

FARLEY ROAD MEDICAL PRACTICE NEWSLETTER

JUNE 2021

www.farleymedical.co.uk

Special Points of Interest:

- **EXTENDED HOURS**
- **APPOINTMENTS UPDATE**

Please take a look at our 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.

COVID VACCINATIONS

The NHS COVID vaccination programme has been incredibly successful. Eligibility is changing rapidly, with more of the adult population becoming eligible. To see if you are eligible to book your vaccination you can check here:-

<https://www.nhs.uk/conditions/coronavirus-vaccination/book-coronavirus-vaccination/>

APPOINTMENTS—UPDATE

All appointments with GP's are telephone triage. You must call or book online at 8am for a same day appointment. If the GP decides you need a face to face appointment they will arrange this with you. Please do not attend the surgery if you are displaying any COVID symptoms. Masks must be worn at all times. You are still able to book future appts online or by calling the surgery.

We still want you to come in for your review appointments so if you receive an invite please call the surgery to book. When booking this will be advised if it is face to face or telephone triage.

Smears and baby imms appts can be booked online. You will need to call to book 8 week checks. Ear syringing requires a pre assessment call first. Please call to book.

Please only book a blood test if you have been asked to do so.

LEAVERS & NEW STAFF

Nurse Lisa left us in April to pursue her career working within the hospital on a ward.

Nurse Debbie left us in May to work self-employed as an Advanced Nurse Practitioner.

We have a new nurse starting in June—Alvis Gayle

We have a new HCA—Kayleigh Morrison.

We also have a Social Prescriber—Ruth Simmonds. Ruth is a friendly face who can assist in a number of ways including but not limited to suggesting groups to join, housing applications, blue badge renewals/applications etc.

NEWSLETTER



What do you want to see in our newsletters? We need your feedback and would welcome some ideas please. Please let reception know or please email your ideas and thoughts to admin@farleymedical.info

EXTENDED HOURS

We offer 2/4 Saturdays a month with a Doctor and Practice Nurse. These appts are all telephone triage.

We offer extended hours with GP's 1830-20.00 Tues, Weds and Thurs alternate weeks. These are telephone triage appts only.

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.

ACCESS TO MEDICAL RECORDS ON LINE

We have a dedicated team, Sue and Claire, who can help you if you are having any difficulties with using the appointments online, medication requests and access to medical records. You will be able to view your test results, any letters and your past medical history and immunisation history.

If you wish to access this service please either pop into the surgery or look online and print off a form. Once you have filled in the form you will need to come into the surgery with ID (passport, driving 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 medical records. If you have any difficulty please call the surgery on 0208 651 1222 and speak to Sue or Claire.

OUT OF HOURS



If you need access to a GP when the surgery is closed you can call 111 for advice from 18.30 – 08.00 Monday to Friday and all day at the weekend. GP hours are from 08.00-20.00 at Purley Hospital, Parkway Health Centre New Addington and East Croydon Medical Centre 365 days a year. GP hubs are available 7 days a week for urgent care needs. A&E is for emergencies only – serious illness and life threatening injury only

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 or 07905142596.

PHARMACISTS/PRESCRIPTIONS



Pharmacists

Our team has expanded now to include three pharmacists. They are highly qualified experts in medicines and can help people in a range of ways. Pharmacists work as part of the general practice team to improve value and outcomes from medicines and consult with and treat patients directly. This includes providing extra help to manage long term conditions, advice for those on multiple medicines and better access to health checks. The role is pivotal to improving the quality of care and ensuring patient safety. Having clinical pharmacists in GP practices means the GP's can focus their skills where they are most needed, for example on diagnosing and treating patients with more complex conditions. This helps GP's to manage the demands on their time. Our pharmacists are Sonal Patel, Nikita Jethwa and George Erhabor and they are able to offer both face to face or telephone consultations.

Prescriptions

Most prescriptions are now signed, sent and processed electronically. You have 2 choices for how this works:-

You can choose a pharmacy or dispenser to dispense all your prescriptions. When you get a prescription it will be sent electronically to the dispenser you have chosen. You can collect your medicines or appliances without having to hand in a paper prescription. You can decide each time you are issued a prescription where you would like it to be dispensed. When you are issued a prescription you will be given a paper copy or sent a text message that you can take to any pharmacy or other dispenser in England. The paper copy/text message will contain a unique barcode that will be scanned/entered to download your prescription from the secure NHS database. Paper prescriptions will continue to be available in special circumstances but almost all prescriptions will be processed electronically.

SUN AND SKIN SAFETY

If you're a child of the 80's you might remember 'Slip, Slop, Slap' for sun safety. For a child of the 20's it's now 'Slip, Slop, Slap, Seek, Slide'. Teaching your child good habits for sun safety could help to prevent skin cancer. It's also important to think about your skin and the effects of long term sun exposure. **often do you check them or get someone else to check them for you?** There's a simple alphabetical guide to checking your moles: <https://www.skincancer.org/skin-cancer-information/melanoma/melanoma-warning-signs-and-images/>

<https://www.cancer.org.au/cancer-in...ampaigns-and-events/slip-slop-slap-look-slide>