

FARNHAM ROAD PRACTICE

WE WISH ALL OF OUR

PATIENTS A MERRY

XMAS AND A HAPPY NEW YEAR

Issue 24

December 2013

THE NEWSLETTER FOR PATIENTS OF FARNHAM ROAD SURGERY
AND WEEKES DRIVE SURGERY

Farnham Road Practice Information

Flu Open Clinics

This year for the first time we held "Flu Open Clinics" on two Saturday mornings, 19 October and 2 November. GPs, Practice Nurses and Health Care Assistants were available to give eligible patients a flu jab, without an appointment. The Practice Nurses also saw patients who need monitoring of chronic diseases, such as Chronic Obstructive Pulmonary Disease (COPD) and Diabetes, again without an appointment.

Tea and coffee was available while patients waited to be seen.

The open days were a success with over 300 patients receiving flu jabs and were seen on these two days.

We therefore plan to repeat this on Saturday 25th January 2014 when we encourage all patients who are eligible for a flu jab and have not yet had one to come to Farnham Road Surgery between 09.00 and 12.00 to see a Health Care Assistant, Practice Nurse or Doctor for a flu jab and to have the care of their chronic illness reviewed if necessary.

Patient Participation group (PPG) Update

- **DNA policy**

The PPG has suggested the Practice take a firm stance with patients who do not attend booked appointments and fail to inform the Practice of a valid reason for doing so. The practice is in the process of putting together a Policy to take effect from April 2014 and there will be more detailed information about this in forthcoming issues.

Patients are reminded that if they are unable to attend a booked appointment for some reason to inform the Practice in good time so the appointment can be given out to someone else who needs it.

- **Saturday morning clinics**

These clinics with pre-bookable appointments only are to remain for the use of all patients of Farnham Road and Weekes Drive Surgeries.

Meet The Practice Team—Nursing Team



Back Row

Indira

Alex

Julie S

Sheila — Nurse Manager

Sharon

Claudette

Front Row

Joan

Sam

Members of team not in picture

Mary, Audrey, Julie H, Julie R,
Stephanie

Macmillan Coffee Morning

The Farnham Road Practice held a belated big coffee morning in aid of Macmillan Cancer Support. This was in memory of Barbara Kinnon our former Reception Manager who lost her battle with cancer in early October. Staff made collections at both the Farnham Road and Weekes Drive Surgeries and held a coffee and cake sale that gathered a whopping £810.38. Both patients and staff fondly remembered Barbara through their donations of both cakes and money. Barbara's husband Len said "Barbara would have loved the money being raised for such a worthwhile cause". The Farnham Road Practice would like to thank all those who took part.



Why should I have a smear test?

A smear test is offered to all women between the age of 25 and 64 in England as it is a screening test for cervical cancer. About 900 women die of cancer of the Cervix in England each year. Cervical cancer can often be prevented and a smear test will pick up abnormalities even at the precancerous stage. Many of these women who develop cancer have not had regular smear tests. Many may recall Jade Goody who died of cervical cancer and tried very hard to raise awareness of cervical screening.

The test is done by our specially trained nurses in a comfortable and private setting. The test is not painful and you can speak to one of our nurses beforehand if you are anxious about the test.

The surgery invites you on a 3 or 5 yearly basis for smears depending on your age. We offer clinics on weekdays during office hours, late evenings and Saturdays. Most of our clinics are in Weekes Drive Surgery but we can accommodate special requests for women to have their smears at Farnham Road Surgery.

We urge you to book an appointment for the test when you get a letter reminding you that you are due a smear. It would be easier to get through on the telephone lines if you DO NOT phone early morning or around 12.30 when general appointments are being given out.

Quality Outcomes Framework

Since 2004 the government has encouraged GP surgeries to closely monitor patients with any one or more of a range of chronic conditions because there is good evidence that by doing so we can help people to stay well for longer. This is known as the Quality Outcomes Framework (QOF). The annual deadline to do this is 31 March, which seems to approach more quickly every year. We write to patients with these conditions and ask them to make an appointment, sometimes for blood tests, sometimes to see your usual doctor, healthcare assistant and/ or nurse.

Patients with the following conditions should have heard from us by now, unless we usually see you in the New Year every year:

Diabetes	Heart Disease	Asthma or COPD	Kidney Disease
Rheumatoid Arthritis	Hypothyroidism	High Blood Pressure	Stroke
Osteoporosis	Learning Disability	Peripheral Arterial Disease	Epilepsy
Dementia	Some Mental Health conditions		

If you have received one of the letters and not yet made your appointment then please do so, it will be March before we know it.