is a non NHS service and therefore may not be available during busy times when our workload is high. Advice will be given as to alternative ways to obtain your vaccinations.

We are a registered Yellow Fever Centre and can give yellow fever vaccinations. There is a charge of £50 per vaccination for this service which is not available on the NHS. Prescriptions for Rabies, Meningitis C & Malaria have a fee of **£5** per prescription

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

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 mobile number, if you have one.

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.

NON NHS CHARGES

The surgery will charge for **non NHS work**. The charges are displayed in reception, the waiting room and on our website. If you are unsure of a possible fee please ask at reception who will be able to inform you. Please note if you book a medical and fail to turn up without giving **24 hours notice** there will be a cancellation fee. When you book a medical a letter will be sent out informing you of the date and time. Our receptionists will be happy to answer any queries you have regarding these.