



'Communicare': The Fleet & District Voluntary Care Scheme

Established 1981 Reg. Charity No. 283495



Did you know that getting transport to medical appointments can be a worrying, expensive and difficult experience for many of our local residents

Communicare works hard to help solve this problem

PLEASE CAN YOU HELP US?

Very Rewarding with NO commitment

We provide transport to Hospitals, Doctors, Dentists etc

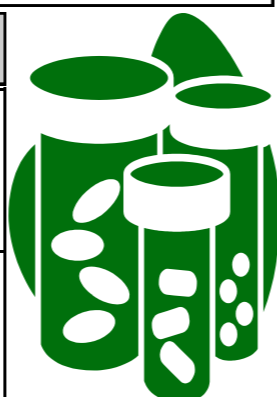
This is a much valued service by all our clients (as we call them) who need our transport service. We need **Drivers** in their own cars to provide transport, normally during the working day, when you can spare the time. We offer 45p per mile to help cover your costs.

We need **Duty Officers**, operating from home between the hours of 10am and 1pm, on rota basis about one day every 1 to 2 months. Telephone usage can be reimbursed, so NO cost to you.

Contact either Sheila (01252 633630) or Vernon (01252 617442) for more information. Thank you in advance for your support for this important service.

Local Pharmacy Details

| | | |
|---|--|--|
| Boots the Chemist 225/227 Fleet Road, Tel: 01252 613698 | Lloyds Pharmacy Fleet Medical Centre, Tel: 01252 612613 | Lloyds Pharmacy Branksomewood Road Tel: 01252 626580 |
| Morrison's Pharmacy Elvetham Heath Way Tel: 01252 625821 | Rowlands Pharmacy Linkway Parade, Tel: 01252 615582 | Superdrug Pharmacy Unit B, The Hart Centre, Tel: 01252 616226 |



Do you really need to see a doctor?

The recent "can you sort it yourself?" campaign has been a real success, with the North East Hampshire and Farnham CCG recently winning a Bronze award from the "Best of Health Awards" for their efforts in communicating this important project to the local community in Hart and Rushmoor.

In many practices, the main concern by many of our patients is the ability to get to see a GP when they need to do so. On a daily basis patients see the GP, often as an on-the-day appointment for a condition that could easily be discussed with treatment advised by your local pharmacist. Sore throats, coughs and colds, earaches and stomach upsets can all be easily treated with over-the-counter medication advised by your pharmacist.

We of course advise that if symptoms persist, you do indeed consult your GP. It may however be easier, quicker and just as effective for you to see your pharmacist in the first instance.

"Good Practice"

Where your health is our business

The Fleet Medical Centre Newsletter



Changes to our GP Team

Telephone: 01252 613327
01252 619000

April 17th 2014

Issue Number 13

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We are very sad to inform you that Dr Oliver Sweeney will be leaving Fleet Medical Centre at the end of April. Dr Sweeney has been a valued member of the team for 10 years and is looking forward changing direction in his career.

We are sure you join us in wishing Dr Sweeney well in his future work, he will be truly missed.

At the start of May, we welcome Dr Kay Oshiga to our team. Dr Oshiga joins us with a wealth of experience and has had a variety of training within the medical profession. Dr Oshiga will take over

about three quarters of Dr Sweeney's list, with some patients being re-allocated within the rest of the GP Team.

After over 23 years with the practice, Dr Helen McGinty will be retiring at the end of June. Dr McGinty joined the practice in 1991 when we were still based at the Burnside Surgery and has seen many changes within the NHS and general practice. We all wish Dr McGinty a long and happy retirement.

We will update you as soon as we can regarding a new GP to cover Dr McGinty's current list. Until the new GP is confirmed, a locum GP will be in place supported by Dr Tollett.

CARERS TOGETHER

Do you look after or support someone?

- ◆ Do you look after, help or support a relative, friend or neighbour?
- ◆ Do you regularly visit someone and give support with their personal affairs?
- ◆ Do you support someone with their personal care, health or their finances?

Carers Together is a consortium of carers in Hampshire run by professionals and volunteers that can help you complete and submit the appropriate forms for Carers Allowance, Pension Credit, Employment Support Allowance etc, and accompany you to meetings such as those with a social worker. They can also help with information on residential care, financing care, setting up a trust or a power of attorney and making a will.

