

Practice Newsletter – October 2008

Internet Prescriptions & appointments

Just a reminder, that you are now able to order their repeat prescriptions and make appointments to see a doctor on-line via our website www.fairlands.co.uk If you are interested in this service, please see a member of reception staff to register and you will be issued with a password. The on-line appointments are not for all types of consultation – please see the password letter that you are issued with for the restrictions that apply.



Prescription requests

When submitting written repeat prescription requests, please clearly state whether you wish to collect it from a nominated pharmacy (and clearly state which one) or whether you would prefer to collect it from reception. Please note that we are unable to accept telephone requests for repeat prescriptions.

Nurse-led clinics

Just a reminder that our fantastic team of Practice Nurses run a variety of clinics covering:

- Blood Pressure
- Chest
- Asthma
- Weight management
- Smoking cessation
- Childhood immunisations
- Diabetes

Please speak to your Doctor or contact reception to make a booking.

Staff News

Welcome to Chrissie Brooks who has joined our team of Practice Nurses and Carol Ballard who has joined the dispensary team at Normandy. Also congratulations to Donna (osteopath) as she got married earlier this month.

Parking at Fairlands

When visiting the Practice, please refrain from parking directly outside the front doors at all times as this restricts access for emergency vehicles.

Appointments

In line with Government guidelines, we offer a range of appointments to see our doctors. These appointments are

- same day, i.e. patients telephone on the day at 8am
- 48 hour i.e. they can be booked 2 days in advance
- 2 week and
- internet only

These appointments cannot be released earlier and we politely ask you not to abuse the receptionists if an appointment is not available. Abuse of our staff is taken very seriously and may result in deregistration.

The telephone lines open at 8am to receive bookings and these are booked on a first come first served basis. However there may be times when the doctor that you would prefer to see does not have any appointments left to offer. We apologise for this, but would like to assure you that as all medical records are kept electronically; all doctors at the Practice have access to any previous consultations.

Telephone system

We have recently installed a new telephone system at the Practice. Please note that to bypass the message and connect directly to reception, you will need to 'press 1' as the message starts.

Physiotherapy

Alex Nash is offering afternoon and early evening appointments on Mondays for patients requiring private physiotherapy.

New dental practice at Fairlands

We are pleased to announce that a new dental practice will be opening on the first floor of Fairlands in December 2008. They are accepting patients for NHS and private services. If you are interested in registering, please complete a form which is available from Fairlands reception. Please note that NHS places are limited and will be accepted on a first come first served basis.

New private Varicose Vein service

As the NHS becomes more stringent on the services available, varicose veins are unfortunately one of the areas where funding has been withdrawn. A new locally run, service for patients who are privately insured or self-funding has started at the Practice. This service offers leading edge, minimally invasive procedures under local anaesthetic for patients who suffer with painful or unsightly varicose veins or thread veins. The procedure lasts about 1 hour and whole legs are done where possible, thereby reducing the need for multiple visits. If you are interested, please contact Origin Medical on 0845 602 9730 or via their website www.originmedical.co.uk

New Counsellor

We have a new trained counsellor, Lesley Hepburn, who offers private counselling sessions on Wednesday afternoons. Sessions cost £40 and if you would like to book, please contact reception. Counselling is often helpful for a range of problems and a leaflet is available at reception.



Holiday vaccinations

If you are visiting far off places this winter, please remember that our nurses offer private holiday vaccinations. For any vaccinations, we request 6 weeks notice if possible. A risk assessment form needs to be completed prior to seeing the nurse. These are available at reception or can be downloaded from our website.

Can't make your appointment? Please call us....

In September alone, 133 people failed to attend for their appointments with a nurse or doctor. These wasted appointments result in reduced availability and frustration for both patients and our receptionists. If you cannot make your appointment, please let us know so that it may be offered to someone else instead.

Health Promotion

Flu vaccines have arrived!

If you are over 65 years of age, have diabetes, asthma, heart or lung problems, low immunity or are a registered carer – you are entitled to a free flu vaccination. These are offered until early January and appointments can be made at reception. These clinics are very busy, and the nurses would appreciate your help by uncovering your arm whilst waiting for your appointment in preparation for the vaccine to be given. If you are not eligible for the vaccine but would still like to receive one at a cost of £20 each, please ask at reception for details on how to book.

Malaria

A recent study has shown that in one year, 1548 cases of malaria including 5 deaths were reported in travellers from the UK. In 83% of these individuals had not taken malarial prevention medication and a high proportion of the remainder had not taken the medication correctly. Please ensure that if you are travelling overseas, that you make an appointment in our nurse lead travel clinic to discuss preventative measures.