

Practice Newsletter – February 2009

Prescription requests

You are now able to request repeat prescriptions in 4 ways:

- By letter (enclosing a SAE if unable to collect from nominated pharmacy or the Practice)
- By fax to 01483 598767
- By completing a request form from reception
- Via the internet if you have been issued with a password (see above)

Please note that we are unable to accept telephone requests for repeat prescriptions. Prescription requests will be available for collection 48 hours after submission from Fairlands and after 72 hours if you are eligible to collect from our dispensary at Normandy.

Nurse-led clinics

Just a reminder that our fantastic team of Practice Nurses run a variety of clinics, some at both sites, covering:

- Blood Pressure
- Asthma & COPD
- Weight management
- Smoking cessation
- Childhood immunisations
- Diabetes
- Travel

Holiday vaccinations

If you require holiday vaccinations, we request 4 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 www.fairlands.co.uk Some vaccines will be free of charge and others will need to be paid for IN ADVANCE of the appointment and please note that we only accept payment by cheque or cash.

Staff News

We would like to congratulate Dr Oliver Middleton, a recent GP Registrar, who successfully completed his training with us earlier this month. He has taken up a post in a GP Practice in Littlehampton and we wish him well in his new role.

We would also like to congratulate Ruth Young, HCA & Phlebotomist, in passing her NVQ exam.

News update

We recently hosted a visit from local MP & Shadow Health Minister, Anne Milton. She asked to visit the Practice to gain a better understanding of the way in which GP surgeries can successfully offer a range of services to their local population. She was very impressed and was complimentary about the way in which new services had been introduced under the same roof.

Earlier this month, we were inspected by the Primary Care Trust to ensure that our clinical care and management structure met with national standards. We were praised on our website, our level of clinical care & our "excellent & informative pack for Carers". Areas which we will be working on include displaying a smoking cessation poster in reception, displaying a notice about how our patients can obtain emergency contraception and the length of the recorded telephone message when contacting the surgery.

The Dental Practice opened on the first floor at Fairlands in December and was soon inundated with applications for NHS places. They are still accepting new patients and to register you will need to visit them or telephone 01483 233823.

We have a new counsellor starting at the beginning of March. Her name is Imogen

Woods and she is offering a free initial consultation. She will be holding her sessions on Thursday afternoons and evenings at Fairlands. To arrange an appointment, please contact her on 01428 723881. She is experienced in counselling for abuse, depression, adolescent challenges, relationships, loss, trauma, addictions and anxiety.

We continue to offer private osteopathy, physiotherapy & acupuncture at Fairlands. Please ask at reception for further details.

Finally, we are currently running a patient questionnaire at Fairlands and Normandy which is used nationally to gather your views on the service we provide at the Practice. Please take the time to complete the questions both before your appointment and afterwards, and hand the completed form in at reception before you leave. If you have not received a copy of the questionnaire, please ask at reception.

Health Promotion

Measles outbreak & MMR catch up

We have been informed about a measles outbreak in Surrey.

- If your child is over 13 months old and has not yet received their MMR vaccination, please make an appointment as soon as possible.
- If you are under 18 years of age and have never received an MMR vaccination or have only had one vaccination instead of the full 2 doses, please contact us to make a catch-up appointment.

HPV campaign

The Department of Health has introduced the Human Papillomavirus (HPV) immunisation programme. By having the vaccination a girl will reduce her risk of getting cervical cancer when she is older. She will need three injections over about six months to get the best protection and it is important that she has all three doses. The vaccine is not painful to receive; she will only feel a small stinging sensation. GPs have been asked to vaccinate those girls in the year 8 cohort who have missed out on the school based programme. Letters will be sent to girls aged 17-18

who are eligible inviting them to attend the surgery to receive their vaccination.

Sexual Health & Contraceptive services

We are pleased to announce that Kristyn, the practice Lead Nurse, is offering contraceptive services and counselling to patients including emergency contraception. Urgent same day appointments for emergency contraception can be made to see Kristyn. However it is worth noting, that only condoms protect you and your sexual partner from sexually transmitted infections. If you are worried that you may have been in contact with Chlamydia, please ask a member of clinical staff or at reception for a free and confidential screening pack.

Your thoughts & suggestions

At Fairlands we are always keen to receive feedback on the services we offer and hear about any suggestions for improvements that you may have. If you have any ideas or areas of concern please get in touch with the Practice Manager.