



fittleworth

FIRST ISSUE 2021

reach out

Happy New Year!

Dear Fittleworth customers,

I hope this message finds you safe and well rested as we emerge from Christmas 2020 and the New Year.

While we have experienced so much uncertainty last year, I am pleased to say that our business is stronger than ever.

With so much more news hitting the headlines and many daily changes since my last message, I wanted to reinforce that we are standing ready to take your orders in 2021.

From as early as January 2020 we have had plans in place for the UK's departure from the EU which included all possible eventualities. As a result, stock holding for products across the board is in a good position.

Fittleworth continues to prove its resilience as our team works tirelessly to ensure you get your orders.

I am confident in our ability to manage this transition and will continue to keep in contact with you throughout the year. If you do have any questions or concerns please get in touch with our team.

My best wishes to you and your family. Here's to a happy and healthy 2021!

Please stay safe.

Kind regards,

Andy





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 have a full stock

Our stock levels remain high and our supply chains are solid, ensuring you will always have products available. This means there is absolutely no need to order more supplies than you would normally.



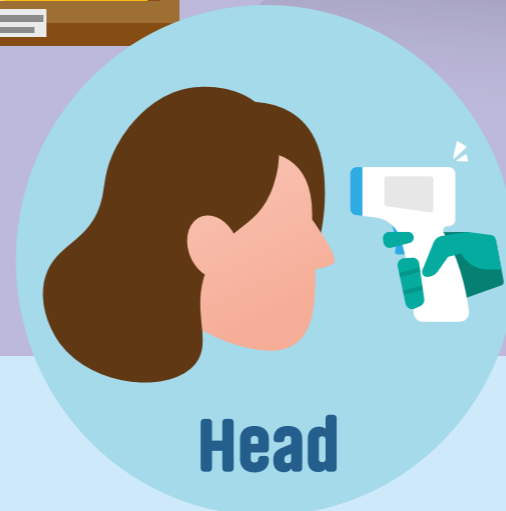
We've taken measures in all our centres to make sure our colleagues have clear space around them.

More than 2m



Face

All Fittleworth delivery personnel wear face coverings when bringing you your order



Head

We are continuing to monitor the health of all our staff



Hands

All our staff abide by strict hygiene practices



Gel

We use medical grade antibacterial gels throughout our organisation

We have secure supplies, so you don't need to increase your order

Please consider others when you order and only ask for what you need.



fittleworth

Ensuring your products are delivered safely, always

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.

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

Share your thoughts

We always want to ensure we're bringing you useful and interesting information. If you have any feedback on our latest newsletter that you'd like to share or thoughts for what you'd like to see included in the next, let us know at marketing@fittleworth.com.

