

“Good Practice”

Fleet Medical Centre Summer Newsletter
- Where your health is our business.



Fleet Medical Centre Closure for the Summer Bank Holiday

The surgery will be closed for the Summer Bank Holiday on Monday 29th August. 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 date above but will be open as normal on Saturday 27th August.

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.

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01252 619000

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Online Services - Register Today for Extra Convenience!



Since the migration of our clinical system last year, over 2200 patients have registered to use our new online services. As a practice we have seen a significant reduction in the amount of administrative time required to process an online prescription. As a result we are now able to issue your medication in a more timely manner and have greater confidence in a more robust and reliable system. We would like to thank all of our patients for bearing with us during the transitional phase.

Registering for online services enables you to access to the service 24 hours a day, anywhere that you have internet access. From here you can manage your own appointments (book and cancel), order repeat medications and even see parts of your medical record including your vaccination history and allergies. If you haven't already done so, we recommend you register **NOW** to experience the convenience for yourself!

How to Register:

We have a new, streamlined, four step process to register for online services:

1. Head to our website at www.fleetmedicalcentre.co.uk and click on the link entitled “Online Service Registration”, found under “Clinics & Services”, to download a form. Note: *Copies of the form are also available at reception, should you wish to register while at the practice.*
2. Bring your completed form to main reception. If you are wishing to access parts of your medical record, you will need to bring a photo ID (Passport or Driving Licence) when submitting your registration.
3. An email will be sent (within 48 hours of receipt of completed forms) containing your PIN code enabling access to the online services.
4. Return to our website, select “Online Services” and follow the instructions to complete your registration.

Patient Preferences

To make you feel more comfortable, if you would like to speak with an administrator or clinician of the same gender please ask when contacting us. Thank you.

Find us at: www.fleetmedicalcentre.co.uk

Avoiding the Winter Blues

The longest day has been and gone & whilst we eagerly await the better weather, the team at FMC are already planning ahead to the winter and the inevitable strain winter illnesses place upon the service we can offer.

Whilst promises of increased funding for Primary Care have been made by the government, in reality it takes a very long time for this to filter through to practices. Over recent years, we have been fortunate to receive extra funding to provide more GP appointments over the winter months. Typically, this funding runs from November to April and results in an extra 100 appointments per week.

This year, there are no promises of extra funding and it is likely that we will have to cope with the extra winter pressures with our current compliment of staff. Appointments will be in high demand so please be patient with us and be aware that appointments are given out based on clinical need rather than "want".



The Kings Fund Report published earlier this year, showed that demand for GP appointments has increased by 13% for face to face consultations and by a massive 63% for telephone appointments. This is coupled with recruitment of GP's and nurses being at an all-time low nationally. However, at FMC we are very fortunate to have a full compliment of GP's and nurses and as you will appreciate, we are all working very hard to provide you with the best service we possibly can. We apologise when this service falls short of your expectations but as you can see, the service is under great pressure.

With this in mind, we would like to provide the following advice:

You may be able to self-manage your condition e.g. minor illnesses/viral infections. The following resources will help you do this:

- Your Pharmacist can offer a wealth of experience and information
- Websites are available including:
 - NHS Direct at www.nhs.uk, the "Conditions and Treatments" website
 - For ideas and support, please try www.Patient.co.uk
 - Lots of information and advice is available on our own website at www.fleetmedicalcentre.co.uk
- If you have a chronic disease (Diabetes/heart disease/asthma/COPD), please attend your annual review when you receive your invitation.
- Attend for a Flu vaccination if you are over 65 or in a high risk group. Clinics commence in October.
- Have the pneumococcal & shingles vaccine if you are eligible.
- Ensure your children are up to date with their immunisations.
- Eat well, keep hydrated and keep warm.

Thank you for your support and please use these resources as they help us, to help you.

- The GP Partners and Nursing Team

2016 Annual Patient Survey Results From MORI Poll Have Been Released

Thank you to our patients for their support with the latest MORI patient survey. Over 2,500 patients responded from across the CCG area, representing 24 practices. Fleet Medical Centre was the **best performer** of Nurse appointment satisfaction with 100% positive feedback, and the GP team received 99%. Access to, and convenience of appointments and our opening times also scored highly against both our local peers and the national average. We have some areas to work on such as your experience when making an appointment and we are working on this currently. Thank you once again to our patients for your support.

