



GP Team Update

New GP Partner:

We are delighted to welcome Dr Karuna Sharma, who joined Fleet Medical Centre in October as a GP Partner. Please join us in making her feel very welcome.

We also say goodbye to Dr Kay Oshiga, who leaves our GP team for a new practice at the end of November. We thank him for his efforts over the last couple of years and wish him luck for the future.



Thank you to our staff & patients for supporting the fund-raising collections and events here at Fleet Medical Centre that have taken place in recent months. "Paint Fleet Pink" in aid of cancer research raised £187; a great amount to support those fighting cancer and to fund research for new treatments. Jeans for Genes Day also raised £41.50. Over 30,000 children are born every year with a genetic disorder; that's 1 in 25, meaning someone in your local community needs help. Thank you for supporting both of these causes.

Pharmacy opening hours and contact details:

LloydsPharmacy

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

PLEASE SEE COMPANY WEBSITES OR NOTICES IN PHARMACIES FOR INFORMATION ON THEIR CHRISTMAS OPENING TIMES, THANK YOU

Missed appointments

In October there were over **200 missed appointments** which were not cancelled. This is nearly 10 per day. You could be the next person who could have had an appointment sooner if it had been made available by someone else cancelling it rather than failing to attend. Please help us avoid waste and help others to get the appointment they need.

KEEP IT OR CANCEL IT!!

FIRST HAND SPORTS THERAPY

Now available at Fleet Medical Centre: Injury assessment and treatment as well as Sports Massage



Call us today!

07557 040319

"Good Practice"

Fleet Medical Centre Winter Newsletter

Where your health is our business



Christmas and New Year opening times 2015

Friday 25th December: Closed
Monday 28th December: Closed
Friday 1st January: Closed

The practice will be open as usual on all other days as per the normal opening hours. We will be offering an increased number of evening appointments on Monday the 4th of January to support those who may need to see a GP before returning to work after the festive break.

When the practice is closed, please contact either 111 for medical advice or call 999 for an emergency service if required.

Seasonal vaccinations

Our Winter flu vaccines have arrived and clinics are well underway for adults in 'at risk' groups including: those in long stay residential homes, pregnant women, those aged 65 years and over, and those aged from 6 months to under 65 in clinical risk groups including chest problems, chronic heart disease, diabetes, chronic kidney disease, chronic liver disease or chronic neurological diseases or if you are a registered carer with the practice.

Regular clinics are held both during the week and on pre-booked Saturday mornings, which will take place over the Winter months.

BOOK YOUR APPOINTMENT TODAY or contact main reception for more information to see if you are eligible.

This year we are also offering flu vaccinations to **all children aged 2 to 4 years old** (but not 5 years or older) and have a dedicated clinic arranged for Saturday the 12th of December so please do book in now with main reception.



Shingles vaccinations

From September 1st 2015 the shingles vaccine is routinely available to people aged 70 and 78. You become eligible for the vaccine on the first day of September 2015 *after* you've turned 70 or 78 and remain so until the last day of August 2016. In addition, anyone who was eligible for immunisation in the first two years of the programme but has not yet been vaccinated against shingles remains eligible until their 80th birthday. This includes patients aged 71 and 72 on 1 September 2015 and those aged 79. You can have the shingles vaccination at any time of year, though many people will find it convenient to have it at the same time as their annual flu vaccination.

Pneumococcal vaccinations

A pneumococcal infection can affect anyone but some people are at higher risk of serious illness and are therefore eligible for an NHS pneumococcal vaccination. These patients include: babies, adults aged 65 or over and children and adults with certain long-term health conditions such as a serious heart or kidney problems. PLEASE book your vaccination appointment as soon as possible; thank you.

01252 613327
01252 619000

Winter 2015

Issue Number 19

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Useful websites:

- www.fleetmedicalcentre.co.uk
- www.nhs.net
- www.WHO.int
- www.gov.uk/commonwealth

Useful telephone numbers:

- Emergency Services - 999**
- Medical Advice - 111**
- Fleet Medical Centre - 01252 619000**
- FMC Lloyds Pharmacy - 01252 612613**

Welcome to our new computer system - EMIS Web

The GPs and practice team would like to welcome all of our patients to our new electronic patient records system known as "EMIS Web". It was a big decision to move to a new I.T. provider and the project has taken 6 months to plan and 4 weeks to fully integrate throughout the practice including staff training. We are now using the same technical system as 22 of our practice colleagues within the North East Hampshire and Farnham Clinical Commissioning Group and we hope that for years to come we will now be able to incorporate and share information as required or relevant.

