



Its flu vaccination time again!



Seasonal influenza vaccines are being provided by the practice as usual throughout the Winter. We are accepting bookings NOW. We will provide flu clinics during the week as well as during usual Saturday morning clinics. 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.



Fleet Medical Centre passes Care Quality Commission Inspection



We are pleased to announce that the practice was awarded "Good" overall by our recent (and first) CQC inspection. This amazing achievement is the result of over two years of preparation and a substantial team effort from all of our staff. Our management team worked hard to embrace the challenge facing them and their clinical and administrative teams supported the changes and developments required to meet the new targets and CQC guidance.

The inspectors were pleased with our level of service, communication with our patients and engagement with our Patient Participation Group. Cleanliness, accommodation and clinical care standards were awarded high praise.

CQC stated in an initial report to the practice that we were well-led with good professional development for our staff with effective governance and safeguarding arrangements in place. 11 patients were interviewed by the CQC inspectors and feedback was positive with particular reference made towards high quality treatment with good explanations of care and treatment plans with a high level of involvement in the decision making process. 3 written pieces of patient feedback commented that the practice was caring and compassionate. A further review of our national patient survey revealed that 84% of our patients said they would recommend the practice to others in the community.

We await the full and final report with information available in the CQC website for full public review which will be available shortly at www.CQC.org.uk

Thank you to everyone for your support including our patients, the PPG, our wonderful staff, visitors and clinical colleagues based at Fleet Medical Centre.



Find us at: www.fleetmedicalcentre.co.uk

Where your health is our business



Fleet Medical Centre Practice Opening Hours During the Festive Period

Christmas Week

Monday 22nd December 8am - 8pm
 Tuesday 23rd December 8am - 7pm
 Wednesday 24th December 8am-7pm
 Thursday 25th December CLOSED
 Friday 26th December CLOSED

New Year Week

Monday 29th December 8am-8pm
 Tuesday 30th December 8am-7pm
 Wednesday 31st December 8am-7pm
 Thursday 1st January CLOSED
 Friday 2nd January 8am-7pm



When the surgery is closed call 111 for Medical Advice or dial 999 for an emergency ambulance service.

Fleet Medical Centre Pharmacy is open normal hours and will be closed on Bank Holiday dates 25th & 26th December 2014 & 1st January 2015



The Practice Partners and Team wish you a Very Merry Christmas

We ask that you check on any repeat medication you may need over the Christmas period and please be advised we cannot guarantee repeat medication requests will be ready in time to be collected before Christmas if requested after Friday 19th December

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December 2014

Issue Number 16

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Merry Christmas to all of our patients and colleagues

Fleet Medical Centre would like to welcome our new staff members

Elisabeth and Debbie have joined our 15 strong reception team to help us with ever-increasing demand and we welcome them from December onwards; please be patient while they complete their training as they will gain confidence and knowledge over the months ahead.

FMC received up to 1,500 phone calls per day in the Winter months and these new staff members will help us to offer an even better service.



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Patient appointments explained

The reception team have reported to the managers that patients are informing them that they can sometimes feel frustrated by our protocols regarding making appointments. The senior staff have had a meeting to review this feedback and it was suggested that perhaps patients and visitors may not fully understand some of our protocols when booking appointments. A summary of our 'rules' for making appointments is as follows:

- ◇ On-the-day appointments are available with both our daily rota of "Duty GP" as well as some further appointments with each of the GPs on shift on that day
- ◇ We have a Nurse Practitioner whose main role is to see on-the-day appointments for conditions such as coughs, colds, aches and pains
- ◇ Pre-booked appointments with your registered GP, an alternative GP of your choice, with a nurse practitioner, GP Registrar (GP in training) or with a practice nurse or healthcare assistant can be requested at any time
- ◇ We offer pre-booked telephone appointments with your USUAL GP or quick access telephone appointments with each GP and Nurse Practitioner daily
- ◇ The practice offers a GP and nurse service for non-emergency care
- ◇ We have other services available including: counsellors, physiotherapists and midwives

If patients are confused by our appointment system, the reception team are there to support you and find you the most appropriate appointment within our availability. We may need to gather information from you to find you the most appropriate clinician and appointment time and we ask that patients work with our reception team to achieve the best possible service. Thank you.

Beware Beware Beware: TRIP HAZARDS are everywhere

Our main reception and waiting room are busy areas of the practice. Please do not push passed chairs or other visitors and be aware of trip hazards. Take your time to make sure you walk safely through the practice; thank you



Missed appointments

In October we had 312 missed appointments which were not cancelled, this is 10 per day. You could be the next person who could have had an appointment if it had been made available by someone else cancelling rather than failing to attend. Please help us avoid waste and help others to get the appointment they need.

KEEP IT OR CANCEL IT!!

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Ebola in West Africa

If you have returned
from **Guinea, Liberia**
or **Sierra Leone** or
cared for someone
with Ebola in the
past **21 days**



and

You have a **fever**
or **feel unwell**



Without touching anyone,
tell a member of staff or call **111**

111

For more information visit www.gov.uk/phe or www.nhs.uk/ebola

Patient self-check in screen

Our self-check in screen is proving to be a highly popular method to register your attendance at the practice, ready for your GP or Nurse appointment.

It has been brought to our attention that some patients are not being logged correctly by the system and GPs are not being informed that you are checked in and patients are being left waiting with doctors unaware you are here. PLEASE ensure that you COMPLETE the check in process as the final stage requires two sets of buttons to be pressed to CONFIRM your attendance.

Should you ever wait more than 20 minutes or if you are unsure that the system has checked you in correctly, please see a member of the reception team

Thank you

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