



NHS
North East Hampshire and Farnham
Clinical Commissioning Group

One year cancer survival rate best in the country for North East Hampshire and Farnham

A report detailing one year cancer survival rates has named North East Hampshire and Farnham as the best-performing local healthcare area in England. This was announced on August 15th 2014 by Macmillan Cancer Support, who analysed national patient outcomes. In North East Hampshire and Farnham, 24% of people diagnosed with cancer die within a year which is much better than the lowest performing areas where almost four in 10 (38%) cancer patients die within just 12 months of diagnosis.

Dr Andy Whitfield, NHS North East Hampshire and Farnham Clinical Commissioning Group Chair and Clinical Lead, said: "While we are pleased with our one year cancer survival rate, we recognise that more work needs to be done. According to the GP Practice Quality and Outcomes Framework (QOF) cancer register in 2013 there were 3987 people diagnosed with cancer in our local area*. This means that 1.8% of our population have a cancer diagnosis. Here in North East Hampshire and Farnham screening uptake is above national target for bowel (60%) and breast cancer (70%), which helps to stop cancer at an early stage. Our patients receive good quality care from their GPs, who work closely with our hospitals to ensure that they are referred quickly and treatment starts as soon as possible."

Other contributing factors to survival rates include:

- During the 2013/2014 financial year 95 per cent of local patients referred as a 'two-week rule' were seen within 14 days of the referral being received by the hospital (national standard is 93 per cent)
- successful stop smoking campaigns have resulted in Hart having one of the lowest rates of smoking in Hampshire. Hart has a low incidence of lung cancer; and
- excellent cancer services at local hospitals demonstrated by positive feedback in patient experience surveys.

Dr Whitfield said: "However, we are not complacent. The CCG is currently developing a cancer strategy which focuses on the areas of care where we recognise further work such as focusing on prevention and increasing screening uptake."

Working collaboratively with other organisations, the CCG's vision is that local people are supported to improve their own health and wellbeing and that when they are ill with cancer they receive the best possible care.



Find us at: www.fleetmedicalcentre.co.uk

"Good Practice"

Where your health
is our business



The Fleet Medical Centre Newsletter

Its flu vaccination time again!

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Inside this

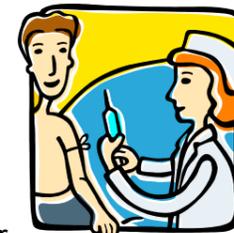
| | |
|----------------------------------|---|
| Flu vaccinations | 1 |
| Shingles vaccinations | 1 |
| Prescriptions | 2 |
| Patient | 2 |
| A message from the receptionists | 3 |
| CCG patient communication | 4 |



Seasonal influenza vaccines are being provided by the practice as usual from Saturday the 4th of October onwards. We are accepting bookings NOW. We will provide flu clinics during the week as well as during usual Saturday morning clinics throughout the Winter season. Eligible patients will also receive an automated voice message via a telephone reminder shortly. This year we are also offering a flu vaccination via a nasal spray to children aged two to 17 years at a particular risk of flu as well as to healthy children aged two, three and four years old.

Eligible patients include:

- anyone over the age of 65 and pregnant women
- children and adults with an underlying health condition (particularly long-term heart or respiratory disease)
- children and adults with weakened immune systems
- adults over the age of 18 at risk of flu (including everyone over 65) and children aged six months to two years at risk of flu



If you are unsure if you are eligible, please speak to a member of our reception team.

Shingles Vaccinations

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s. The shingles vaccine is given as a single injection for people aged 70, 78 or 79. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year. The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

What is shingles? Shingles, also known as herpes zoster, is a painful skin rash caused by the reactivation of the chickenpox virus (varicella-zoster virus) in people who have previously had chickenpox. It begins with a burning sensation in the skin, followed by a rash of very painful fluid-filled blisters that can then burst and turn into sores before healing. Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. It's fine to have the shingles vaccine if you've already had shingles.

Who can have the shingles vaccination? You can have the shingles vaccination at any time of year. Shingles vaccination is offered routinely as part of the NHS vaccination programme for people aged 70, 78 or 79. You become eligible for the vaccine on the first day of September *after* you've turned 70,78 or 79 and remains so until the last day of August the following year.

Contact our reception team to arrange an appointment for this vaccination if required.

