



## Staff Update

The practice has a very small staff turnover with many of our team working with us for over 10 years with many reaching over 20 years! Recently we have welcomed four new receptionists who have joined our team – Lis, Carolyn, Debbie and Sandra. We have recruited more staff to not only replace a colleague who has pursued a career in midwifery at a local general hospital, but also to help us continue to improve our services by adding more resources to this team to help our patients as demand on our front-of-house team continues to increase.

Rachel has also joined us to support our administration team with scanning and other office duties to help with the increasing demands placed upon general practice. We also welcome Karen who joins us to a new post to support with administration and work with the practice manager to help manage the facilities provided by the practice. We would like to thank Elizabeth who has recently embarked on new adventures and a well deserved rest in her retirement after working at the practice for over 20 years – she will be greatly missed by all of her friends and colleagues here at the surgery.



## Patient Participation Group & Patient Comments Feedback

Fleet Medical Centre has had a PPG for around 5 years. Our diverse group help us with surveys and ideas and are a valuable asset to our practice team. After a couple of years

as Chairman, Wolfgang Hamman has stepped down from this role and will continue his work representing the group at CCG meetings and with input from his clinical background - we thank him for his ongoing hard work and for being an excellent Chairman. Robin Davis is our new Chairman with immediate effect, bringing with him a wealth of experience from the public sector and great knowledge from being a member of our group for some time. Indeed we would like to thank all of our PPG members for their attendances at meetings and important ideas and comments, many of which have been implemented over the years. We are always looking for new members and welcome any applications via the practice manager so please do write to him or email via [james.perrin@nhs.net](mailto:james.perrin@nhs.net). Thanks to everyone for your feedback via our comments book at main reception. Comments and our feedback are:

**Online repeat prescription requests taking too long** - There was indeed a delay when the new system was introduced but this has now been corrected

**No bike rack at the surgery** - we do have a bike rack, under cover at the rear of the practice behind the staff car park. The bike rack can be used by patients and staff

**GPs can run very late** - We do our best to keep to time. Emergencies or home visits can cause us to overrun, and treating those who are acutely unwell can cause delays.

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

Where your health is our business



Fleet Medical Centre  
Practice Opening Hours  
During the May Bank Holidays

Monday 4th May CLOSED  
Monday 25th May CLOSED

We are open for pre-booked appointments only on the morning of the 16th of May: these are available to book NOW

Lloyds Pharmacy, based at our site, will be open as usual on Saturday mornings throughout May but will be closed on the 4th and 25th of May.

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

**We ask that you check on any repeat medication you may need over the bank holiday periods and please be advised we cannot guarantee repeat medication requests will be ready unless ordered at least one week prior to each bank holiday date**

## Hart is the happiest and healthiest place to live

Hart has retained the "best place to live" title for the 4<sup>th</sup> year in a row. The Halifax Quality of Life Survey has again placed Hart in the Top Spot due to high performance in a wide range of performance measures including life expectancy, good health and overall well-being. Over 97% of residents reported good or fairly good health with the joint highest life expectancy in the UK (83 years for men).



## Your feedback - Our Actions

Thank you to all of our patients who took part in our own practice-based service and facilities surveys over the last few years. Our action plan from your feedback, the tasks completed and feedback from our Patient Participation Group has been published via our report to NHS England which can be found NOW on our website homepage at [www.fleetmedicalcentre.co.uk](http://www.fleetmedicalcentre.co.uk).

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**Thank you to our staff & patients for purchasing Christmas counter products in December, raising £41.80 for 'Phyllis Tuckwell Hospice'**

## Patient Expectations

**Our team of receptionists have a tough job. Their tasks are varied and their day is unpredictable.**

**Most of our patients are very polite to them and appreciate the efforts they make to offer support and be helpful, often in challenging circumstances.**

**We ask our patients to support our receptionists by ensuring they have enough information to help you. You will be dealt with more efficiently if you communicate your needs clearly.**

**Many things can have a detrimental effect on the working environment for our reception team - including extra workload due to bank holidays or seasonal changes, technical and computer malfunction or new processes and procedures that seem to come along every week.**

**We are here to help you and sometimes things cannot be sorted out straight away. We always communicate with you to correct any problems. Please be patient with us and treat us with respect. Thank you.**

*A communication from the reception team: Please be reminded that repeat prescriptions that need review take longer to process and can lead to delays in getting GP approval and signature. Please ensure you allow extra time for repeat medication that needs review - thank you.*



## Electronic Repeat Prescriptions Service

For some time our patients have been able to request their repeat medication electronically via our website. Thanks to new technologies available from the Health & Social Care Information Centre, your prescription can now be sent to the pharmacy of your choice via secure electronic transfer.



If you collect repeat prescriptions you will not have to visit your GP practice just to pick up your paper prescription. Instead, your GP will send the prescription electronically to the place you choose, saving you time.

The prescription is an electronic message so there is no paper prescription to lose.

You will have more choice about where to get your medicines from because they can be collected from a pharmacy near to where you live, work or shop. Just let the pharmacy you prefer know and if they are signed up to this service, they will arrange for your prescriptions to be sent there directly.

For more information to use this service, please visit our website or speak to a member of our reception team. [www.fleetmedicalcentre.co.uk](http://www.fleetmedicalcentre.co.uk)

### Pharmacy opening hours:

#### The Fleet Medical Centre Lloyds Pharmacy:

Mon to Thurs 8.30 to 6.30, Fri 8.30 to 6.00 & Sat 8.30 to 12 Tel: 01252 612613

#### Boots, The Chemist

Mon/Tues 8.30 to 6.30, Wed 9.00 to 6.30, Thurs/Fri 8.30 to 6.30, Sat 8.30 to 5.30, Sun 10 to 4.00 Tel: 01252 613698

#### Morrisons Pharmacy, Elvetham Heath

Mon to Fri 8.30 to 8.00, Sat 8.00 to 8.00, Sun 10.00 to 4.00 Tel: 01252 786050

## Missed appointments

In October we had 215 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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Injury assessment and treatment Sports Massage

Call us today! 07557 040319

Thank you to our younger patients who have given yet more ideas for names for the dolphins on our "underwater world of Alexandria". This month we like the names "Pluto and Leslie" as well as "Jester and Halo". Thank you for enjoying our mural and do keep the ideas for names coming in!



## Beware Beware: TRIP HAZARDS are everywhere

Our main reception and waiting room are busy areas of the practice. We've eliminated as many trip hazards as possible, but you still need to be careful and watch where you are walking! Please do not push past chairs or other visitors. Take your time to make sure you walk safely through the practice; thank you

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