

# FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

(accessible version)

NOVEMBER 2019

ISSUE 21

Special Points of Interest:

- EXTENDED HOURS
- Appointment Changes & Online Access
- FLU VACCINATIONS ARE NOW AVAILABLE

**DID YOU KNOW WE NOW HAVE FREE WIFI AT FARLEY ROAD AND FORESTDALE SURGERY  
JUST LOOK UNDER WIFI AND LOG ON**

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

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.

## **EXTENDED HOURS**

We now offer 3 out of 4 Saturdays a month with a Doctor, Nurse Practitioner & the Practice Nurse

Saturdays by appt GP & Nurse 08.30 - 10.30

We still offer telephone slots during the week, please either book online or ask the receptionist when booking.

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
- Use the NHS app and cancel your appts through the app
- 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.

## **ACCESS TO MEDICAL RECORDS ON LINE**

WE HAVE A DEDICATED TEAM—SUE, LAURA AND CLAIRE WHO CAN HELP YOU IF YOU ARE HAVING ANY DIFFICULTIES WITH USING THE APPOINT-MENTS ON LINE, MEDICATION REQUESTS & AC-CESS TO MEDICAL RECORDS.

YOU WILL BE ABLE TO VIEW YOUR TEST RE-SULTS, ANY LETTERS AND YOUR PAST HISTORY AND IMMUNISATION HISTORY.

IF YOU WISH TO ACCESS THIS SERVICE PLEASE EITHER POP INTO THE SURGERY OR LOOK ON LINE AND PRINT OFF THE FORM, ONCE YOU HAVE FILLED IN THE FORM YOU WILL NEED TO COME INTO THE SURGERY WITH ID (PASSPORT, DRIV-ING LICENCE OR HOUSEHOLD BILL WITH YOUR NAME WITHIN 3 MONTHS) WE WILL THEN PROCESS THIS FOR YOU AND YOU WILL BE SENT A LOGIN AND PASSWORD TO HAVE ACCESS TO YOUR MEDI-CAL RECORDS. IF YOU HAVE ANY DIFFICULTY THEN PLEASE CALL THE SURGERY 0208 651 1222 AND SPEAK WITH SUE, LAURA OR CLAIRE.

## **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 APPOINT-MENTS ON LINE 24 HOURS A DAY 7 DAYS A WEEK, YOU CAN VIEW YOUR MEDICAL RECORDS AND ORDER YOUR REPEAT PRESCRIPTIONS AS WELL

## **OUT OF HOURS**

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

**GP HUBS ARE OPEN FROM 8AM—8PM AT PURLEY HOSPITAL AND PARKWAY HEALTH CENTRE NEW ADDINGTON EAST CROYDON MEDICAL CENTRE 365 DAYS A YEAR**

**GP HUBS ARE AVAILABLE 7 DAYS A WEEK FOR URGENT CARE NEEDS**

**A&E IS ONLY FOR EMERGENCYS ONLY—SERIOUS ILLNESS AND LIFE THREATENING INJURY ONLY**

## **NEWSLETTER**

WHAT DO YOU WANT TO SEE IN OUR NEWSLETTERS?

WE NEED YOUR FEEDBACK AND WOULD WELCOME SOME IDEAS PLEASE

DO PLEASE EITHER LET RECEPTION KNOW OR PLEASE EMAIL YOUR IDEAS AND THOUGHTS TO [ADMIN@FARLEYMEDICAL.INFO](mailto:ADMIN@FARLEYMEDICAL.INFO)

## **Do you know that we have a Patient Participation Group at The Farley Road Practice?**

### **What is a Patient Participation Group (PPG)?**

Our surgery has a Patient Participation Group at the Practice in order to understand the views of you, the patients and to share information about the Practice with you. It has been a requirement since 1 April 2015 for all Practices to have a PPG and they can become increasingly helpful to patients and healthcare providers alike. No two PPGs are the same and we want to make ours really useful to our Practice and the staff who work there.

### **The Purpose of a PPG**

Our PPG can help improve and develop services within the Practice.

We can help let the Practice staff know what matters most to us.

We have an opportunity to discuss topics of mutual interest with the Practice staff.

We can encourage health and wellbeing amongst our patients.

### **What do we want to do at our PPG?**

Make sure that there is two way communication between us, the patients, and the doctors and other Practice staff.

Make sure that the patients' views are heard by the Practice.

Understand how the NHS is developing and the effect changes might have on our healthcare.

Raise awareness about the PPG and the various activities going on at the surgery such as flu immunisations, use of on line facilities and Open Meetings or about new doctors joining the Practice or new ideas in healthcare.

Provide a forum for patients to meet and support each other.

Encourage more patients to join our PPG to increase the help we can give to the Practice and to allow more people to find out about their health services.

### **Why should you be involved with your PPG?**

You can offer your own perspective on the services provided at the Practice and contribute to their ongoing improvement. We need to make sure that we have a wide range of views and opinions and so need representation from our diverse patients. You can learn more about the way the NHS works and specifically what is happening in Croydon.

The PPG meets formally every Quarter and is chaired by the PPG Chairperson and attended by the Senior Partner with informal meetings in between. We hold an Open Meeting every year and you can sign up for emails about the PPG if you wish.

If you would like to come to a meeting or find out more information, please contact the Chairman, Biman Ghosh, on [bandrghosh@hotmail.com](mailto:bandrghosh@hotmail.com) or 07905142596.

Our next meetings are at the Practice on January 15th 9.30 – 11.30 for an informal meeting and January 29th 18.30- 20.00 for a formal meeting with Dr Jasper.

## **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.