**Phoenix Family Care Patient Newsletter**

**February 2019**

**APPOINTMENTS & DNA**

Despite many efforts from the practice to accommodate all our patients and offer suitable appointments we still face quite high number of DNA appointments. It takes only few seconds to text us that you would like to cancel an appointment. All it takes press reply and type in CANCEL. This way the computer system will react and remove your appointment and we can then offer it to other patients in need.

Please help us save daily 3 – 5 appointments by cancelling unwanted appointments.

It seems unbelievable but we also have large number of DNA appointments to hospitals. These are appointments arranged after you have been assessed. These appointments vary from Dieticians to specialist consultants to even pre op assessments. Please help NHS by not wasting the doctors and nurses times by not cancelling unwanted appointments.

**PRACTICE MOVE**

As most patients are aware we have been informing you of upcoming move for quite some time. We are now entering final stages of the build. As you may have already noticed the car parking areas have been fully completed and with our apologies to local residents for the temporal lights due to dropped curb being installed.

We are anticipating the move to be quite imminent. We will be sending confirmed date as soon as we have got definite confirmation of IT being able to move all our clinical computers.

The dates we are looking at are between 22nd February 2019 and early March.

**FIRE ALARMS**

Most of people have heard about the tragic news about the family in Stafford and the loss of life of four little children in this tragedy.

As some house fires cannot be prevented but your safety can be improved by having smoke detectors in every house. If you, your family members or friends do not have a smoke detector in your house, we offer a project in connection to West Midlands fire services. All you need to do is fill in a form and leave it for us to fax it. The fire department will install smoke detectors FREE of charge.

Please note this is not just for our patients but anybody who does not have a smoke detector.

**CERVICAL SCREENING (SMEAR TEST)**

Can we remind all ladies that are receiving notifications in form of letters or text messages to book their smear test with our very friendly nurse Karen Walker. Karen will make you at ease to have this procedure done. It is painless procedure that takes only few minutes but consequences of ignoring this testing could affect your life and life of your loved ones. Please we urge you – Stop being Shy!

**CERVICAL SCREENING SAVES LIVES**

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

**HEALTH CHECKS**

We are actively inviting eligible patients for health check. You may have received number of text messages or number of letters. Please book your health check. Since April now identified over 300 of pre-diabetic patients not mentioning the high blood pressure.

Please attend your health check and do not take this offer of appointment lightly.

**HEALTHY LIFESTYLES**

When you have seen our clinicians and once you have had your health check you can ask your clinician to give you referral to healthy lifestyles. It is a free service offering:

* Be active
* Weight management
* Alcohol management

‘\* Please check with your clinician your eligibility

**PRE-DIABETES EDUCATION PROGRAM**

We have send quite a few invites for pre-diabetes education program. We are aware that some of our patients included in this communication had their health check / bloods tested few month ago and therefore wondered why we have not send them this initiative earlier.

We have only now been instructed to communicate with all patients that have their last blood sugar levels measured with outcome between 42 – 47. Therefore we have done search of all patients with blood results within this window in last 365 days and that is why there was slight window between the actual test and the invitation.

**SOCIAL PRESCRIBING**

If you or you know of anyone who is our patient and is isolated or would benefit from further support please notify your clinician.

‘\* Please check with your clinician your eligibility

**PRESCRIPTIONS**

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.

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

Please do not hesitate to let us know if you are a carer. We can offer you an appointment with Carers Lead and they can help patients on number of levels including increasing financial support. We have several families that are **up to over £80 better off a week**. That financial help can impact on your quality of life and afford further support needed.

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.

Appointments can be booked every Friday at 2pm & 3pm & 4pm. These are 1 hour appointments.

We

**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
* Extended Hours offering GP appointments run by GP alliance. Evening or weekend appointments available to pre-book.

**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**

On Tuesdays from 07.00 – 08.00 we offer extended hours. Our nurse Clare Smithson can offer health checks during this period

On Thursday from 07.00 – 08.00 we offer extended hours. Our ANP Debbie Wardlow and practice nurse Karen Walker can offer you large variety of appointments during this time.

During weekdays in the evenings and Saturday morning the surgery can offer you extended hours. These appointments are run by GP Alliance and with your permission we let the GP to view your record for the period of the appointment during days that we cannot offer you an appointment at the surgery or suitable time.

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

**CARE QUALITY COMMISIONS**

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

**CURRENT PROJECTS**

**EASTER PROJECT FOR FOSTER SERVICES**

The reception is currently running a project

There are two parts of this project:

* Collection of Easter Eggs (this donations will go to children in Rare Diseases department at UHCW)
* Raffle tickets £1 per strip for the large hamper placed in the reception

**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.

**CLOTHES COLLECTION FOR THE HOMELESS**

We would like to express our gratitude and thank you to all patients who have donated to this worthy cause

**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.

**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. We have new members and we would like to give them a warm welcome. If you would like to be part of the surgery’s PPG and your voice heard please do not hesitate to contact us and join us.

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

**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

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