They hold networking events where carers can share information, run "Confidence in Caring" training sessions to ensure carers are aware of their entitlements, run support groups and a free phone listening service which is open for eleven hours every day.

If you wish to register with Carers Together please ask our Receptionists for a registration form, complete it and hand it back to them. In due course you will receive a Carers Information Pack full of useful information to help and support you as a carer.



Patient Survey Feedback from the Patient Participation Group & Nursing Team Update

Thank you to the members of our Patient Reference Group who took part in our recent annual patient survey.

Our patient group have discussed the findings and an action plan has been completed to address the areas identified for change and improvement.

The results have now been published in a report and are available to view on our website at www.fleetmedicalcentre.co.uk. Alternatively, please do ask for a paper copy from main reception.



Do you need a Chaperone?

At times some of our patients would appreciate some support when seeing their GP, particularly if being examined.

We can offer a Chaperone to accompany you in your consultation.

Sometimes staff members who are trained as Chaperone's can be busy elsewhere in the practice, so if possible please do let us know at the time of your booking if you require this service.

An update from our Nursing Team

Lead Nursing Sister Sue Twibill is pleased to announce that the practice has recruited a dedicated Phlebotomist who will be in post from the end of April. This service will be available 4 half days per week, and adds a significant number of extra blood test appointments to our appointment list each week.

All of the usual travel vaccinations are now in stock and we welcome patients to book appointments now, ready for your Summer holidays. Please be aware that these appointments can become limited very quickly and some travel destinations require that you receive your vaccination a number of weeks before your intended date of travel.

Missed appointments: In March, the practice held **5898** appointments with medical staff. **264** of these were missed by patients without cancellation in advance. This is over 9 appointments per day. If all of these appointments were cancelled in advance, we would decrease the access problems that our patients report are so frustrating. Please **cancel** appointments in advance by contacting the practice instead of simply missing them. We can then release your appointment slot to another patient - **thank you**.

EXPERIENCED PRACTICE NURSE SISTER REQUIRED

Previous general practice experience is essential including: chronic disease management, travel and baby vaccinations and cervical cytology

Salary depending on experience, working within a friendly and professional environment

For an informal discussion please contact Lead Nursing Sister Sue Twibill on 01252 619000 or via sue.twibill@nhs.net

To submit an application please write to the Practice Manager via james.perrin@nhs.net or at Fleet Medical Centre, Church Road, GU51 4PE

Summary Care Records and Care Data

How information about you helps us to provide better care

About NHS Summary Care Records

The NHS has introduced new computer systems and services to improve the safety and quality of your care. Electronic records give staff quicker access to reliable information about you to help with your treatment, including in emergencies. Healthcare staff supporting and providing your care will be able to see and share up-to-date, accurate information about you to help them make decisions and to prevent mistakes. For example, they will be able to make better decisions about what medicine to give you if they know what you are already taking, or if you have had a bad reaction to a medicine in the past.

What if I want to opt out of having a 'Summary Care Record'?

It's easy to opt out of having a Summary Care Record. You can do this by filling in a copy of the opt out form (available from main reception or via www.fleetmedicalcentre.co.uk) and handing it in at the practice. This is the only way you can opt out of having a Summary Care Record. You cannot opt out by email or on the web because your GP practice needs to know that it's you opting out (and not someone else who might try to opt out for you).



"Care.Data" - what does it mean?

This is a different project to the "Summary Care Records". If you are happy for your information to be used then you do not need to do anything. But if you have concerns or if you do not want information that identifies you from being shared outside your GP practice, although it's a different form to the project above, you can do this by filling in a copy of the opt out form (available from main reception or via www.fleetmedicalcentre.co.uk) and handing it in at the practice. This will prevent your information being used other than where necessary by law, such as in case of a public health emergency.

Information from GP practices will begin to be extracted and sent to the HSCIC in autumn 2014. The GP data will be linked with the hospital data already held by the HSCIC.

It is important that you read the leaflet entitled "Better information means better care". This was produced by the HSCIC and NHS England and should have been delivered to your home in December or January. It can also be found at www.nhs.uk via a link to see the leaflet or to watch a short video with more information.

Alternatively, call the dedicated patient information line in relation to data sharing on 0300 456 3531. Translation and text phone services are also available.



Happy and Healthy Easter wishes to all of our patients, staff and community support teams

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