**Phoenix Family Care Patient Newsletter**

**September 2018**

**APPOINTMENTS**

In recent weeks we have received number of **abusive phone calls**. Could we please ask all patients to be considerate to our staff as they are doing their upmost to accommodate everybody’s needs. We have **ZERO** tolerance and continuous abusive behaviour can result in being struck off the patient list.

Unfortunately all clinicians occasionally run a little bit late. This may be for number of reasons but mostly due to spending time with **urgent clinical issues**. Please be respectful to our staff as it is not fault of our reception staff.

Also please note that most of our appointments are offered with Advance Clinical Practitioner. Any issues that are outside their scope of practice can be assessed on the day by the doctor on call.

**DNA**

***In last month we have had 90 appointments that were wasted due to people not turning up. Out of the 90 appointments 8 were multiple DNA in one month. This equates to nearly 5 appointments a day being wasted.***

We have politely asked our patients on number of occasions to cancel if they are unable to attend. There are number of way to cancel your appointment including just having your mobile number set up as a appointment reminder. If you are unable or do not require the appointment all you need to do is to text us CANCEL and the system will do all the work on your behalf. Alternatively give us a call.

We have absolutely no tolerance to DNA to appointments that were booked on the day. We understand that everyone can occasionally forget but booking appointment on the day and then not attending is highly **inconsiderate to the clinician’s time and other patients**.

**FLU**

We are now open to booking flu appointments. You can call the reception and book your appointment or ask your clinician to administer the vaccination during your routine appointment.

Please note there is slight change to the vaccination.

**If you are 65 or over** – we can administer the vaccination already as we have appropriate vaccination available and ready for use.

**If you are under 65** – please note that we have appropriate vaccination clinics running from 24th September 2018.

**MACMILLAN COFFEE MORNING**

**26 September 2018 11.00 – 14.00**

**At Phoenix Family Care**

Please come and join us for coffee & cake for such a good cause

****

**Practice website: www.phoenixfamilycare.nhs.uk**

**PNEUMOCOCCAL VACCINATION – by appointment with Karen Sabin (Assistant Practioner)**

The pneumococcal vaccine protects against serious and potentially fatal pneumococcal infections. It's also known as the "pneumo jab" or pneumonia vaccine.

[Pneumococcal infections](https://www.nhs.uk/conditions/Pneumococcal-infections/Pages/Introduction.aspx) are caused by the bacterium Streptococcus pneumoniae and can lead to [pneumonia](https://www.nhs.uk/conditions/Pneumonia/Pages/Introduction.aspx), septicaemia (a kind of [blood poisoning](https://www.nhs.uk/conditions/Blood-poisoning/Pages/Introduction.aspx)) and [meningitis](https://www.nhs.uk/conditions/Meningitis/Pages/Introduction.aspx). At their worst, they can cause permanent brain damage, or even kill.

**SHINGLES VACCINATION – by appointment with Karen Walker (Practice Nurse)**

A vaccine to prevent shingles, a common, painful skin disease is available on the NHS to certain people in their 70s.

The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

The shingles vaccine is expected to reduce your risk of getting shingles. If you are unlucky enough to go on to have the disease, your symptoms may be milder and the illness shorter.

[Shingles](https://www.nhs.uk/conditions/Shingles/Pages/Introduction.aspx) can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. And shingles is fatal for around 1 in 1,000 over-70s who develop it.

It's fine to have the shingles vaccine if you've already had shingles. The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

**APPOINTMENTS**

To book an appointment you can:

* Phone on the day
* Pre-book - there are now number of appointments available to be prebooked on the day
* Book appointment on-line – requires registration

**TEXT MESSAGING**

Could all our patients please inform us of their mobile number. There are number of reasons:

* Appointment booking confirmation
* Reminder of appointments (prevents DNA)
* We can remind you of any vaccinations or treatments that you are due
* We can contact you much easier

**EXTENDED HOURS**

From June 2018 the practice will be offering extended hours appointments. These will be from 07.10 with Helen and Karen S on Tuesdays and Debbie and Karen W on Thursdays. These will be strictly available only for **working patients only**

**PATIENT PARTICIPATION GROUP**

Our Patient Participation Group meets once every quarter. If you would like to find out more about the group, or join, please leave your details at reception and a member of the group will contact you for an informal chat.

