

SURGERY BULLETIN

**White Horse Medical Practice
&
Fern Hill Practice**



Issued: March 2015

A very warm welcome to all our Fern Hill patients

All the doctors and staff at the White Horse Medical Practice would like to give Fern Hill patients a very warm welcome and hope that we can make your transfer as trouble-free as possible. The admin teams at both surgeries have been working very hard together over many months to make sure that everything is in place for you. This Bulletin covers all the key aspects of the change from one Practice to the other but please do ask at Reception if you have any practical problems.

As you read on you'll see that all the Fern Hill Doctors and Nurses have joined the White Horse team, apart from Dr Holdsworth who is retiring in April. There's also info on our longer surgery and dispensary opening hours plus guidance on how to book by phone and online.

If you are reading this before April 2 please note that the transfer of Fern Hill patients' records will not be completed until Wednesday April 1, which means that you will not be able to use the advance booking facility till April the 2 at the earliest. But we have plenty of doctors and nurses on duty so will be able to see you if you book on the day or have a minor emergency.

The White Horse Practice was recently given the best rating on the inspector's Intelligent Monitoring assessment and we are determined to keep up those standards while we add over 4,000 patients from Faringdon and the surrounding villages. Please let our Practice Manager Caroline Beaney know if you encounter any significant problems. You'll find all our contact details in this Bulletin.

How to book an appointment

Fern Hill patients should please use our regular White Horse phone number **01367 242 388**. The old Fern Hill number will have an automatic forwarding message for a month or so before being disconnected. If you ring between 08.00 and 18.00, Monday to Friday you will be able to speak to a receptionist or use one of the automated services to book an appointment with your doctor or the Health Visitor or to speak to the Dispensary. When the surgery is closed the phone system message directs you to the NHS Out of Hours Service where you can dial 111 free on mobile or landline.

The surgery is open for Doctors' appointments from 09.00 to 18.00, Monday to Friday. Nurse appointments are between 08.00 and 18.00, Monday to Friday. Normally you will be able to book an appointment with your preferred doctor around a week ahead but we do have a significant number of appointments kept free for on the day bookings. You can phone as soon as the lines open at 08.00 for an appointment that day. Five minute emergency appointments are also available at 11.15 and 15.30 each weekday, on a next doctor available basis. Phone the surgery as soon as you can and we will give you the best available appointment, which may be one of the five minute slots.

Evening Surgery There is a late surgery on Monday evenings from 18.00 till 19.30 when one doctor and four nurses/health care assistants are on duty.

All nurse appointments need to be made at Reception please, either by phone or in person.

We have a very popular online booking system which is also available for prescription renewals. This will let you see what times are available for all the doctors and nurses on our secure website – more details over.

On arrival at the Surgery

All patients should please check in at the White Horse surgery Reception (turn left once inside the building). The old Fern Hill reception desk will no longer be staffed. The touch screen self check-in system will be temporarily unavailable so please go straight to the Reception desk which will always have someone on duty during surgery hours. If you have a doctor's appointment you will wait in the main reception area. Your name and the doctor's room number will be displayed when they are ready to see you. Please go straight to that room and walk in. All 13 doctors have consulting rooms directly off the waiting room.

If you are to see a nurse, the receptionist will tell you where to wait – usually in the old Fern Hill waiting area. But it is essential that you check in at Reception otherwise we will have no way of knowing you are here for your appointment.

When the self check-in screen is available again you will just need to tap in your gender and date of birth and then confirm that we have correctly identified you.

Emergencies

We all know about the pressure on hospital A&E Departments which is why you should go straight to the Witney or Abingdon Minor Injuries Units if you have a minor injury. Unfortunately we are not equipped to handle minor injuries at the surgery because we do not have any x-ray facilities.

Dispensary hours and services

The Dispensary is located in the main waiting room and can provide prescriptions for any patients living outside the Faringdon town area. The Dispensary is open from 08.30 to 18.30, Monday to Friday. Repeat prescriptions can be organised via the website, by email or by using the online system, but **not** by phone please. If you have any queries please call 01367 245 403.

Online prescriptions and renewals

All Fern Hill patients are encouraged to sign up for the secure online facility for booking and amending appointments and renewing prescriptions. Please ask for a form at Reception. You will simply need to provide your email address, date of birth and registered phone number.

White Horse patients will need to re-register please because we are using a different bookings website.

Meet the Teams

We are delighted that Dr Lee and Dr Dickson will be joining the White Horse team and we urge their regular patients to continue using them. We are also very fortunate to have Dr Rob Russ joining us from Grove. Carena Downer, the Fern Hill Nurse Practitioner will be a real asset to the enlarged surgery and we welcome Mandy Lee and Penny Murby, who have also joined our health care team.

Day-by-day change-over timetable

Here's your timetable for transferring from Fern Hill:

- 27 March. Fern Hill patient records shut down but you can still phone the Fern Hill number for an appointment on March 30 and 31.
- 1 April. Transfer of records into White Horse system begins. Fern Hill patients can make on the day appointments at the White Horse surgery.
- 2 April. Fern Hill patients can make phone bookings for future dates.
- 3-6 April. Easter weekend
- 7 April. Completion of transfer process when all types of appointment bookings can be made.

Phones, emails and website

Main surgery number: 01367 242 388
Medical Emergencies during Opening Hours: 01367 245 400
Dispensary: 01367 245 403
whitehorse.scripts@nhs.net For repeats only.
District Nurses: 01367 245 490
Health Visitors: 01367 245 417
Community Services Reception: 01367 240 087
Podiatry: 01367 245 419
Physiotherapy: 01367 245 415
Website: www.whmp.co.uk

How to help us improve

The NHS has instructed all GP Practices to have a group of patients who meet regularly and provide a two-way communication between the surgery and their patients. Our Patient Participation Group has been operating successfully for four years now and are very keen to have patients from Fern Hill to add their invaluable expertise and breadth of experience. The PPG website is www.whitehorsepracticeppg.org.uk where you will find plenty of information and contact details. The PPG look forward to hearing from you.