

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

ISSUE 13

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www.farleymedical.co.uk

Special Points of Interest:

- **Dr Galaiya/Dr Akindele**
- **Electronic Prescriptions**
- **Coils & Implants**
- **Liz Richardson—Nurse**
- **Help with registering for online appts & ordering of medication**

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.

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

APPOINTMENT CHANGES

TO COPE WITH AN INCREASE IN DEMAND WE HAVE HAD TO MAKE SOME CHANGES TO OUR APPOINTMENT SYSTEM. WE ARE ONLY ABLE TO BOOK APPOINTMENTS UP TO 4 WEEKS IN ADVANCE. HOWEVER WE ARE MAKING MORE APPOINTMENTS AVAILABLE TO BOOK ON THE DAY. APPOINTMENT CHANGES ALWAYS TAKE TIME TO SETTLE. WE HOPE THAT WITH THIS CHANGE WE ARE RESPONDING TO PATIENTS NEEDS.

BOOK YOUR APPOINTMENT ONLINE

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. One of our Patient Group Members Annie Curtis has offered to help anyone who would like to make use of this service and can be contacted on annecurtis10@gmail.com or call

Tel 07714 48 67 67

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 8.00 am—6.30pm the surgery phone lines will be put through to the answering service

SURGERY 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.

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

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. 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.

COILS & IMPLANTS

We are now able to offer this service at the practice, any female patient who would like to book in to discuss having a coil fitted or an implant please call reception to book an appointment with Dr Galaiya.

2 NEW GP'S

We welcome Dr Nishma Galaiya and Dr Louis Akindele to the practice, Dr Galaiya will now be fitting coils and implants and at last im very please to inform you we have managed to recruit another male gp to the surgery Dr Louis Akindele, both Gp's are here at both sites 4 days per week.

Our Out Of Hours Service is provided

by:

NHS



The surgery is open from 8.00 am - 6.30pm Monday-Friday except for weekends and Bank Holidays. We don't close for lunch and our phones are manned between these hours. We also have late night surgery on Wednesdays till 8pm, alternate Tuesdays till 8pm and Saturday mornings by appointment 8.30-11.30am.

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 nor 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

DISABLED PARKING—UPDATE

Bays are now at both sites for disabled badge users only

NEW PRACTICE NURSE—LIZ

We welcome on board our new practice nurse Liz Richardson, Liz started at the surgery in November and has a wealth of knowledge about child behaviour and bed wetting issues, Liz also has a very good knowledge of contraception. Do please feel free to book with Liz for further information.

STAFF NEWS

Jeans for Genes Day—staff are able to wear their jeans for the day and we raised £62.50

McMillian Cake Sale—this was very popular amongst the staff and we raised £61.21 and several pounds!!!!

Think Pink—staff are able to wear an item of clothing in the colour pink for breast cancer—we raised £41.50

Anne the receptionist is doing a moonwalk for 26 miles in aid for breast cancer of you would like to sponsor her the address is

<http://wtwalk.org/moonwalklondon2014/phil-s-follies>

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

BLOOD TESTS

The ordering of blood tests has now gone 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.