

Furnace Green Surgery

Summer 2020 Newsletter

50 the Glade
Furnace Green
Crawley
RH10 6JN

01293 611063

www.furnace-green-
surgery.co.uk

COVID Updates

The COVID-19 Crisis has had a huge impact on the health and wellbeing of everybody in our community, and here at Furnace Green Surgery we have made many changes to meet the new challenges that we have faced. We would like to thank you all for your support during this difficult time, and we appreciate your patience at times when we have had to make changes to our processes at short notice. Updates will continue to be posted to our website.

Please remember that only patients who have a pre-booked appointment with a GP or Nurse will be allowed into the building for the foreseeable future, so all enquiries should be made via the telephone or via email.

Please follow [this link](#) to find out how to look after your Body & Mind during the COVID Crisis.

You may be invited by your GP to take part in a **video consultation** after they have called you, or to send a photo to aid them in their diagnosis of your condition. If you do not have access to the appropriate technology (for example a mobile phone), please let the GP know when they ask. The increased use of telephone and the introduction of video calls means we can continue to limit the number of patients who have to attend the surgery and therefore reduce the potential spread of COVID.

Due to the increased cleaning requirements between patients, our phlebotomy service has been greatly reduced. We are doing what we can to see as many patients as possible for routine blood tests but we apologise for any delays in being able to offer you an appointment.

Please note – we have reintroduced routine cervical screening (smear tests). If you receive a letter from the National Screening Team, please contact the surgery at your earliest convenience and we will offer you an appointment. Likewise, if you are overdue your cervical smear due to cancellation during the COVID Crisis, please call us and we will re-book your appointment.

Who's Who in 2020

We have been joined since April this year by Dr Jessica Beveridge, a new salaried GP. She works Tuesday to Friday each week. Pennie Morgan also joined our Nursing Team as a Healthcare Assistant in the New Year.

Dr Santhoshkumar, Registrar, who many of you will have spoken to over the last year or so has now completed her training at Furnace Green Surgery and moves to her next post in August. Dr Nafisa Kachwala-Bharmal has replaced her and will be training here for the next 18 months.

We are also pleased to introduce Asia Latif who joins our Primary Care Network as a Clinical Pharmacist and will be helping with, amongst other things, medication reviews.

Electronic prescriptions

As per NHS Digital guidelines, we have recently upgraded our electronic prescription process so that all prescriptions will now be sent electronically to “the spine” where they can be downloaded by the pharmacy of your choice. Those patients with a nominated pharmacy should continue to visit them to collect their prescriptions; those patients without a nomination should obtain the prescription barcode by calling the surgery, and they can then visit the Pharmacy of their choice to collect the prescription.

Prescription requests can be made in writing by posting your repeat request slip into the letterbox at the front of the surgery but we would recommend that patients order their prescriptions online via our website or the NHS App. If you do not yet have on-line access, please complete the necessary forms, which can be found on our website.

Telephone Consultations

Our Patient Participation Group asked that we consider allowing the surgery to be identified via name or telephone number when we (the Surgery) call patients. In order to protect an individual's privacy and to comply with Safeguarding Regulations, it is not appropriate for our telephone number to be identifiable when you receive a call from us. If you have booked a telephone consultation, please remember that our call will appear on your phone as "No Caller ID" or "Unknown Number". We will endeavour to text you (where appropriate) to let you know that we have been trying to call if, after one or two attempts, you still have not answered.

Please note:

Patients coming to the surgery are asked to wear a face covering to enter the building, and will be asked to wait outside until the clinician is ready to see them.

We appreciate your cooperation.

GP Patient Survey 2020

The results of the 2020 GP Patient Survey are now available – please visit <https://gp-patient.co.uk/>

Patient Participation Group (PPG)

Are you interested in finding out more about Furnace Green Surgery? Would you like to influence the development of local health services?

The Patient Participation Group (PPG) is looking for new members. The aim of the group is to engage with and influence services at Furnace Green Surgery. Meetings are held approximately every 3 months at mutually agreed times. The meeting may be held on site at the surgery or may be held “virtually” using an internet platform

If you would be interested in joining the group or finding out more information, please email ppg.furnacegreen@nhs.net or wsxccg.furnacegreen-reception@nhs.net