Find us at: www.fleetmedicalcentre.co.uk

Introducing the Urgent Care Team

From September we are introducing a new model of care at Fleet Medical Centre.

We are delighted to welcome Ben Francis who joins us from North Hampshire Hospital where he has worked as an Emergency Medicine Practitioner. Ben is a highly qualified paramedic who now specialises in primary care medicine and will join Hilary Broom, our highly knowledgeable and empathic Nurse Practitioner, to run our "Unscheduled Care and Triage service". Together, they will work alongside the Duty Doctor managing all enquiries for "on the day" appointments and advice.



The anticipated benefit of this new model of working, is that your GP's will have more time to see their own patients with ongoing or chronic health problems. The receptionists will continue to ask some brief questions when you call for an appointment in order to signpost you to the correct health professional. All of our receptionists have been trained in how to safely assist you when you call for an appointment.

The support we receive from our patients is always appreciated and we hope that this information will help you understand how we are trying to provide you with the best health care possible within the constraints of resources placed upon us.

- The GP Partners and Nursing Team

What Does "On-the-Day" Appointment Mean?

Fleet Medical Centre is **not** an emergency service and offers pre-bookable services **only**. We do, however, offer an On-the-Day service, provided by our Urgent Care Team. This service is for patients with acute medical problems who feel they need to be seen on the same day. In the case of emergency appointments, Emergency Services are offered in the local hospital.

Please be aware that, when booking an On-the-Day appointment, our reception team will ask for a **brief summary of your symptoms** in order to help guide you to the best source of help and you may be offered a telephone triage call with the Urgent Care Team. This enables the clinical staff to quickly identify how best to respond to your needs in both a medical and timely manner.

On-the-Day appointments are offered in specific times slots **in order of availability** and can not be booked in advance. We advise that you are available within 30 minutes when booking on the day as you may be offered an appointment within this time frame.

The Role of the 'Duty Doctor'.

Each day, one of our GPs takes it in turn to be Duty Doctor. This means they have limited pre-bookable appointments that day and, instead, they will oversee the Urgent Care Team and support with on-the-day appointment requirements.

IMPORTANT NOTICE: URGENT PRESCRIPTIONS

Due to ever increasing pressure on our Reception and GP teams we no longer offer an emergency prescription service as of April 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.



Find us at: www.fleetmedicalcentre.co.uk

General Information

Missed appointments

In June there were **130 missed appointments**. This means the patient did not turn up for an appointment and failed to contact the surgery, in advance, to cancel or reschedule the appointment. The impact of this is:

- Increase in waiting times for appointments.
- Frustration for staff and patients.
- Waste of NHS resources.

Did you know our new SMS Text Message Reminder system allows you to cancel your appointment via Text Message and that all appointments, regardless of how they were booked, can be cancelled via our Online Services? Please contact us by telephone, text or online to cancellation your appointment, even on one days notice. Thank you.

POLITE REMINDER!! PLEASE DO NOT REQUEST HOME VISITS UNLESS YOU ARE ABSOLUTELY UNABLE TO ATTEND THE SURGERY. Inappropriate requests for home visits mean the GP is unable to see patients whilst away from the surgery and this adds unfair and unnecessary pressure to our system of care - Thank you.

Non-NHS Services

Our GP's offer a number of Non-NHS services such as Fitness for Sport, Travel, Holiday Cancellation, Medical Examinations, GP letters, forms for completion and documents requiring a doctor's signature. All of the services which are provided outside of the NHS GP Contract incur fees which are often met by you or your insurance provider.

We would like to remind all patients that notification and payment is required in advance of delivery of the service. We ask that you allow adequate time for the GP to complete the work. You will be notified when your document is completed and ready for collection if the fee has been paid. A list of our fees is available at main reception or on our website.

We thank you for your cooperation.

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.



FIRST HAND SPORTS THERAPY

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

Call us today! **07557 040319**

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

Find us at: www.fleetmedicalcentre.co.uk