PATIENT NEWSLETTER PATIENT NEWSLETTER PATIENT NEWSLETTER PATIENT NEWSLETTER PATIENT NEWSLETTER

ARIEL HEALTHCARE

NEWSLETTER

Issue 003 February 2025

Practice closures

The practice sites are closed every **Wednesday** between the times of 12.30 - 2.30pm. This enables the clinical and admin team to attend vital training and updates. Without this protected time to learn, clinical staff would not have the opportunity to attend vital updates as part of their training.

Our next half day closure will be **Wednesday 2nd April**, between the times of **12.30pm - 6.30pm.**

For more information on our closures, please visit our website.

Tech Help

Did you know that we can help you to access your NHS services?

Do you, or someone you know, need help with downloading and using the NHS app?

You can use the app to

- Order repeat medications
- Manage appointments
- See test results
- Find out the status of your referrals
- Keep track of documents relating to your care.

Visit Chard Library on Fridays between 10am -11am.

Library staff/volunteers are only able to set up the app to access services - they are unable to give health or medical advice and/or view any of your personal information.

PharmacyFirst

This service allows you to be seen more quickly via your local pharmacist for minor conditions – you don't always need to see a GP.

•Impetigo (aged 1 year and over)
•Infected insect bites (aged 1 year and over)
•Earache (aged 1 to 17 years)
•Sore throat (aged 5 years and over)
•Sinusitis (aged 12 years and over)
•Urinary Tract Infections (UTIs) (women aged 16 to 64 years)
•Shingles (aged 18 years and over)

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Seasonal Vaccinations

Flu Vaccinations
So far just over 5,000 eligible patients have been vaccinated against the flu.

The practice continue to offer those eligible, with a flu vaccination. The clinician (Nurse or HCA) will also offer this if you have an upcoming appointment. You can also call the practice to book an appointment.

The seasonal influenza vaccination programme runs until 31st March 2025.

Its likely that the practice will hold their main flu vaccination clinics at Chard Young Peoples Centre again for 2025/2026.

RSV Vaccinations
The RSV vaccine helps protect against respiratory syncytial virus (RSV), a common virus that can make babies and older adults seriously ill. It's recommended during pregnancy and for adults aged 75 to 79.

We are also offering the vaccination to those turning 80 after September 2024.

If you would like the RSV vaccination, then please speak to a member of the team who will be happy to book you an appointment.

COVID Vaccinations
The winter COVID vaccinations have now come to and end. Bookings will reopen via 119 or online during the spring.

NHS Friends & Family Test (FFT)

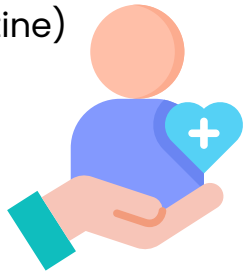
The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether patients are happy with the service provided, or where improvements are needed. It's a quick and anonymous way to give your views after receiving NHS care or treatment.

Patients receive a text message after their appointment inviting them to complete the test. We encourage patients to complete this as it allows us to monitor the services we provide.

Out of 1,973 responses, 1,796 patients rated us as "Very Good" or "Good"

Recommended (%)
91

Avg through Dec 24, Jan 25

How we did in 2024

- 297.954 Repeat medication items issued
- 3,381 Appointments not attended (estimated cost of £101,966)
- 27,731 Urgent, on the day appointments
- 6,522 online consultations submitted
- 72.7% patients seen within 2 weeks of appointment booking (routine)
- 62,204 Incoming appointment calls
- 20,666 Incoming prescription calls
- 36,368 Call backs made
- Average waiting time – 19 minutes