



## “Good Practice”

Fleet Medical Centre Newsletter, June 2017

- Where your health is our business



### NEW: e-Consult at Fleet Medical Centre



E-Consult is an online triage and consultation service that offers our patients a further method for accessing medical advice and care. It is flexible and enables you to interact at a time that suits you. E-Consult enables you to request advice from your GP online without having to telephone the surgery or book an appointment with your GP. It is already successfully used by surgeries in other parts of England.

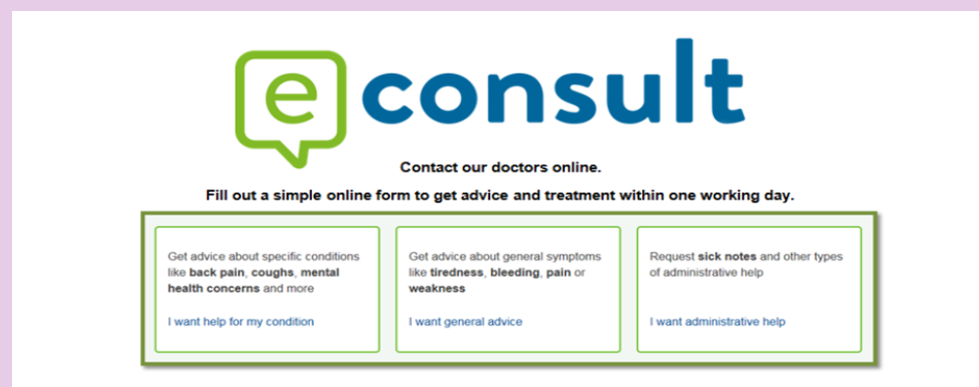
You can access e-Consult via our website at [www.fleetmedicalcentre.co.uk](http://www.fleetmedicalcentre.co.uk). This service will operate 24 hours per day, seven days a week following its introduction. If directed to a GP, you will receive a response within 48 working hours.

You will have access to reliable and trustworthy self-help content and other local healthcare services that may help you to avoid an appointment altogether.

Many of our patients already use this service and we are pleased to announce another feature of this service which allows you to get ‘administrative help’. This allows you to send in information or make requests that you would otherwise have needed to ring or come into the surgery for. For example:

- You can submit blood pressure readings via eConsult
- Ask the doctor about a prescription query
- Request an extension on a medical certificate
- Update the doctor on how you are getting on with a new medication

With this new feature is the ability for the GP to email you back directly.



TELEPHONE: 01252 613327 or 619000

August 2018

## NEWSFLASH: Flu Season

Flu season is approaching fast. There are some changes this year that we wish to inform our patients about. Following advice from Public Health England (PHE), General Practice has been informed we must use Adjuvanted trivalent flu vaccine (aTIV) for those aged 65 years and over in the coming flu season. This decision was made on the basis of strong clinical evidence that this is the most effective vaccine for this group of vulnerable patients. All eligible patients aged under 65 years of age will be given the Quadrivalent vaccine as used in previous years. Again, this vaccine has been identified as the most effective type for younger patients.

NHS England and the Department of Health and Social Care have been communicating closely with the manufacturer of the vaccines to ensure adequate doses are available to meet the needs of the UK population, and to achieve equitable supply for the flu vaccination programme. Should supply become a problem, alternative plans are in place to ensure vaccines are available where possible.

To manage both Quadrivalent and aTIV vaccine supply across the UK, there are planned deliveries to UK GP practices in three phases between September and November this year. The flu season often starts around December, though we know it can start earlier in some years and **it is important to vaccinate promptly but also not too early.**

As there are two different vaccines this year, we are intending to vaccinate our patients in groups to ensure safety and efficiency. Our Saturday clinics will be larger than ever running on Saturday 6th October, Saturday 20th October and Saturday 27th October. We will also have clinics available in the week and on Tuesday evenings.

PLEASE also be reminded that flu vaccinations are an important part of general practice income. For every vaccination that our patients receive at other settings including supermarkets, stations and pharmacies (even at our onsite pharmacy!), the NHS loses vital income which supports our clinical resources throughout the year. We have enough vaccines to ensure everyone who is eligible can receive one and we have an aim to vaccinate everyone in time for Christmas. **Please support us by having your vaccination provided by one of our medical staff here on site at the practice.**