**Our next meeting is 7th November 2018 13.00 – 14.00**

Our current members & GPs and Practice Manager are looking forward to welcoming new members

**Practice website: www.phoenixfamilycare.nhs.uk**

**Phoenix Family Care Patient Newsletter**

**September 2018**

**Are you a CARER or YOUNG CARER?**

Please discuss with our clinical staff or reception staff if you are a carer. By registering with the practice as a carer we will be able to give you the additional support you may need or find useful to be able to provide the care and have support for yourself.

A carer is someone of any age who, without payment, looks after a friend, neighbour or relative who needs help because of frailty, physical or mental illness or disability.  If you have a carer or are a carer, please let our reception staff know, so that we can include this useful information on your records.

**NHS free Health Check – by appointment with Clare Smithson (Assistant Practitioner)**

[**https://www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check-new/**](https://www.nhs.uk/conditions/nhs-health-check/what-is-an-nhs-health-check-new/)

*These health checks have proven to be invaluable review for our patients. We have identified and were able to prevent development of potential harmful long-term conditions and help number of our patients to improve on their healthy lifestyle to improve on their health.*

[**What is an NHS Health Check?**](https://www.nhs.uk/Conditions/nhs-health-check/Pages/What-is-an-NHS-Health-Check-new.aspx)

The [NHS Health Check](https://www.nhs.uk/Conditions/nhs-health-check/Pages/What-is-an-NHS-Health-Check-new.aspx) is a health check-up for adults in England aged 40-74. It's designed to [spot early signs](https://www.nhs.uk/Conditions/nhs-health-check/Pages/What-happens-at-an-NHS-Health-Check-new.aspx) of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

[**How do I get an NHS Health Check?**](https://www.nhs.uk/Conditions/nhs-health-check/Pages/How-do-I-get-an-NHS-Health-Check.aspx)

If you're in the 40-74 age group without a pre-existing condition, you can expect to receive a letter from your GP or local authority inviting you for a free NHS Health Check every five years. In the meantime, there are [other ways of getting your health checked](https://www.nhs.uk/Conditions/nhs-health-check/Pages/How-do-I-get-an-NHS-Health-Check-new.aspx), and you may want to try this online [Heart Age test](https://www.nhs.uk/Conditions/nhs-health-check/Pages/check-your-heart-age-tool.aspx).

If you would like to book your appointment, please pick up a blood form from our reception and book an appointment.

**PRESCRIPTIONS**

As you may be aware we have moved our repeat prescribing to POD (NHS Prescription Ordering Direct). When you require repeat prescription medication please call 024 76246072. Alternatively you can order repeat prescription going online.

Can we remind patients that **prescriptions are issued in 48 hours** **(2 working days)** to enable all GPs to review the prescriptions and make sure that your medication is issued correctly and effectively.

**Practice website: www.phoenixfamilycare.nhs.uk**

**CARE QUALITY COMMISIONS**

The Practice has been given an overall Rating of Good in a recent CQC inspection

**PATIENT PARTICIPATION GROUP**

Our Patient Participation Group meets once every quarter. If you would like to find out more about the group, or join, please leave your details at reception and a member of the group will contact you for an informal chat.

**CONTACT US ONLINE**

Can we please emphasise to all patients that the contact us online option is not to be used for clinical enquiries as this deems to be unsafe. This communication is checked regularly but we have had few instances where patients contacted us with clinical issues through the website at weekend or night hoping for medical assistance.

If you require medical assistance please contact the reception, dial 111 or 999 depending on urgency

**CURRENT PROJECTS**

**SMOKE ALARMS**

Whether you are or not a patient at this practice, you can collect from reception or download off our website free smoke detectors to be installed in your home. If you fill in the form and hand it over to the reception, we will pass your form on your local fire station to get in touch with you.

**FEEDBACK**

We are more than happy to listen to your feedback. Please do not hesitate to ask the receptionist for copy of the feedback form or visit our website to comment there. We have lots of compliments on our excellent care and we would love to hear from you.

**RELOCATION OF THE PRACTICE**

As most of our patients are aware, the practice would like to confirm that in next few months we are going to be relocating to Leamington Road.

As this move has been long awaited and planned we are unable to confirm the exact dates when we are going to be relocating the practice.

We would like to assure you that the move will not affect the service we provide and that we are going to be working really hard to make this transition as smooth as possible.

**Practice website: www.phoenixfamilycare.nhs.uk**

**Practice website: www.phoenixfamilycare.nhs.uk**