**Phoenix Family Care Patient Newsletter**

**July 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 88 appointments that were wasted due to people not turning up. Out of the 88 appointments 8 were multiple DNA in one week. This equates to nearly 5 appointments a day being wasted.***

***The summary is:***

January DNA ……… 62

February DNA ……… 89

March DNA ……… 92

April DNA ……… 89

May DNA ……… 75

June DNA ……… 88

Could we politely ask all our patients to sign forms on the reception where we record your mobile number. This way you will receive a text reminder of your appointment. If you are unable to attend the appointment you will only be required to TEXT back one word CANCEL and your appointment will be cancelled automatically. This will enable us to offer these appointments to alternative patient and our access would increase on average of 19 additional appointments a week or 4 extra appointments a day.

Please help us to improve on this. All you need to do is give us **your mobile number and consent to text you** reminder. Then on the day if you decide that you are either better or for different reasons you do not require the appointment all you need to do is **text us CANCEL** and the system will automatically remove your name from the appointment and we are able to offer it to alternative patients.

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

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **MON** | **TUE** | **WED** | **THU** | **FRI** |
| **Dr Lall** |  |  | AM session offering face to face as well as telephone consultations | AM session offering face to face as well as telephone consultations | AM session offering face to face as well as telephone consultations |
| **Dr Guhunia** | AM session offering face to face as well as telephone consultations | AM session offering face to face as well as telephone consultations | AM session offering face to face as well as telephone consultations |  |  |
|  |  |  |  |  |  |
| **Anna** | AM & PM | AM & PM |  | AM & PM |  |
| **Helen** | AM & PM | AM | AM & PM | AM & PM | AM |
| **Debbie** | AM & PM | AM & PM | AM & PM | AM & PM | AM & PM |
| **Sunny** |  |  |  |  | AM & PM |
|  |  |  |  |  |  |
| **Sunila \*(agency)** | AM & PM | AM & PM |  |  | AM & PM |
|  |  |  |  |  |  |
| **Karen Walker** | AM & PM | AM & PM | AM & PM | AM | AM |
| **Karen Sabin** | AM & PM | AM & PM | AM & PM | AM & PM | AM & PM |

*\*In the interim until Debbie’s start we have Sunila who will be helping at the surgery. She is very experienced clinical practitioner.*

**RECEPTION**

With immediate effect we are going to be insistent that all patients will be asked for **brief reason of their appointment**. This is NOT to stop you from having the appointment or that the reception staff would like to know but for the clinicians to be prepared to see you. This will also enable our staff to give you appropriate appointment to your needs.

Can we please further emphasise that we **offer 10 minutes appointments**. If you have number of issues that may be complex please declare it to the clinician but be prepared that sometimes they **may not be able to resolve all issues in one appointment** immediately and will prioritise over the seriousness of each matter. You may be then asked to book further appointment with the clinician. We now offer number of pre-bookable appointments and therefore you can be booked again to continue and resolve all issues.

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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

We offer number of appointments:

* **GP appointments** are limited
* **ANP appointments** – if a clinical practitioner is not sure there is a doctor on site who can always be called in or asked for reassurance. Please remember – clinicians have only 10 minutes for appointments therefore be considerate to other patients. We offer large amount of appointments and follow up appointment can be offered.
* **Diabetic Nurse** – Sunny offers every Friday a diabetic clinic. She can do annual review of your diabetes as well as your other medicine reviews.
* **Practice Nurse** – Karen Walker offers variety of appointments from immunisations to smear tests, medicine reviews and annual long term conditions reviews.
* **Assistant Practitioner** – Karen Sabin offers Health Checks. These have proven to be very popular but also effective as we have preventatively identified vast list of conditions that patients would otherwise possibly not found until they would be more significant and at times even irreversible. Please check your eligibility and book your health check now. She further covers Stop Smoking clinic, pneumococcal vaccinations, New Patients Checks, Ear Syringing, BP checks and lifestyle advice.
* **GP extended hours** – we can offer you extended hours including weekend appointments through different sites that we work with
  + - They will have access to your medical records (with your consent)
    - These are:
      * + Quinton Park Surgery
        + Wood End Medical Centre
        + Broad Street Surgery
        + Stoke Aldermoor Surgery
        + Moseley Avenue Surgery
        + City of Coventry Health Centre
        + Longford Surgery

**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 offers 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**

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**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.

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**STOP SMOKING CLINIC - by appointment with Karen Sabin (Assistant Practioner)**

**Local stop smoking services are free, friendly and can massively boost your chances of quitting for good.**

Did you know you have easy access to a free service proven to help you stop smoking?

Phoenix Family Care’s stop smoking service run by expert adviser Karen Sabin provide a range of proven methods to help you quit. She will give you accurate information and advice and give you professional support during the first few months of stopping smoking.

They also make it easy and affordable for you to get [stop smoking treatments](https://www.nhs.uk/conditions/smoking-(quitting)/Pages/Treatment.aspx), such as:

* Champix (varenicline)
* nicotine replacement therapy, such as patches and gum

You will normally be offered a one-to-one appointment with Karen Sabin.

*Jennifer Percival, who trains stop smoking advisers, says that a combination of support and treatment is proven to give you the best chance of stopping smoking.*

*“The majority of people who see an adviser will get through the first month after quitting without smoking a cigarette. And overall, you’re up to four times more likely to stop smoking for good if you receive help from an NHS Stop Smoking Service.” she says*

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**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.

**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.

**NHS free Health Check – by appointment with Karen Sabin (Assistant Practitioner)**

[**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 with our nurse Karen Sabin.

**PRESCRIPTIONS**

All our repeat prescribing are ordered via 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.

**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.

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