NAMING THE DOLPHINS

Our thanks go to our younger patients and visitors who have enjoyed the new mural of the "lost City of Alexandria" that has recently been put up in our waiting room. We have received some very positive feedback on this idea. Names for our two dolphins are currently suggested as "Bobbie and Bettie" and we welcome more ideas using the 'fun sheets' located in the waiting room.



Find us at: www.fleetmedicalcentre.co.uk

Patient information

Prescriptions: fees, charges and expectations

Prescriptions are a complicated business. Requests for repeat medication, changes to dosage or extra orders to cover travelling requirements as well as newly prescribed medications occur every day, with the practice often completing over 300 prescriptions per day.

Should a repeat prescription become delayed in our system, we ask for your patience while we locate the necessary paperwork and complete the arrangements. Please be advised this often cannot be done instantaneously and you may be asked to come back to collect the prescription request a short while later.

Please be reminded that it is your responsibility, as the patient, to check your medication BEFORE leaving the pharmacy. If you have any concerns or queries, please speak with the pharmacist before paying (if your prescription is chargeable) or before leaving the pharmacy as once you leave, medication cannot be changed. Should you find your medication is incorrect, although the pharmacy and the practice will rectify the situation, please be reminded that the practice DOES NOT have the ability to refund, repay or financially reimburse you. **YOU must check your prescription order and the practice cannot be held responsible for payment and refund problems.**



Position vacant - Medical Receptionist x 2

We currently have 2 vacancies for the post of Medical Receptionist available from 1st November. The hours are approximately 20 hours per week each, across 4 days for each post. We offer good rates of pay and a friendly working environment.

Please send your CV and covering letter either via the main reception desk marked for the attention of our Reception Manager or via email to dmaquire@nhs.net

Thank you for a wonderful comment by one of our patients on the 'NHS Choices Website'

1st September 2014 - Overworked, under-resourced, but there when you need them

Yes it can sometimes take time to get an appointment, no it is not always at the most convenient time, yes sometimes you have to wait but trust me, if you arrive and are clearly ill/distressed (or explain that on the phone) then you will be seen, and quickly. I have a handicapped daughter and have never been rebuffed or made to call back for an appointment the next day when she was ill-ditto elderly relatives. You cannot blame the practice for having too many patients-like all of us they have to do more with less these days, but when the chips are down and you show potentially serious symptoms they are there for you every time-and it is those which are the times that matter-not the more minor ailments we all get from time to time. I rang with a breast lump-they squeezed me in within 24 hours, referral immediate to Frimley-superb treatment there on NHS and thankfully all OK I rang some years ago with a really sick child, query meningitis, Dr came out promptly. They prioritise well, and having been on the receiving end of such excellent and prompt care when it was truly needed, I no longer complain or criticise when there are delays-the Dr may just have been called to an emergency-and one day that could be you. Do remember Drs are also human like you and me-none of us is perfect. They do not mind discussing three issues, just explain that when booking the apt and you will be given a longer time slot, but they cannot do a proper job on three issues in one single time slot without causing huge delays for the patients following. Most of all they care, really care and try to help with the whole family picture—or that is my experience

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WHY?

Why do receptionists ask for your symptoms when booking an appointment?

ANSWER



Due to high demand of patients requesting on-the-day appointments, the GPs and other medical professionals have requested that the receptionists triage the patient's symptoms using clinical guidance for our team of doctors and nurses. Receptionists are NOT medically trained and to this end they do not need to know your full symptoms.

THIS IS THE NHS - resources are precious and appointments can be limited when demand is high. **HELP US TO HELP YOU**

Ask yourself who you need to see from the options we have made available:

1. GP face to face appointment
2. GP phone call
3. Locum GP
4. GP Registrar
5. Nurse Practitioner
6. Practice Nurse
7. Practice Healthcare Assistant
8. Practice phlebotomist
9. On-the-day GP appointment
10. Book ahead appointment



ALL of these medical variations are available to you on a **DAILY** basis and different options offered to you may enable you to be seen and treated more quickly and efficiently by taking advice from the reception team.

Ask yourself who would be best to see you:

***A female or male GP? A nurse for treatment or a GP for a diagnosis?
A Nurse Practitioner for medication and advice?***

All our receptionists work within strict confidentiality guidelines.

Information is needed to enable us to provide the best possible service

THANK YOU



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