

## INTRODUCING TOTAL TRIAGE



### You don't have to join the morning rush to reach your GP.

We're pleased to announce that Fernville Surgery will be introducing a new Total Triage System starting **Monday, 10th March 2025**.

This change is in-line with NHS England's recommendations to improve patient access and bring us in step with other practices in the area.

#### What is Total Triage?

Total Triage is a system where every patient contacting the surgery provides information about their reason for contact, via an online form or the NHS App.

#### No internet access? No problem!

If you're unable to complete the form yourself, our receptionists will be happy to assist you.

A doctor will then review the information you provide to ensure you receive the **right care, with the right person, at the right time**. We may send you a text message containing a link to provide more information if needed.

If an appointment is required, we may send you an appointment booking link via text message or arrange this over the phone. Our aim is to give everyone fair and equal access to care based on medical need.

#### A Smooth Transition for Everyone

It's important to note that our **receptionists will not be making any clinical decisions**—they will be working under the doctor's guidance, despite any misconceptions you may hear on social media.

We kindly ask for your patience and understanding when interacting with our team while we transition to the new system.

More information can be found on our website at:

<https://www.fernillesurgery.org/changes-to-the-way-you-book-an-appointment/>

## COVID SPRING BOOSTERS

Exciting news, for the first time, Fernville will soon be offering the COVID-19 spring booster vaccinations directly from the surgery. This also means that when we run our annual flu campaign in the autumn, we will be able to administer the COVID vaccine at the same time.

#### Spring Boosters – Who is eligible?

- Adults aged 75 years and over (by the 17<sup>th</sup> June 2025)
- Residents in care homes for older adults
- Patients aged from 6 months who are immunosuppressed

We will be provided with the Moderna Spikevax vaccine and will not be able to offer you a choice of vaccine.

If you are in an eligible group, please wait to be contacted- there is no need to contact the surgery at this time.

#### Bank Holidays

We will be CLOSED on the following dates:

Good Friday	18th April
Saturday	19th April
Monday	21st April
Monday	5th May
Monday	26th May

#### Maternity Leave Announcement

Dr. Waite will be going on maternity leave from the beginning of May. Patients registered with Dr. Waite can be rest assured that a current doctor at Fernville will be taking over her patient list during her absence. We wish Dr. Waite the very best of luck and look forward to meeting the new arrival!

#### New Lift Available

We now have a lift in the waiting room for patients who may find the stairs difficult.

A gentle reminder:

- Please keep your finger on the button until the lift reaches your floor.
- Children should not play with the buttons or emergency telephone.

Thank you for your cooperation!

#### 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)

## Martha's Rule

Did you know that Watford General and Luton & Dunstable Hospitals are among 143 hospitals that have introduced Martha's Rule?

### What is Martha's Rule- and Why Does it Matter?

Named after a 13-year-old girl who sadly passed away in 2021 due to sepsis, this rule empowers patients and families to directly request a second opinion from a different team if they feel their concerns about a patient's condition are being ignored.

Patients or loved ones can contact a specific outreach team 24/7 via a telephone hotline number (advertised on posters and leaflets throughout the hospital). NHS staff can also contact the team if their concerns have been dismissed by senior colleagues.

One in five of calls made during September and October led to potentially life-saving changes in patient's care.

[NHS England » Martha's Rule](#)

## Herts Haven Cafés

### A Safe Space for Young People

Feeling overwhelmed or just need someone to talk to? Herts Haven Cafés offer a safe, free, and welcoming space for young people aged 10-18 years old, struggling with their mental health.

No appointment needed—just drop in for support, advice, or a chat with professionals who care.

Located across Hertfordshire, these cafés help with stress, anxiety, low mood, and more. Whether you need guidance or just a break, they're here for you.

Want to find your nearest café? Visit [www.withyouth.org/hemel-hempstead-cafe/](http://www.withyouth.org/hemel-hempstead-cafe/) or [www.hertsmindnetwork.org](http://www.hertsmindnetwork.org) or call the team on 0208 189 8400

## Lumi Nova App for Children

### Is your child struggling with worries or anxiety?

Lumi Nova is a fun, interactive mobile game designed to help young people (aged 7-12 years old) build confidence and face their fears.

Through missions and challenges, they will learn coping skills and tackle real-life worries step by step- all while exploring a cool, space themed world.

It's a safe, NHS-approved way to get support without the pressure.

Want to give it a try? Find out more at [www.luminova.co.uk](http://www.luminova.co.uk)



## A FINAL WORD

The Fernville team would like to thank our amazing 'Fernville Friends' for helping to put together this newsletter! Their dedication and hard work helps to keep everyone informed and connected.

Stay tuned—**exciting changes** are coming to the **Patient Participation Group (PPG)**, and we'll share all the details in the next newsletter!

### NHS App Help

The NHS App is the easiest way to access your health information 24/7. If you'd like to try it but aren't sure where to start, our PPG 'Fernville Friends' will soon be running **drop-in sessions at the surgery** to help you get set up. Keep an eye out for details! Our receptionists will also be happy to help if you need assistance.

[www.nhsapp.service.nhs.uk](http://www.nhsapp.service.nhs.uk)

### Evening & Weekend Services

Ask us about evening or weekend pre-bookable appointments with 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 Frances Waite  
Dr Priya Shah  
Dr Joe Gerson  
Dr Ghada Al-Malky  
Dr Fizza Rizvi

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