

## NEW TEAM AT 'FOCUS'

It will likely surprise readers that this issue of 'Fernville Focus' has been compiled by a small group of Fernville patients called 'Fernville Friends', which is affiliated to a national organisation of the NHS called Patient Participation Groups or PPG for short.

In Fernville we are currently 8 in number and meet 4 times each year (more if required). Our objective is to assist the practice where possible and to offer comment and observation on practice activities which affect fellow patients.

If you are interested in knowing more and might be interested in joining the group, do drop a note into reception, addressed to the Patient Service Manager, Mandy Curtis, who will forward it to us.

MEANWHILE, on behalf of 'Fernville Friends' and all the team at Fernville, we wish patients a truly HAPPY CHRISTMAS.

*John*, Chair

## COVID BOOSTERS

Those eligible for Covid boosters (patients over 65 years and patients at increased risk) can still receive these at Fernville Pharmacy up until December 10<sup>th</sup>. There are many ways of booking; online, via the NHS App, call 119 or ask at reception for details of local walk-in sessions.

## ANTIBIOTICS TO BE PRESCRIBED BY PHARMACISTS

Did you hear that antibiotics will be prescribed at pharmacies to free up GP time? More people will eventually be able to access some health services without needing to see a GP. Pharmacists will take on the prescribing of some drugs for common medical problems:

- ✓ earache
- ✓ impetigo
- ✓ uncomplicated urinary tract infections in women
- ✓ oral contraceptives
- ✓ sore throat
- ✓ shingles
- ✓ sinusitis
- ✓ infected insect bites

Fernville pharmacy is already at the forefront of this change and is now able to deal with uncomplicated urinary tract infections in women, with more medical problems being phased in. From 2026, newly qualified pharmacists will be able to prescribe for all the above.

## HEARING LOOP AVAILABLE

We now have a portable hearing loop available at reception for patients who are hearing impaired and wear hearing aids. The hearing loop is a special type of sound system that amplifies the spoken word directly to the hearing aid when it is set to 'T' (Telecoil) setting. Because the loop is portable, it can be taken with you into your consultation.

Please ask at reception for more details.

### New Telephone System

We are delighted to announce that we've recently implemented a state-of-the-art telephone system at Fernville, designed to meet your needs. Some of the new features of the phone system include:

- \* Never encountering a busy tone, as we now have unlimited telephone lines into the surgery.
  - \* The capability to check your position in the queue.
  - \* No longer stay on hold- you can reserve your place in a virtual queue, saving you time, call costs, and frustration.
- We will automatically ring you back when your call reaches the front of the queue.

Do listen carefully to the updated options, as they have undergone some changes and improvements.

### Christmas Closures

The surgery will be CLOSED on the following days over the Christmas period:

**Monday 25<sup>th</sup> December 2023**  
**Tuesday 26<sup>th</sup> December 2023**  
**Monday 1<sup>st</sup> January 2024**

Please call NHS111 if your issue cannot wait until the practice reopens.

### 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

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

## NEW CREMATORIUM

Up to the end of September this year if we who live in Hemel had to attend a crematorium it was likely to be one in Garston or Amersham, albeit we now have one in Hemel. It is on the Bedmond Road, Leverstock Green. According to the web it is a 'state of the art crematorium', with seats for 140 plus standing room if required. As well as the main chapel, it also has a separate Book of Remembrance Chapel, 'reflection' pool within a hidden garden and flower terrace, creating a calm and tranquil atmosphere. Telephone 01442 601253 or email; [postmaster@hemelcrem.org.uk](mailto:postmaster@hemelcrem.org.uk)

### Sign-up for Online Services

Prescription requests can be completed at your convenience, day or night and sent to your nominated pharmacy, saving you from having to visit the surgery. Forms are available from reception or our website: [www.fernillesurgery.org](http://www.fernillesurgery.org)

### Evening & Weekend Services

If you require an evening or weekend pre-bookable appointment, please ask our reception team 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. If you need help or advice when we are closed; **NHS111** is available 24 hours a day, 365 days a year.

### Prescriptions

Fernville do not offer an emergency prescription service unless it is medically necessary. It is your responsibility to ensure you have adequate medication.

Please allow 3 working days to process repeat prescriptions requests.

### Our Doctors

Dr Raj Mapara  
Dr Meeta Duggal  
Dr Ash Patel  
Dr Rebecca Asquith  
Dr Sonal Mapara  
Dr Olivia Versluys  
Dr Frances Waite  
Dr Priya Shah  
Dr Joe Gerson  
Dr Zaman Durani

**Patient Services  
Manager & Carers  
Champion:**  
Mandy Curtis

## PARKING AT FERNVILLE

### Sometimes an emotive subject, often stressful!

Hopefully, our patients are all comfortable with how parking at the surgery is now managed. The 'Parking Eye' monitored system allows 1-hour free parking. If your visit is longer than 1 hour, simply ask at reception for a form to submit your car details and reason for the overstay. Remember to hand this back before you leave.

If you wondered why this restricted parking system was introduced a few years ago you might be surprised to know some facts. Statistics showed that on average 200 - 250 patients used the parking spaces per day with each space being used on average 12 - 14 times daily. What was even more surprising was that a small minority of people thought it was ok to abuse the facility of free parking for a non-surgery/pharmacy visit and used a space for unrelated business with some parking in a space all day! Totally unfair of course. The new monitored system certainly helps to make our visits as convenient as possible.

Please allow enough time for parking- your blood pressure will thank you for this. 😊

## 531 MISSED APPOINTMENTS

A DNA is someone who **Did Not Attend** an appointment and did not cancel beforehand. In the last 3 months **531** appointments were wasted, despite the surgery sending appointment reminders by text message with the ability to simply click to cancel.

Please ensure your mobile telephones are kept up to date to ensure you receive reminders.

Patients who DNA 3 appointments in a year (without good reason) may be removed from the surgery practice list and asked to register elsewhere.

## A FINAL WORD

The Fernville team wishes to express its gratitude to the dedicated 'Fernville Friends' for creating this newsletter. In the next issue, we are thrilled to be able to share updates about the exciting transformations taking place at Fernville during 2024, which encompass the introduction of a fresh reception area, the installation of a new lift, and addition of two new consulting rooms to help us meet increasing patient demand.