

Fordbridge Medical Centre

SPRING 2013

OUT OF HOURS CARE

Our out of hours service is changing to 111. This service is for emergencies only.

Surgery

Opening Hours

Monday

08.00-18.00

Tuesday

8.00-18.00 18.30-20.00

Wednesday

08.00-13.00

Thursday

8.00-18.00 18.30-20.00

Friday

08.00-18.00

Weekend

Closed

LOCAL PHARMACIES

Lloyds Pharmacy

01784 257802

Boots Ashford

01784 252080

Superdrug

01784 240316

Breakspears Pharmacy

01784 252340

Hive Pharmacy

01784 252962

Ashford Lodge

01784 253393

Broadway Staines

01932 452813

Herman's Stanwell

01784 247013

Sunset Pharmacy

01784 452549

Tesco Sunbury Cross

01932 747347

Night & Day Feltham

0208 571 1220

Lloyds Pharmacy

Sunbury

01932 782167

Dr Ashouri Retirement

After 19 years at Fordbridge Medical Centre, Dr Ashouri is retiring from the practice. We will be having a retirement celebration here at the surgery for him on the 17th April 2013 at 12.30pm.

He will be missed by both staff and patients alike.

Dr Ashouri was born in Ramleh on the outskirts of Jerusalem and qualified as a doctor in 1971. His first post as a Doctor was in Jordan working for the United Nations as a Medical Officer.

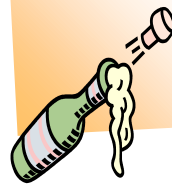
After several years, Dr Ashouri moved to the UK to complete post graduate training, specialising in General Medicine. Having worked at Hammersmith, Acton, West Middlesex, Cardiff, Preston Hall, Ashford and Maidstone, he met his wife Janette at Maidstone General Hospital and they later married and had three children.

In 1994 they moved to Ashford, Middlesex where he joined the practice as a Partner.

Dr Ashouri is a popular and well liked Doctor who is very well known in the community.

Dr Ashouri's Retirement Drinks

Come and join us
to say farewell to
Dr Ashouri here
on Wednesday
17th April at
12.30pm

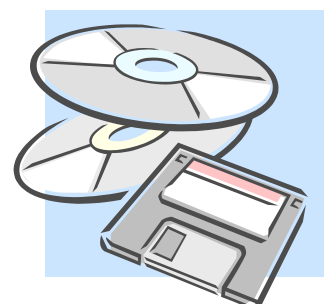


EMIS System Upgrade

We have been recently undergone a huge medical system upgrade to change from EMIS which we have been using for 20 years. We have now changed to a new system called EMIS Web which is a modern up to date clinical system. However, due to these changes, appointments have been more difficult to book by

phone and our receptionists are still undergoing training and trying to get to grips with the new system which will allow a more streamlined care system to be used. We are aware it can be very frustrating having to wait that little bit longer but we do ask that you bear with us whilst the system integration and staff

training is undertaken. We would like to thank you for your patience at this time.



Patient

Participation Group

As a result of our recent survey, our Patient Participation Group (PPG) who discuss ways to improve the Practice and the patient experience, wished to expand the PPG and to increase participation. Our questionnaire indicated a preference to change the format to an online one. As a result, many patients have expressed a wish to participate and our email box for patient suggestions is fordbridge.patient@nhs.net.

Anyone wishing to join the PPG can email their details to us directly. We would like to stress that this is for suggestions and **not** complaints.



Practice Refurbishment

We are currently undergoing a refurbishment at the surgery. Changes include 2 new nurses suites, new fixtures and fittings and new CQC compliant floors, blinds, seating and doors. Please bear with us whilst the works take place.



Choose Well

Often people go to A&E or call 999 when they should seek help elsewhere.

Choose NHS Direct

NHS Direct can assess your symptoms online quickly and tell you whether you need further care, helping you Choose Well every time.

Self care

Common sense and plenty of rest is usually the best option for common complaints such as coughs, colds and stomach upsets. Check your symptoms online and receive self care advice to look after yourself with confidence. You can look at NHS Direct www.nhsdirect.nhs.uk.

Pharmacy

Your local pharmacist can give you expert advice about over-the-counter medicines without an appointment that can help with lots of common conditions.

GP surgery - when you have a complaint that won't go away your GP and practice nurses offer advice and assessment, and a range of routine healthcare services by appointment

Walk-in centres

Choose walk-in centres, minor injury units and urgent care centres when you have a health problem that isn't a 999 emergency such as for sprains, minor burns, broken bones... You don't need an appointment to visit and you'll be seen in

priority order by a doctor or experienced nurse.

A&E and 999 - for serious injury and illness only

Accident and emergency (A&E) and the 999 ambulance service should only be used in a life-threatening or critical situation. A&E can get very busy and you may have to wait a long time to be seen if you are not a real emergency.

