PATIENT NEWSLETTER PATIENT NEWSLETTER PATIENT NEWSLETTER PATIENT NEWSLETTER

ARIEL HEALTHCARE NEWSLETTER

Issue 002 December 2024

Festive Season & New Year Opening Times

As the festive period approaches, we would like to make you aware of our upcoming closures. During these closures 111 are available online and by phone should you need assistance. In a life-threatening emergency please call 999.

- **Wednesday 25th December**
- **Thursday 26th December**
- **Wednesday 1st January**

Don't forget to check local pharmacy times should you need to collect medication.

Our move to Summerfields Road

As mentioned in our previous newsletter - we will soon be temporarily moving from our Fore Street site to the Summerfields Road site (former Springmead Surgery) to allow remedial work to be completed. There are several improvements that need to be made to the Summerfields Road site before this can happen.

Some of these include;

- Replacing the carpet in the waiting room, including some of the corridors.
- Upgrading the waiting room seating.
- Removing all of the wallpaper to ensure compliance with infection control guidelines.
- Installing a secure internet connection to the Health & Social Care Network (HSCN)

Please be assured that we will notify all patients once work is complete, and when we have a 'move in' date. For the time being please visit both of our sites as usual.

Who are Ariel Healthcare? - A recap of our story

There are still lots of different questions on who Ariel Healthcare are, so we thought it would be a good idea to provide you with a little story, which should also put some rumours aside.

Having long enjoyed an excellent working relationship, Essex House Medical Centre and Tawstock Medical Centre merged practices in October 2022. Over the past few years there have been increased pressures placed upon General Practice. Chard is growing - the increasing elderly population, the growth in long term illnesses like diabetes and asthma and the need to move more work from hospitals into the community means that General Practice needed to work in different ways to absorb this increased workload. The practices felt that the best way to continue to offer our patients an innovative, sustainable, quality service into the future, was to join forces.

The new practice name was chosen by the staff - we are not an american company, or were not 'bought out', which some of the rumours have suggested.

The name Ariel derives from the Victorian aeronautical pioneer John Stringfellow*. He first demonstrated that engine-powered flight was possible through his work on the **Aerial** Steam Carriage, which was also known as **Ariel**. As most will know, Chard is the birthplace of powered flight.

You'll also see that part of our logo features an image of John Stringfellow's flying machine.

*William Samuel Henson, John Stringfellow, Fredrick Marriott, and D.E Colombine, incorporated as the Aerial Transit Company.

Please turn over >>

CONTINUED...

Seasonal Vaccinations

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

We held our main vaccination clinics at Chard Young People's Centre throughout the month of October. Thank you to all those who attended - we received some great feedback.

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.

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.

The practice ran a one off clinic for those with COPD and Asthma, and depending on interest, we may run another in the new year. Speak to a member of the team who will be happy to book you an appointment at the practice in the meantime.

COVID Vaccinations
The practice is not providing COVID vaccinations this year, and this is unlikely to change for the foreseeable future. If you'd like a vaccination, then you can either call 119 or book your appointment online.

Somerset Foundation Trust will be contacting those who are housebound, to offer the vaccination.

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 2,857 responses, 2,588 patients rated us as "Very Good" or "Good"

Recommended (%)
90

Avg through Sept, Oct, November

KLINIK and our appointment system

KLINIK

Our online consultation platform, KLINIK, was launched in September of this year. It's proven to be a great success for our patients as well as the team here. Since the launch, we have received **10,237** submissions.

KLINIK allows you to contact the practice online through our website. Enquiries are rapidly directed to each of our teams to action. When patients have a health problem, they can answer key questions and enter textual information about their concerns, which is then reviewed by a clinician in our triage team. This information is used to determine the best kind of treatment for the patient. The platform is open from 7am - 5pm, Monday to Friday (excl bank holidays), and can be accessed via our website at www.arielhealthcare.nhs.uk. We will always aim to get back to you the same working day with the offer of an appointment or advice.

In November - We were able to offer 81.8% of our patients an appointment within 2 weeks of them contacting us.

Wishing you a healthy, happy, and safe holiday season from all of us at Ariel Healthcare