

Staff changes at Fernville:

We are pleased to welcome to Fernville Surgery **Dr Rebecca Asquith** and **Dr Anna Whiteford** who both joined us in the summer as full time GPs. **Dr Sanjay Pawar** and **Dr Mathew West** have returned to Fernville to complete their final year training and will be with us until next August. **Lorna Phillips** also joins the surgery as a receptionist. We are also sorry to announce the departure of **Joanie Harvey**—Receptionist. Joanie has been with the surgery since 2007. She has been a great asset to the surgery and I am sure you will all join me in wishing her every success in her new venture.

Patient Participation:

Your views are extremely important in helping your GP Practice provide the best possible service for you.



At Fernville, we have always been keen to obtain feedback from our patients.

We intend to produce a very short questionnaire every few months to help us improve our service.

We have enclosed the first in this series of questionnaires.

We would be delighted if you could spare the time to complete this and hand it to a receptionist.

If you would like further information about Patient Participation please do not hesitate to contact Claire Houlihan our Patient Services Manager.

Winter Tips.....

Hydration—remember to stay hydrated in the winter time especially with the festive season upon us.



In the event of harsh weather: remember you can change your appointment to a telephone appointment which will save you from having to brave the elements—just call us on 01442 213919 to change your appointment.

For more tips and information please visit the NHS website:

<http://www.nhs.uk/Livewell/winterhealth/Pages/Winterhealthhome.aspx>

Christmas closure dates.....

Saturday 24th December — Closed
Monday 26th December — Bank Holiday
Tuesday 27th December — Bank Holiday
Monday 2nd January — Bank Holiday

**Please note we are open as usual on
Saturday 31st December**

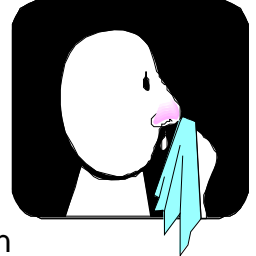
Our usual opening hours are.....

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

Flu Vaccinations....

As we are nearly at the end of our flu campaign for this year, here are a couple of tips for next year:

- Guidelines change on a yearly basis with regards to who qualifies for the vaccination. Please pick up a leaflet from reception for more information on guidelines for this year.
- If you have a temperature then we will NOT be able to vaccinate (Cold like symptoms are ok)



Pneumonia Vaccinations.....

- If over 65 you are eligible and only need it once in you lifetime.

However:

Revaccination every 5 years is recommended for individuals in whom antibodies are likely to have declined more rapidly, for example, those with:

- No spleen
- Splenic dysfunction
- Nephrotic syndrome
- Antibody concentration may decline more rapidly in children, and revaccination after 3 years

Viral Infections in Adults and Children



If you are suffering from a common cold or your child is sent home from school with sickness and or diarrhoea then you do not need to seek medical advice but follow the instructions below:-

- Encourage the child to drink little and often (avoiding milk)
- If the child has a temperature then give paracetamol as per instructed on the packaging
- For adults please contact your local pharmacy

Should the symptoms persist for longer than 48 hours then call the surgery and make a telephone appointment.

Local Pharmacies that collect Prescriptions from us:

Rowlands:	01442 255444
Lloyds:	01442 213693
Boots:	01442 256288 (Marlowes)
Boots:	01442 264949 (W/End)
Woods:	01442 254712
Jupiter:	01442 256096
Village:	01442 252316
Gadebridge:	01442 256768
Nash:	01442 240431

MMR Catch up Campaign

Measles on the rise – get your child protected

The success of the MMR vaccine means that in the UK, cases of measles are rare.

However, in recent years the number of cases has risen. For example, the [Health Protection Agency](#) reported a surge in measles cases in England and Wales for the first half of 2011. A total of 496 laboratory-confirmed cases were reported from January to May 2011 in children and young adults, compared with just 374 cases for the whole of 2010.

It's thought that the rise in measles cases is due to parents not getting their child vaccinated with the MMR vaccine. **MMR is the combined vaccine that protects against measles, mumps and rubella.**

[Measles](#), [mumps](#) and [rubella](#) are highly infectious, common conditions that can have serious complications, including meningitis, swelling of the brain (encephalitis) and deafness. They can also lead to complications in pregnancy that affect the unborn baby and can lead to miscarriage.

Following a decade of relatively low vaccination uptake, there is now a large number of children who are unvaccinated or partially vaccinated with MMR. The potential exposure of a large number of unprotected children to the measles virus means that there is a real risk of a large measles epidemic.

The main priority will be to vaccinate those aged 13 months to 18 years, two doses of the vaccination are required to provide full protection, call to book an appointment and get your child protected.

HPV Vaccination

From September 2008 a "catch-up" campaign was started, to offer the HPV vaccine, also known as the cervical cancer jab, to older girls aged 14–17.

Combined with cervical screening the HPV vaccination is an important step towards preventing cervical cancer. It is estimated that about 400 lives could be saved in the UK every year as a result of vaccinating girls before they are infected with HPV.

The programme is delivered largely through secondary schools and consists of three injections that should ideally be given over a period of six months, although they can all be given over a period of 12 months.

For girls born between 1st September 1993 and 31st August 2005, who missed the course in school and are no longer in full time education, we can offer the vaccinations here at the surgery, please call to book an appointment.

For more information visit www.nhs.uk/hpv

Did You Know?



MacMillian Giant coffee morning:

The surgery raised over £110 for this campaign

If you believe you have a potentially contagious condition, such as vomiting / diarrhoea, please remember we are able to book telephone appointments. You will be given a time that a clinician will call, but by staying at home you will reduce the chances of other patients with a weakened immunity catching your illness.

Prescriptions:

We are not able to take any prescriptions over the telephone. These need to be put in writing or obtain and form from Reception.



Appointments:

You can book appointments via the internet (checking the appropriate practitioner for the ailment prior to booking) and via Patient Partner. Patient Partner is an automated system linked to our current phone system. For more information please speak to a receptionist.



If you have been waiting longer than 20 minutes for your appointment, please tell a receptionist. Your clinician may simply be running late or the automated checking-in system may not have registered your arrival correctly.



Rowland's Pharmacy we are happy to share our premises with Rowland's. However, they are a separate entity to Fernville Surgery. All local pharmacies work alongside us to provide a first class services to all of our patients. Remember, you can ask your Pharmacist for advice on many minor illnesses, such as coughs, colds, hay fever, worms, head lice and more. This can also be a cheaper alternative than paying for a prescription and enables GPs to provide more appointments to see more serious, ongoing

Ear syringing: please note that you should use olive oil from approximately 10-14 days prior to have your ears syringed.

If you suspect you or a child has chicken pox, please tell a Receptionist on arrival, so that they may seat you away from other vulnerable patients.

Mobile Phones:

Please do remember to turn off your mobile phone when entering the waiting room. Not only can the signal interfere with some of our delicate electronic equipment, but also as a courtesy to other patients.



For their own safety, young children should be kept under supervision at all times.