



**INR Clinics Come to Fleet Medical Centre**

Fleet Medical Centre has been working with the commissioning group to acquire an INR machine which means a member of our nursing and healthcare team can test your INR levels and inform you of the results in a single appointment. We will be able to adjust your dosage, offer advice and provide you with up to date results without having to wait for these to be posted to you.



The INR test involves a simple 'finger-prick' test without the need for blood to be taken.

To take part in this service please ask to speak to a member of the nursing team who will gladly give you some more information and we will add you to the list of patients being monitored here at the surgery at one of our regular weekly clinics.

**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 Chaperones 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.

**Repeat prescriptions - collection expectations**

We would like to remind all patients that when requesting repeat prescriptions for medication either on paper or via our website, we require **two complete working days** to process your request before collection. Please allow extra time around bank holidays and at peak times of the year such as Christmas, Easter and during cold Winter weather as these times greatly increase demand.



**Expected collection and request days would be as follows:**

Request day	Collection day
Monday	Thursday
Tuesday	Friday
Wednesday	Monday
Thursday	Tuesday
Friday	Wednesday

**We can accept requests two weeks in advance to allow plenty of time to ensure you do not run out of medication.**

**“Good Practice”**

*Where your health is our business*



The Fleet Medical Centre Newsletter

**An update from our GP Team**

Telephone: 01252 613327  
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Summer is upon us at last with the warm weather bringing a host of new challenges to the practice and the GP team.

As reported in our last newsletter, after 23 years with the practice, Dr Helen McGinty retired at the end of June.

We are pleased to announce that Dr Susie Blume will be joining the GP team on a permanent basis from the 1st September and will take over the care of Dr McGinty's patient list. Some of you may already know Dr Blume as she was a GP Registrar with the

practice for several years as part of her GP training and it was during this time that it became clear that she would become a welcome member of our permanent team in the longer term. Until Dr Blume joins us, a locum GP will be in place supported by Dr Tollett.

Dr Bayly and Dr Calvert are now taking patients onto their own lists as a review of our patient management has identified a need for all members of the GP team to care for their own list of patients.

**Please ask a member of our reception team, a nurse or GP during consultation if you are unaware of who is your registered GP.**

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**A wonderful donation from “Communicare”**

Many of you may already be aware of the local transport service known as “Communicare”. This is a team of volunteer drivers helping patients by transporting them to hospital and medical appointments across the local area. Fleet Medical Centre has long supported this team which provides a much needed service to the local community.

Fleet Medical Centre has recently recruited it's first dedicated phlebotomist, who may well complete over 5,000 blood tests for the practice each year. 'Communicare' have kindly purchased a hydraulically operated phlebotomy chair which is completely mobile and can be moved to different rooms depending on clinic space and service



demand. Our heartfelt thanks go to the users of 'Communicare' for their kind donation and for their support of the practice and our patients.



Should you wish to volunteer as a driver or simply wish to enquire about using the services provided by Communicare, please contact Stella on 01252 622630 or Vernon on 01252 617442

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

The approach to patient surveys has changed for this year. Rather than long questionnaires full of mainly closed questions and grading options, we are going to ask only a few questions with more emphasis on feedback via your own comments.

The new questionnaire will be circulated shortly to our existing Patient Reference and Patient Participation Groups. Any of our patients or visitors can complete a survey either on paper via our waiting room or electronically via our website at [www.fleetmedicalcentre.co.uk](http://www.fleetmedicalcentre.co.uk). We look forward to sharing our results with you in due course and thank you for participating.



### THE CAR PARK

Please can we remind all patients how lucky we are to have such a large car park. It can still get very busy and we ask that patients DO NOT park on the turning and delivery access area, on double yellow lines or in any bays for those with disabilities, motorbikes and ambulances. It is not practical to expect a space to be available for each appointment. Please arrive in plenty of time to ensure you can park safely and without causing obstruction. Patients are also welcome to use the bicycle rack at the rear of the building. Thank you to everyone for your support.

## An update from our Nursing Team

Did you know that with immediate effect, our nursing team are taking part in extended hours opening alongside the GP Team? Our nurses have offered clinics on Monday evenings for some time, however we now have a rota system so that patients can see either a practice nurse, a health care assistant or a Nurse Practitioner when we are open on Saturday mornings too.

Do you know who our nurses are?

- ◆ Hilary Broom - Nurse Practitioner who can prescribe medication and directly supports the GP's
- ◆ Sister Sue Twibill - Lead Nursing Sister, in charge of the nursing department and team
- ◆ Sister Kath Doran - Nursing Sister with special interest in baby immunisations
- ◆ Sister Carol Squibb - Nursing Sister with special interest in diabetes care & travel vaccinations
- ◆ Nurse Lorna Dunne - Practice Nurse who undertakes a variety of nursing roles and functions
- ◆ Nurse Paula Ewing - Practice Nurse who undertakes a variety of nursing roles and functions
- ◆ HCA Louise Jackson and Sue Soley - Louise and Sue are healthcare assistants who undertake a variety of nursing support tasks including phlebotomy clinics

**Missed appointments:** In March, the practice held **5741** appointments with medical staff. **248** of these were missed by patients without cancellation in advance. This is over 11 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.**

Find us at: [www.fleetmedicalcentre.co.uk](http://www.fleetmedicalcentre.co.uk)

## Fleet Medical Centre supports Fleet Brownies to promote disability awareness



### Disability awareness evening for 8th Fleet Brownies

My name is Georgia Millsom and I am a guide helper at 8<sup>th</sup> Fleet Brownies and on Tuesday 29<sup>th</sup> April I ran a disability awareness evening for the brownies as part of my Baden Powell challenge. The Baden Powell challenge is the highest award achievable in scout and guides.

For my disability awareness evening I explored the idea of mobility in and around Fleet, which I needed a wheelchair for and Mr James Perrin Practice Manager at Fleet Medical Centre kindly provided one. Each Brownie got a turn in being wheeled in the wheelchair,



either along the high street or into the Harlington centre, where we used the lift and the disabled toilets.

None of these activities were simple, which the brownies soon found out, but unanimously they agreed that some areas such as disabled toilets within the town centre could be the hardest areas to access and use.

Many unusual methods were used to get into these places, some of which worked whereas others did not. Overall the evening was a complete success. Originally many of the girls had never even thought about how they would get into places



they would usually go with a wheelchair. Now they all understand and appreciate the difficulties of being in a wheelchair and getting around.

*(pictures and article used with permission from Jackie Cresswell, Catherine Smith & parents of Fleet Brownies, June 2014)*

The GPs and staff at Fleet Medical Centre would like to thank the 8th Fleet Brownies for their efforts and undertaking this challenge so thoroughly and for taking such good care of the equipment that was borrowed. So often accessing the most normal of places can be difficult for those with any kind of disability and this kind of education is vital so that we can empathise and support those who may need help.

**Thank you once again to the 8th Fleet Brownies for completing an excellent exercise - very well done indeed and good luck with the rest of your Baden Powell Challenge.**



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