

“Good Practice”

Fleet Medical Centre Spring Newsletter

- Where your health is our business.



Fleet Medical Centre Practice Opening Hours During the Easter and May Bank Holidays

Friday 25th March - **CLOSED**

Monday 28th March - **CLOSED**

Monday 2nd May - **CLOSED**

Monday 30th May - **CLOSED**

When the surgery is closed call **111** for medical advice or dial **999** for an emergency ambulance service. Lloyds Pharmacy at Fleet Medical Centre will also be closed on the dates above but will be open as normal on Saturday 26th March and all Saturdays throughout May.

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 - thank you

Meningitis B Vaccine

The Department of Health have issued the following statement: “Meningitis B immunisation was introduced from 1 September for those babies who are due to receive their primary immunisations starting at 2 months of age on, or after, 1st September 2015 (i.e. those born on or after 1st July 2015), with a one-off catch-up programme for those infants born from 1st May to 30th June 2015”.

“Children who are now aged up to 9 months should have been offered the vaccine”.

“We realise that parents are very likely to approach practices requesting private administration of the Meningitis B vaccine. There is currently a shortage of the vaccine and, although this does not affect supply to the national programme, it may affect private supplies”.

Fleet Medical Centre will **NOT** be offering the Meningitis B Vaccination privately.

More information about Meningitis B can be found online: <http://www.nhs.uk/conditions>.

Travel Vaccinations

Travel clinics are held regularly by our nursing team to provide vaccinations for foreign travel. We offer appointments 4 weeks in advance but we ask that you please ensure you arrange your vaccination appointment at **least 8 weeks** prior to your **departure** as some vaccinations must be given a number of weeks before you travel to be effective and meet demands of visas. Thank you.



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Inside this Issue:

Easter & May Bank Holiday - Opening Hours	1
Meningitis B and Travel Vaccinations	1
Patient Services	2
Pharmacy Opening Hour & Missed Appointments	2
Electronic Prescription Services (EPS)	3
Important Notice: Repeat Prescriptions	3
Practice Update and Patient Participation Group	4

Patient Surveys

There are currently several active patient surveys open either via our website or via the main reception desk. Please help us ensure our services to you remain of high quality by giving us some feedback.

Thank you.

Patient Services

Patient Online Access Services

Did you know that you can book appointments, request repeat medication and access your medical records online? The change of supplier of our clinical system in November has brought about new and improved online services for our patients.



SMS Text Message Reminders

Alongside our new clinical system we are pleased to now be offering the ability to send appointment reminder text messages to our patients for face to face appointments. A confirmation message will be sent to your mobile phone upon booking your appointment and you will receive an appointment reminder message a day before you are due to be seen. The service can also be used to communicate with patients regarding health campaigns, appointment cancellations or practice information. In order to reduce the number of missed appointments we have opted all patients, with a mobile number on our system, into the service. To opt out, please speak to a member of staff who will be able to make note of your preference.

Access Your Medical Records Online

Should you wish to, you are now able to access your medical records online. This can either be a partial view of your records (allergies, medication and immunisations) or a more detailed view, subject to approval from your GP. Please be aware that photo ID will be required for all patients wishing to access their medical records, in any form, when registering.

How to Register

To register for Patient Online Access services please collect an application form from the reception desk or download the form from our website. Return your completed application to the reception desk, with a photo ID (if required), and a token will be generated for you to **collect after one week**. Please be aware that tokens generated for patients wishing to access a detailed view of their medical record may take more than one week to generate due to the requirement for your GP to authorise access.

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

Morrison's 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 January we had 114 missed appointments which were not cancelled. 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!!

Find us at: www.fleetmedicalcentre.co.uk

Electronic Prescriptions Services (EPS)

Electronic Prescriptions Services (EPS) enables the surgery to send prescriptions electronically to a pharmacy of your choice. Benefits of the service include:



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 pharmacy 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.**

If the prescription needs to be cancelled the GP can **electronically cancel and issue a new prescription** without you having to return to the practice – **saving you extra trips!**

You may not have to wait as long at the pharmacy as your repeat prescriptions can be made ready before you arrive.

To sign up to the service, **speaking with your pharmacist** who will be able to nominate you.

Reminder from the Prescribing Team:

Please be patient when requesting repeat prescriptions. We ask a minimum of two complete working days is allowed, but it can take longer at busy times. We recommend that you order two to three weeks in advance of running out of your medication.



FIRST HAND SPORTS THERAPY

Now available at Fleet Medical Centre:
Injury assessment and treatment and
Sports Massage.
Call us today! 07557 040319

IMPORTANT NOTICE: URGENT PRESCRIPTIONS

Due to ever increasing pressure on our Reception and GP teams we will no longer be able to offer an emergency prescription service as of April 4th 2016. Patients are reminded to be responsible for their medication and order in plenty of time. Information regarding our prescription services can be found around the reception area and on our website.

Please help us to help you.

Carers Clinic

Every third Wednesday of the month.

Are you a carer seeking a listening ear?
Do you need Information and advice
about your caring role?



If so, you can see a carer support worker here in the surgery, please call: 01264 835246 / 835205 to book a free, no obligation, appointment.

Find us at: www.fleetmedicalcentre.co.uk

Practice Update

The new year saw the arrival of four new members of staff to our reception team, including a new Reception Supervisor. We would like to thank all of our patients for the warm welcome for these new members of the team and for the kind words already received.

Our new Reception Supervisor, Sally, supports the Reception Manager, Debbie, with front-of-house management as well as staffing tasks and GP support.

Did you know these facts about Fleet Medical Centre?:

- We scan over 200 documents per day to patient records.
- We often complete 300 repeat prescriptions per day.
- We can receive over 1200 phone calls per day.
- We offer up to 600 face to face GP/Nurse appointments per day.
- We have up to 1000 visitors each day to main reception.



Get your shingles and pneumococcal vaccinations booked in now!

Pneumococcal is available to everyone aged over 65 years old and shingles for those within the age ranges of 70 to 72 and 78 to 79 from September 1st 2015. The Shingles Vaccine is not available for those aged 73 to 77. Both can be highly unpleasant illnesses so please call to check your eligibility and get vaccinated **now!**

Patient Participation Group & Patient Comments Feedback

Further to the patient survey conducted at the end of last year, we can report that NHS England has rejected our initial application for increased clinical space and more car parking. Although frustrating, our car park is already of a generous size and it is unlikely to receive NHS permission for any further extension in the short term.

The local Clinical Commissioning Group currently feel that the Fleet locality requires review regarding provisions for general practice, and we are awaiting a report with further details about both the short and long term plans for GP facilities and services in the Hart area.

In light of this, we remain undeterred and further work will now continue with a review of a second application in due course. We are currently working with the building owners and NHS England to reinstate a second plan for further consideration.



If you would like to have your voice heard to help us to improve our service to you, you may wish to join our Patient Participation Group. Join our meetings, usually held at lunchtimes, represent your local community and get involved with your practice. We are currently seeking patients of all ages so please collect a form from reception, download a copy of the form from our website or complete a registration online today!. We look forward to meeting you, thank you.

Find us at: www.fleetmedicalcentre.co.uk