



fittleworth

FOURTH ISSUE 2020

reach out



A hello from Andy

**You are not alone.
We're with you every
step of the way!**

During these uncertain times we want to reassure you that we are prepared and able to continue to supply your products.

On the other side of this page you'll find some information about what's happening here at Fittleworth.

You are at the heart of everything we do. Ensuring we can serve you is our guiding principle as we manage through this time.

Andy

**We are a
Key Industry
Service**
Open and ready
to deliver



During these uncertain times we want to take this moment to reach out and let you know a little about what's happening here at Fittleworth.

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We can appreciate that in the current circumstances, there are concerns about getting your order and we wanted to give you assurance that we currently have no issues with our stock from manufacturers.

Fittleworth has a dedicated team in place overseeing the monitoring and management for the impacts of COVID-19.

While the situation is continuing to evolve, Fittleworth has been preparing for this period of uncertainty and our team is monitoring the situation daily.

Here are a few things you should know right now:

Fittleworth stands ready to fill your order today.

We have significant layers of contingency in place to ensure business continuity and the delivery of your order;

1. We have 38 locations across the UK as well as a central warehouse that provide back up to your current dispensing location.

Fittleworth has more dispensing locations than any other specialist supplier of your products.

2. All of our locations have been isolated from visitors to protect our staff.
3. Additional hygiene standards have been implemented at Fittleworth sites.
4. We are protecting our staff with strict isolation processes for suspected contact with COVID-19.
5. We are continuing to pay our staff who are self-isolating or have childcare obligations due to COVID-19.
6. We have staff reallocated as back up for potential staff shortages in critical roles.

Is your script an EPS?*

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Ask us next time you order whether you have nominated your prescription for EPS, it will make it easier to process your order.
(*Electronic Prescription Service, England only)

Firstly,
and most importantly...

7. Our teams have been transitioned to remote working from home, including a portion of customer service. This means we can continue to receive your phone calls even if self-isolation is required.
8. We are constantly in contact with the manufacturers confirming stock security.

We are able to dispense your order and we currently do not foresee any areas where supply of your product is at risk.

Talking to us

The new normal

We appreciate that the uncertainty of this situation can cause clients concern. We have experienced an unprecedented volume of phone calls to our customer service team over the past few months.



Although average call response times have returned to pre-COVID 19 levels we can still encounter high call volumes, especially before and after long bank holiday weekends. As we talk to each client, we ask you to bear with us as we get to your call. The time it takes us to answer your call today may be longer than usual. Please have patience with us as we get to everyone.

At the time of printing average waiting times are under a minute, but this may vary depending on the time of day.

We are also experiencing the same challenge in contacting your GP surgeries for your prescriptions. This is understandable as they adapt. It is not an issue and we are calmly managing every individual's needs and requirements.

Stock availability

We have a secure stock of hand sanitiser, dry and wet wipes.

We appreciate the desire to stock up on these items at this time, but there is no need to order above your normal amounts. This allows us to ensure everyone has the stock they need.

Please be safe, be kind to yourself and each other.

Here at Fittleworth we are passionate about supporting you.

We believe this will be our finest moment as we strive to serve you during a difficult time.





in good company

Reconnecting with people

Here at Fittleworth we want you to know that you're not alone, particularly at this time when we're all continuing to physically distance from one another.

We talk to over 2,000 clients every day and understand how challenging it can be to manage a long-term medical condition.

Earlier in the year we launched a series of podcasts which are all about overcoming loneliness.



Our new podcast series is all about overcoming loneliness

These open, honest and informal conversations are hosted by BAFTA award-winning broadcaster, vocal coach and Crohn's & Colitis UK ambassador, Carrie Grant.

For this new series, we join forces with older people's charity, Independent Age, to address the common issue of isolation, and how to overcome it by reconnecting with people.



Each episode will feature an Independent Age representative who will answer questions and offer advice to listeners.

Our support materials include

Reconnecting with People Guide



In Good Company podcast



Independent Age Loneliness Guide

Download our support materials, and listen to the podcast now, at:

www.fittleworth.com/ingoodcompany

We welcome feedback

We are committed to providing the highest nursing care and home delivery service. If you wish to make a complaint or send in a compliment regarding the nursing care or service we would welcome the feedback. This helps us to continually improve the quality of the service we offer. Any complaints or comments will be treated sensitively and impartially.

Please contact us on 0800 378 846 (Scotland: 0800 783 7148) or if you prefer you can email us on caring@fittleworth.com. Our Clinical Governance Team will support you while the circumstances of your complaint are investigated. Our internal complaints and clinical incident policy follows NHS and CQC guidelines.

An initial acknowledgement of your complaint will be received within 2 working days, and a written response following a thorough investigation will be sent within 10 working days via email or post.

If you are not happy with the outcome of a complaint, you have the right to refer the matter to the following:

- **PALS (Patient Advisory Liaison Service)**
www.nhs.uk
- **Parliamentary and Health Service Ombudsman (PHSO)**
www.ombudsman.org.uk
- **Care Quality Commission**
Tel: 03000 61 61 61
email: enquiries@cqc.org.uk

Doing your bit

In line with advice from the NHS and associations we are encouraging clients **NOT** to increase their orders

This puts an unnecessary strain on the supply chain and the NHS budgets, which pay for your prescription.

We aim to protect you and the NHS. We will never want to let you down when it comes to fulfilling your order.

Can we help?

Please let us know if there is anything we can do to support you. If there is something urgent, here's how you can get hold of us:

**Contact us now
on FREEPHONE**

UK: **0800 378 846**

Scotland: **0800 783 7148**

Lines open Mon to Sat

Freepost FITTLEWORTH

caring@fittleworth.com

www.fittleworth.com



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