

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

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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.

Special Points of Interest:

- Dr Lyell
- Dr Cashman
- Dr Hough
- Blood Tests
- Test Results

DR LYELL

IT IS NEARLY A YEAR SINCE DR DAVID LYELL SO SADLY DIED. HE HAS BEEN SORELY MISSED.

AS WELL AS HIS SKILLS AS A DOCTOR HE CREATED THE SYSTEMS THAT HAVE ENABLED FARLEY ROAD TO BE THE SUCCESS IT IS. HE DESIGNED AND MAINTAINED THE COMPUTER SYSTEM. HE ATTENDED ALL THOSE VITAL MEETINGS WHICH SET THE AGENDA FOR LOCAL HEALTHCARE DECISIONS. HE INTRODUCED PROTOCOLS TO PROTECT STAFF AND HELP PATIENTS.

AS WELL AS THIS HE WAS A SUPER DOCTOR, PATIENTS STILL TELL US HOW MUCH THEY MISS HIS KINDNESS, SENSE OF HUMOUR AND SKILL AS THEIR GP.

OVER THE LAST YEAR WE HAVE CREATED A WATER FEATURE IN THE GARDEN AS A MEMORIAL TO HIM. SINCE IT WAS COMPLETED WE HAVE HAD MANY POSITIVE COMMENTS. WE HOPE YOU WILL FEEL THE SAME AND WILL CONTINUE TO REMEMBER DAVID AND WHAT HE HAS CONTRIBUTED TO THE LIVES OF SO MANY.

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.

NEW TELEPHONE SYSTEM

In June we had a new telephone system installed. We do hope that you have found getting through on the telephone and being able to leave a message to cancel your appointments much quicker.

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

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
Alternate Saturdays	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.

DR MARY CASHMAN

Dr Cashman will be retiring from the practice in October.

She has been a partner at Farley Road since 1991.

After over 20 years with the practice she will be greatly missed by colleagues and patients.

We would like to wish her a happy, fulfilled and much deserved retirement.

DR EMMA HOUGH

We welcome Dr Emma Hough who will be joining our team at the beginning of October. She has been working in Southwark for the last 4 years and she will be an excellent addition to the team.

**Our Out
Of Hours
Service is
provided**

by:

NHS

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*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.*

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 8688 8924
Croydon Pharmacy	44 South End	020 8688 5544
Andrew McCoig	Brighton Rd, South Croydon	020 8668 3253

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 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 £2640.00

Shirley & Tina have completed their Moonwalk for Breast Cancer and raised £440.00

Dr Jaitly decided it was time for a change and had all 22 inches of her hair cut off, she raised £2200, her hair has been made into children's wigs.

Dr Jaitly has also written a children's book called "Mia & Jay Say Come To Play"

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

We have now gone online to order diagnostic and blood tests through our main hospital provider Croydon University Hospital.

The GP or nurse will now order your blood tests online and print off the request which will be an A4 size piece of paper with all your details on along with the tests required.