

**Firs House Surgery**

Station Road, Histon, CB24 9NP  
Tel: 01223 234286

42 Telegraph Street  
Cottenham, CB24 8QU  
Tel: 01954 251180

Website: [www.firshouse.com](http://www.firshouse.com)

*Dr. Michael Grande*  
*Dr. Simon Poole*  
*Dr. Emma Baldwin*  
*Dr. Joanne Pritchard*  
*Dr. Simon Robinson*  
*Dr. Emily Manning*  
*Dr. Claire Aho*  
*Dr. Simon Hattle - Registrar*

**Normal surgery hours**

Monday to Thursday  
Morning 8.30 – 10.40  
Afternoon 15.30 – 17.30  
Friday  
Morning 8.30 – 10.40  
Afternoon 15.10 – 17.10

**Reception opening hours**

Histon  
8.00 – 13.00 and 14.00 – 18.00  
Cottenham  
8.00 – 12.00 and 14.00 – 18.00

If you can't get through on the usual number at any time, please call the other site and staff will be happy to help you. Please let them know which site you wish to be seen at if this is for an appointment.

**Extended hours**

The surgery offers extended hours including some early Wednesday mornings and weekend appointments. These can be booked in the same way as any other appointment. All of these sessions are provided by our usual doctors.

**Surgery closure afternoons**

The surgeries will be closed after 12/1pm on Thursday 26<sup>th</sup> November 2015 for essential staff training. If you have an urgent need to be seen, please ring the usual surgery number.

**Firs House rated OUTSTANDING by Care Quality Commission**

We are delighted to inform you that after the Care Quality Commission's (CQC's) announced comprehensive inspection at Firs House on 30 June 2015, the practice is rated as OUTSTANDING.

The CQC inspectors found the practice to be outstanding for providing a responsive service and for being a well-led surgery. It was also outstanding for providing services for the elderly, people with long-term conditions, families, working-age people, people whose conditions may make them vulnerable and people experiencing poor mental health. It was good for providing caring, effective and safe services.

We would like to thank our patients, Patient Participation Group, doctors and all our staff for working hard to achieve this rating.

**Winter Care – flu**

Flu is a common infectious viral illness spread by coughs and sneezes. It can be very unpleasant, but you'll usually begin to feel better within about a week of symptoms starting. You can catch flu – short for influenza – all year round, but it's especially common in winter, which is why it's also known as "seasonal flu". It's not the same as the common cold.

Our surgery has already administered nearly 1000 flu jabs this year. The flu vaccine is given free on the NHS as an annual injection to:

- anyone aged 65 and over
- pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease) and with weakened immune systems
- children aged six months to two years at risk of flu.

**Flu nasal spray vaccination** is routinely given on the NHS as an annual nasal spray to:

- healthy children aged two, three and four years old — those in school years 1 and 2 will have their flu vaccine at the school
- children aged 2 to 17 years at a particular risk of flu.

If you meet the above criteria or have any questions, please contact the surgery.

**Access to Medical Records on-line**

It is a contractual requirement for practices to enable patients to have online access to a more detailed version of their medical record (rather than the 'Patient Summary' version currently available online) by 31st March 2016. We are committed to implementing this process as soon as possible once a formal process and policy have been put into place. We shall keep you updated on our progress.

Safeguards have been negotiated in implementing expanded records access. There are circumstances where a GP may believe it is not in the best interests of the patient to share all information in the record, for example where it could cause harm to their physical or mental health.



**Comments**

We welcome any comments or suggestions about the Practice and the service it offers so if you have a good idea please let us know. We have suggestion boxes in the waiting rooms and can also take suggestions by email, please send your email to [firs.house@nhs.net](mailto:firs.house@nhs.net).

**PPG NOTICEBOARD**

The Firs House Patient Participation Group (PPG) is a sounding board for ideas on how the Practice can improve the patient experience, and promotes two-way communication between patient representatives and staff.

We meet bi-monthly and are actively involved with local communities, organising a variety of health promotion and information events.

If you would like to join the PPG, please ask at Reception. If you cannot commit to regular meetings and activities, do consider signing up for the Virtual Patient Reference Group (VPRG) — see the surgery website or notice boards for more information.

*Fei-Ni Toole, PPG Chair*

**UPCOMING EVENTS**

**Save your Skin**  
Cottenham Community Centre  
12 May 2016

**Others planned for 2016**

**Falls Prevention**  
**Health and Fitness café**  
**Histon & Impington Feast**  
**Dementia and caring**

**Electronic Prescription Service – Changes from February 2016**

If you collect repeat prescriptions regularly from your surgery, from February 2016 you will not have to visit your GP practice to pick up your paper prescription. Instead, your GP will send the prescription electronically to the pharmacy where you prefer to collect your medication from (close to work, where you shop or the place you live). If the prescription needs to be cancelled the GP can electronically cancel and issue a new prescription without you having to return to the practice – saving you extra trips.

There will be no changes to the way you order your repeat prescriptions (on-line, paper or by phone). When we start rolling the new Electronic Prescription System out in February, we shall ensure that we have the correct pharmacy recorded on your notes.

**Neighbourhood Teams – Unitingcare**

**Unitingcare** was appointed by the Cambridgeshire and Peterborough Clinical Commissioning Group to support people to remain independent, prevent unnecessary hospital admissions and help people return home quickly and safely if they do need to go into hospital. Their services include:

- urgent care for adults aged over 65 including inpatients and Accident & Emergency services
- mental health services for people aged over 65
- other health services that support the care of people aged over 65
- adult community health services for people over the age of 18 with long-term conditions.

There are 17 neighbourhood teams working in Cambridgeshire and Peterborough. Each team will support up to six GP practices, and will provide community-based healthcare centred around the patient. These teams will each include a combination of community nurses, psychiatric nurses, allied health professionals, and support workers, all working together providing planned and rapid response services to meet the needs of the patient.

**New Year resolution? Quit Smoking!**

Are you aware that the surgery offers a smoking cessation service? All our nurses and our Health Care Assistant are trained in supporting you in that big decision to quit smoking. Whether it is to signpost you on to one of the services offering support in the community, or in the surgery during one-to-one consultations, make an appointment to see them to discuss which the best way is forward for you.

**Practice staff changes**

We are also very sad to inform you that our cheerful receptionist Sandra Smart passed away in August 2015. Sandra is sorely missed by everyone.

Unfortunately, our wonderful practice manager Helen Wiseman left the practice due to personal circumstances. Helen has been fundamental in developing the practice over the last five years and helping the surgery to achieve the outstanding CQC rating. Our heartfelt thanks for all her considerable hard work and dedication.

Chelsea Holman, Assistant Practice Manager will be leaving the surgery in December to take on an exciting career in the Police Force. Chelsea started as an Apprentice four years ago and has become a very knowledgeable NHS professional. Good luck to Chelsea in her endeavours.

Olga Starobinskaya was appointed as a new practice manager. Olga worked as a Registered manager at a local domiciliary care agency for nearly ten years.

We also welcome Louise Saunders, our new receptionist.