

# FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

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[www.farleymedical.co.uk](http://www.farleymedical.co.uk)

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.

## Special Points of Interest:

- *Dr Lyell*
- *Extended Surgery Hours*
- *Patients' Group Meetings*
- *DNA's*

## DR LYELL

Nearly six months on now and all at the practice are still utterly confounded by the cruel loss of David Lyell. Those remaining have made up the hours he worked but he, of course, is irreplaceable. He leaves an enviable legacy of medical expertise and IT skills, both here and at local services level and won a National Award for innovation in advancing primary care pathways and inter practice co-operation. He loved his rugger and his ale which endeared him to so many people including myself (except when Scotland played Wales!!). His cycling prowess was put to good use in raising large sums of money in aid of various charities, particularly for deaf children. The practice has in hand a scheme to install a permanent water feature at the front of the main building as a lasting memorial to a partner and friend who is sorely missed. *Dr Sanderson*

## BOOK YOUR APPOINTMENT ONLINE

[www.farleymedical.co.uk](http://www.farleymedical.co.uk)

Don't forget appointments and repeat prescriptions can now be requested online. In order to use this service you need to obtain a user number and password from reception if you have not already done so. If you have forgotten these details they can also be obtained by asking at reception.

## PATIENTS' GROUP MEETINGS

The PRG last meet on 2nd February, for what proved to be a wide ranging and informative discussion. About 20 people came, many thanks to Tracy Keogh and Dr Jasper for leading it. Changing the venue to St John's Hall worked well. I came away with the impression that The Farley Road Medical Practice continues to perform very effectively, and is one of the best in Croydon on many performance indicators. We spent some time examining the data of the GP Practice Profile provided by the Croydon Public Health Department. Despite national concerns about the future of the NHS, we shall continue to be well served at Farley Road. There is no room for complacency however, there are some big challenges ahead.

## SURGERY HOURS EXTENDED

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.

<b>Alternate Tuesdays</b>	<b>18.30—20.00</b>
<b>Every Wednesday</b>	<b>18.30—20.00</b>
<b>Alternate Saturdays</b>	<b>08.30—11.30</b>

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.

## TELEPHONE ADVICE

You can also ring and leave a telephone message for the doctor or nurse to give you a call back if you feel that you do not need an appointment but would just like some advice. Please note outside our normal working hours of 8.30 am—6.30pm the surgery phone lines will be put through to the answering service

## 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. Every month we have about 200 DNAs, which is equivalent to more than 13 complete surgeries. You can help us to prevent this by simply cancelling your appointment.

**Cancelling an appointment is simple.**

- Phone us on 0208 651 1222 anytime between 08.00 hrs and 18.30 hrs,
- e-mail us at [admin@farleymedical.info](mailto: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, this will help ensure that you don't forget your appointment or give you time to cancel if you cannot make the appointment. Someone else will be able to use the appointment even if you cancel at short notice.

## 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 ask at Reception.



**Our Out  
Of Hours  
Service is  
provided**

**by:**

**NHS**



*The surgery is open from 8.30am-6.30pm Monday-Friday except for weekends and Bank Holidays. We never close for lunch and our phones are always manned between these hours. We also have late night surgery on Wednesdays till 8pm, alternative Tuesdays till 8pm and alternative Saturday mornings 8.30-11.30am.*

## 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 charge for certain vaccines. Please make an appointment at least **six weeks** before your trip to ensure you have time to complete a full course of vaccinations. Travel forms need to be completed before your appointment and are available in reception, where any charges are also displayed.

Please note that **this is a non NHS service and therefore may not be available during busy times**. If we are unable to offer a suitable appointment our receptionists will be able to advise you about 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. Some malaria tablets can be obtained from a pharmacy without a prescription, however we are not allowed to issue NHS prescriptions for malaria tablets and we charge £5.00 for a private 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.

<b>Boots</b>	12-18 Whitgift Centre	020 8686 6201
<b>Day Lewis</b>	208 Addington Road	020 8657 6172
<b>Day Lewis</b>	45 Elmfield Way	020 8657 2474
<b>Goldmantle</b>	Forestdale Centre	020 8651 1270
<b>Harris</b>	Crossways	020 8651 6062
<b>Lloyds</b>	97 Addington Road	020 8657 1292
<b>Lloyds</b>	123 Addington Road	020 8657 1436
<b>Lloyds</b>	Hamsey Green	020 8657 2965
<b>Makepeace &amp; Jackson</b>	7 Station Road Sanderstead	020 8657 0221
<b>Medipharm</b>	(Delivery within 3 miles to housebound patients)	
	37 Limsfield Road	020 8657 2203
<b>Riddlesdown</b>	104 Lower Barn Road	020 8660 7150
<b>Sainsbury's</b>	631 Limsfield Road	01883 623605
<b>Superdrug</b>	Whitgift Centre	020 8688 8924
<b>Croydon Pharmacy</b>	44 South End	020 8688 5544

## NURSE'S APPOINTMENTS

Following on from our recent Practice Survey some patients have expressed an interest in booking nurse's appointments on line. We are sorry but we are unable to offer this facility as nurse's appointment times vary depending on what procedure you are booking. You are however able to book your and flu and blood test (phlebotomy) appointments online.

Phlebotomy is available every morning at the surgery from 8.30am—10.30am. You can also leave a message for the nurse to give you a telephone call back if you prefer.

## STAFF NEWS

Staff have been busy last year raising money, as you can see in total we have raised a whopping £1667.03

Poppy Appeal £125.63

Genes for Genes Day £48.40

Think Pink for Breast Cancer £33

Downs Syndrome £60

Shine walk in London we raised a total of £1400

Shirley & Tina are doing a Marathon for Breast Cancer if you would like to sponsor them—Forms at the desk.

## 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*

## 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.

