

## Flu News

### Dacorum Extended

#### Hours Service

If you require an evening or weekend appointment, please ask Reception about the Dacorum Extended Hours Service. Clinics may be held in various 'hubs' around Dacorum, perfect for those that find it difficult to attend daytime appointments.

#### Staff News

Congratulations to Dr Sonal Mapara, who recently gave birth to a healthy baby boy.

A warm welcome to Dr Martha Brown and our two new receptionists, Debra and Aimee.

#### Book Online

We understand it can sometimes be difficult to reach us at peak times by telephone, especially for working patients and students.

Why not register online? Appointments and prescription requests can be completed at your convenience, day or night.

Forms are available from Reception or via our website.

[www.fernillesurgery.org](http://www.fernillesurgery.org)

#### Coming Soon....

We are thrilled to announce that we have secured funding to install new automated entrance doors to improve access to the surgery.

We hope to have this work completed later on this year.

### Opening Hours

Monday	8am-6.30pm
Tuesday	8am-6.30pm
Wednesday	8am-6.30pm
Thursday	8am-6.30pm
Friday	8am-6.30pm
Saturday	8am-12noon*

\*For pre booked appointments only

Tel: 01442 213919

Fax: 01442 216444

E: [Contact.Fernville@nhs.net](mailto:Contact.Fernville@nhs.net)

The Flu season is nearly upon us and Flu clinics will be starting again soon. All eligible patients will receive an invitation to attend one of the flu clinic dates shown below (dates subject to change).

- Saturday 28<sup>th</sup> September (over 65's)
- Saturday 5<sup>th</sup> October (over 65's)
- Saturday 23<sup>rd</sup> November (under 18's)
- Saturday 7<sup>th</sup> December (under 65's)

Our receptionists are unable to make appointments for patients prior to receiving an invite, to ensure that we have enough stock available on the day.

If you receive an invitation for the flu jab, please come and get it done to protect you, other vulnerable patients and to help ease hospital admissions over the winter period due to complications of the flu.

**Cold and flu symptoms are similar, but generally flu tends to be more severe.**

**How do you know if you have flu or a cold?**

**Flu** appears quickly within a few hours • **Colds** appear gradually

**Flu** affects more than your nose and throat • **Colds** mainly affects nose and throat

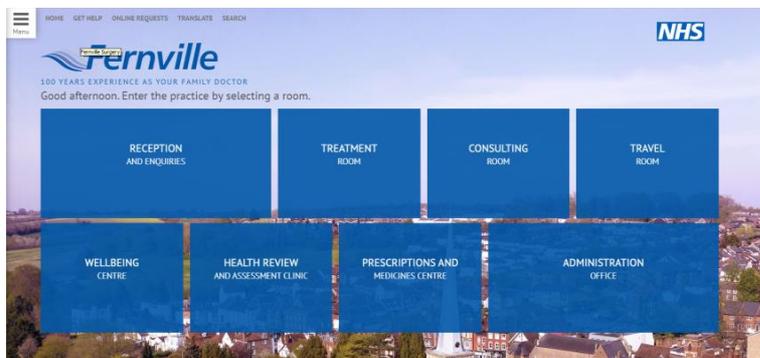
**Flu** makes you feel too exhausted and unwell to carry on as normal • **Colds** make you unwell, but you can carry on as normal (i.e. go to work).

**Antibiotics** do not kill cold or flu viruses and therefore a doctor will not prescribe them. To find out more about flu and how to treat it, please go to:

<https://www.nhs.uk/conditions/flu/>

## Launching our NEW Website

Have you seen our new-look website? You'll find it fresh and packed with helpful information. It's been designed to be more interactive and reduce the need for patients to call the surgery. [www.fernillesurgery.org](http://www.fernillesurgery.org)



## Receive Test Results by Text

If you would prefer to receive test results and communication directly from your GP via text message, please sign up today! Ask any member of staff or go to our website for full details.

## Cuppa & Chat

**NHS 111 is available 24 hours a day, 365 days a year.**

The service can give you direct access to GPs, nurses, dentists, prescribing pharmacists and mental health professionals. Out of hours appointments can also be made to see a clinician.

- **Please allow 3 working days to process repeat prescriptions and sick notes (med3)**
- **Car Parking - Please complete a form from Reception if you are parking for more than one hour in our car park to avoid a penalty.**
- **We do not offer an emergency prescription service, unless it is medically necessary. It is your responsibility to ensure you have adequate medication.**
- **Letters or forms required to be signed by a doctor take 10-12 working days. A charge may be applied as this is not part of NHS work.**

To celebrate the start of National Carers week our Carers' Champion and Patient Services Manager, Mandy Curtis, devised a support meeting for Fernville carers and their patients on Saturday June 8th.

Some 25 patients attended and Mandy, John Carlton-Ashton, Patricia Turner and Carol Atkinson, of the 'Fernville Friends' (our Patient Participation Group) opened the event by serving tea or coffee, inviting everyone to help themselves to some of the delicious cakes Mandy had bought.

Mandy then introduced Melanie Clark, from Dacorum AGE UK (Dacorum's local charity for older patients and their carers), who gave an informative presentation about the wide variety of activities the organisation has for local carers and their patients, (particularly patients with memory loss).

Next, our PPG chair, John Carlton-Ashton, a qualified Remedial Masseuse working at the Hospice of St. Francis every Friday, gave a talk and demonstration on how to provide a degree of comfort and relaxation to others by gently massaging their hands or feet.

To complete the meeting, participants were free to seek advice from any of the members of the team present. For further information or advice, please call Rachel at Age UK Dacorum on 01442 259049 or email [carers@ageukdacorum.org.uk](mailto:carers@ageukdacorum.org.uk).

## Wow!!

"One recent Wednesday morning, I arrived at Fernville for my 8:30am appointment. There were already some 10 patients in the waiting area. I checked myself in and settled down to read something for about 15 minutes (or so I thought). BUT, within 5 minutes the magic "calling screen" at the front had called 6 of the waiting patients to see 5 GPs and a nurse. In another 5 minutes another 5 patients had been called in to see 5 different doctors, me amongst them! When I emerged from my appointment, 10 minutes later, the calling screen was still going wild and people were coming and going at a great rate, so I hung around to watch a bit more.

I was truly amazed by the number of doctors and a nurse on duty and the speed at which we were all being seen. What a magnificent practice we all belong to! I don't know about you, dear reader, but I am very proud!" - **John Carlton-Ashton**

## Bowel Screening

The NHS automatically invites men and women over the age of 60 to take part in a bowel screening programme every two years until the age of 75.

An improvement to the screening programme has seen a new type of home test developed to look for hidden blood in your poo. The new kits, called Faecal Immunochemical Test (FIT) are much simpler to use and involves collecting a small sample of poo in a bottle and posting back to a laboratory for testing. Results are normally posted back to you in around 2 weeks.

Please call the bowel cancer screening helpline on 0800 707 60 60 if you want to know more, or think you should have received a kit and haven't.

Always see a GP if you have symptoms of bowel cancer at any age – don't wait to have a screening test. <https://www.nhs.uk/conditions/bowel-cancer-screening/>

### Our Doctors

Dr Raj Mapara  
Dr Ann Shipley-Rowe  
Dr Meeta Duggal  
Dr Ash Patel  
Dr Rebecca Asquith  
Dr Olivia Versluys  
Dr Sonal Mapara  
Dr Aliya Razaq  
Dr Frances Waite

**Patient Services Manager:** Mandy Curtis

**Operations Manager:** Kaushal Dave