How does the new system affect me as a patient?

Our patients now have increased access to online services via our all-new website at www.fleetmedicalcentre.co.uk



You can now manage your appointments online (booking, cancelling or amending), request repeat medication and access part of your medical record including immunisations, medication history and vaccinations. Of course all of these services are also still available via telephone or at the main reception desk.

We will also be offering an SMS text message reminder service of all pre-booked face-to-face appointments and we ask all of our patients to recheck that we have your current and correct mobile telephone numbers listed on our new system. We will also use both the text message service and emails to communicate with our patients directly about practice news and current information; again we ask that you check that we hold your current email address on file to ensure you receive the information we send out to you efficiently.

How do I ensure I am able to access all of this information via these new electronic services?

As the new system is completely independent from our previous system (it is totally new rather than a system "upgrade") we will need **ALL** patients to re-register for the new electronic services; we apologise for any inconvenience that this may cause but it will also enable us to update our records and complete the necessary administration to ensure access to information is secure within NHS guidelines.

Please complete a registration form which you can either source directly from our new website at www.fleetmedicalcentre.co.uk or we are providing paper copies at our main reception desk. You will need to complete a form for each person (children/family all need their own forms) and we can offer this service to ALL patients except those aged 11 to 16 years old. We exclude this age group due to data protection protocols for young people. It takes about a week to complete the application process once your forms are received so please do complete the forms soon so that we can get you set up on the new system as quickly as possible - thank you

Find us at: www.fleetmedicalcentre.co.uk

Patient Services available on our new computer system

Online Services: Access to Patient Record information

Being able to see part of your medical record online might help you to manage your medical conditions. It also means that you can even access it from anywhere in the world should you require medical treatment on holiday.

Once we receive your registration form, you will be given login details, so you will need to think of a password which is unique to you. This will ensure that only you are able to access your record. The practice has the right to remove online access to services for anyone that doesn't use them responsibly. It will be your responsibility to keep your login details and password safe and secure. If you know or suspect that your record has been accessed by someone that you have not agreed should see it, then you should change your password immediately. If you can't do this for some reason, we recommend that you contact the practice so that they can remove online access until you are able to reset your password. If you print out any information from your record, it is also your responsibility to keep this secure. If you are worried about keeping printed copies safe, we recommend not to make copies at all.

Before you apply for online access to your record, there are some things to consider which include: (Although the chances of any of these things happening are very small, upon registering you will be asked that you have read and understood the following before you are given login details)

Forgotten history: There may be something you have forgotten about in your record that you might find upsetting.

Abnormal results or bad news: If, in the future, your GP has given you access to test results or letters, you may see something that you find upsetting to you. This may occur before you have spoken to your doctor or whilst the surgery is closed and you cannot contact them.

Choosing to share your information with someone: It's up to you as to whether or not you share your information with others, perhaps family members or carers. It's your choice and is your responsibility to keep the information safe and secure.

Coercion: If you think you may be pressured into revealing details from your patient record to someone else against your will, it is best that you do not register for access at this time.

Misunderstood information: Your medical record is designed to be used by clinical professionals to ensure that you receive the best possible care. Some of the information within your medical record may be highly technical, written by specialists and not easily understood. If you require further clarification, please contact the surgery for a clearer explanation.

Information about someone else: If you spot something in the record that is not about you or notice any other errors, please log out of the system immediately and contact the practice as soon as possible.

More information: For more information about keeping your healthcare records safe and secure, you will find a helpful leaflet produced by the NHS in conjunction with the British Computer Society. This is all about keeping your online health and social care records safe and secure:

<http://www.nhs.uk/NHSEngland/thenhs/records/healthrecords/Documents/PatientGuidanceBooklet.pdf>

Find us at: www.fleetmedicalcentre.co.uk