**Phoenix Family Care Patient Newsletter**

**November / December 2018**

**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.

**FLU**

Flu campaign is well under way.

Please inform us if you do not want the flu. We will update our system and therefore you will stop receiving endless notifications about the vaccination. It is your right to choose.

If you still wish to have the vaccination – please arrange suitable appointment with the nurse.

**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 we have done large amount of checks and we have identified over 10 initially considered healthy and well patients to have heart conditions and diabetes.

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

**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!

**DIABETIC FEET CHECK**

We are running diabetic feet screening clinic. This clinic is essential part of preventative treatment for patients with diabetes. If you have received a letter with your allocated appointment please attend. If you are unable to attend, please contact the surgery and rearrange the appointment to more suitable time and day. Please do not DNA or IGNORE

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

**CHRISTMAS AND NEW YEAR**

Firstly we would like to wish you all Merry Christmas and Happy New Year.

It feels a little bit premature to be writing about Christmas but this time is fast approaching .

Our opening hours will be:

Friday 21st December 2018 08.00 – 18.30 (appointment booked only on the day)

Monday 24th December 2018 08.00 – 18.30 (we are considering possible closure at 14.00)

**Tuesday 25th December 2018 CLOSED**

**Wednesday 26th December 2018 CLOSED**

Thursday 27th December 2018 08.00 – 18.30 (appointments booked only on the day)

Friday 27th December 2018 08.00 – 18.30 (appointments booked only on the day)

Monday 31st December 2018 08.00 – 18.30 (appointments booked only on the day)

**Tuesday 1st January 2019 CLOSED**

Wednesday 2nd January 2019 08.00 – 18.30 (appointment booked only on the day)

Thursday 3rd January 2019 08.00 – 18.30 open to pre-booking

Friday 4th January 2019 08.00 – 18.30 open to pre-booking

**PRESCRIPTIONS**

When collecting or requesting prescriptions please do note that if your prescription is **due to run out thoughout the Christmas period** then please ask your clinician / pharmacist / POD to offer **extra round to take you through the holiday season**.

**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.

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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

**HELPING IN THE WINTER PROJECT**

Our receptionists are in the process of organising collection for the less fortunate people and families in Coventry.

Can we please appeal to all our patients. If you can spare:

* FOOD ITEMS (food bank)
* WINTER HATS
* WINTER GLOVES
* SCARVES
* COATS

Please contact our receptions if you have any other items that you would like to donate. The main organiser behind this project is Claire Williams. Please do not hesitate to contact her. She is at the reception every Monday, Wednesday and Thursday morning.

We would like to thank you in advance to all who will donate.

**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.

**Please remember Christmas holidays when ordering your prescriptions so that you do not run out.**

**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. 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

**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. The work is well under way. The new parking area is being build and the inside is being finished. There is still long list of items that need to be done prior the actual move but we are hoping to be ready close to the end of January 2019.

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.

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