

## AGE UK, HERTS

Did you know that Age UK is a charity which delivers free services in support of older people and was launched on April 1<sup>st</sup>, 2009. It provides support and advice for carers (e.g. on benefits, housing, health), finding carers and offers pension advice.

Age UK Herts can be reached on 01707 323272 or

[www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire). Email; [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk)

It delivers free services to support older people's independence, choice, and control. Some of the services locally can be contacted as below.

- Local lunch clubs: 07964 827016
- Dementia Day Centre: 01923 774 328
- Gardening: 07951 105370
- Home Cleaning: 01923 224 472
- Advice and Information: 0300 345 3446

## TRUST THE PHARMACIST

Pharmacies are more than just places to pick up medications They are also a crucial part of the mental health support network in the UK. Here's how they can make a difference:

1. **Accessible Advice:** Pharmacists offer a welcoming and confidential environment for patients to discuss their mental health concerns. Whether it's questions about medications or seeking advice on managing stress, they're there to help.
2. **Medication Management:** Provide guidance on dosage, potential side effects, and offer medication synchronization services.
3. **Mental Health Resources:** Can refer patients to local support groups or counseling services when needed.
4. **Medication Collection:** Pharmacies make it easier for individuals to access their prescribed mental health medications, ensuring continuity of care and reducing treatment interruptions.
5. **Supportive Environment:** Friendly staff and familiar faces can provide a sense of comfort.

## ORDERING YOUR REPEAT PRESCRIPTIONS

Ordering your repeat prescription medication is easier than ever!

You have these convenient options to choose from:

- **Some Local Pharmacies:** Simply visit your local pharmacy and ask them to order your medication on your behalf.
- **GP Surgery:** Order repeat prescriptions directly from Fernville by completing your repeat prescription request (provided when you pick up your medication from the pharmacy) or do conveniently online. **We do NOT take prescription requests by telephone.**
- **NHS App:** For ultimate convenience, use the NHS App. It allows you to order your prescriptions, track them and receive reminders when they're due.

Make your life easier by choosing the method that suits you the best.  
**Your health, your choice.**

### Hay fever

As spring approaches, we welcome the promise of brighter, longer days.

However, for many of us, it also marks the beginning of hay fever season. Sufferers will be familiar with, sneezing, itchy eyes, nasal congestion and more, which puts a dampener on enjoying the summer to its fullest.

While hay fever tablets are used for the immediate relief of symptoms, they are also highly effective pre-treatment. We recommend you start taking hay fever tablets early, ideally one to two weeks before the season starts. Starting your medication earlier can block your reaction before it even begins, preventing symptoms entirely. Ask your pharmacist about:

- Antihistamines (including fexofenadine)
- Nasal sprays
- Eye drops

### Spring Closures

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

Monday	6 <sup>th</sup> May	2024
Monday	27 <sup>th</sup> May	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)

## 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

## NO MOBILE OR COMPUTER?

Do you need an appointment, but lack access to a mobile phone or computer? Please don't worry. You can still make an appointment by telephone or visit the surgery in person, where a receptionist will guide you through the process with a few questions. Additionally, you can always share your details with a trusted friend or neighbour and request their assistance in booking an appointment on your behalf.

## 524 MISSED APPOINTMENTS

**Please be fair to other patients.**

Missing an appointment, whether unintentionally or deliberately, means depriving another patient of valuable face-to-face or telephone time with our clinicians. This is particularly unfair to someone whose need is urgent. Regrettably, over the past three months, **524** patients **Did Not Attend** their appointments at Fernville. Let's work together to ensure we don't contribute to this trend and avoid becoming a 'DNA'.

## SURGERY IMPROVEMENTS

Exciting changes have been occurring at Fernville over the past few months!

We're pleased to announce the addition of two new consulting rooms on the first floor, made possible by the conversion of a space previously used for storing paper medical records, which have since been digitalised.

To improve accessibility for patients with mobility issues, we've installed a platform lift to facilitate access to the newly expanded first-floor rooms.

Furthermore, in response to extensive flood damage, we are currently in the process of refurbishing our reception area. This renovation will result in improved wheelchair accessibility, increased privacy and noise reduction for our patients.

The last phase will include replacing the reception and waiting area flooring, which will happen over a staggered period to avoid causing too much disruption to patients.

We anticipate these enhancements will assist us in meeting rising patient demand and enhance your experience when visiting the surgery.

*Fernville*

## A FINAL WORD

The Fernville team wishes to express its gratitude to the dedicated 'Fernville Friends' for creating this newsletter.