**Phoenix Family Care Patient Newsletter**

**March 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**

If everything goes according to plan we are going to be **opening door for the first time** to welcome our patients at the new practice on **Monday 1st April 2019**

*New address*:

Phoenix Family Care

103 Leamington Road

Coventry

CV3 6GQ

Phone number will remain the same 02476 227 234

Could we please ask our staff to be patient with us during the main move taking place between Friday 29th March 2019 and Sunday 31st March 2019.

On Friday 29th March 2019 we will be offering emergency appointments only. The morning sessions will be as usual but in the afternoon we are only going to be offering emergency appointments ONLY.

This is due to IT as all the network and our computers will require a move and we will be having clinician without access to any clinical information.

The phone system should be bridged over after working hours on Friday and therefore there should not be any limitation to the phone access.

However please be patient with us on Friday 29th March as from lunchtime the clinical system will not be accessible therefore any enquiries will be impossible to answer without access to your data. Can we also emphasise to all patients not to leave messages with staff on Friday as these may not be cascaded effectively due to stress and pressure caused by the move.

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

**Over 65 HEALTH CHECKS**

We are actively inviting eligible patients for health check.

Over last two years Phoenix Family Care did over 700 health checks. As you can see we have achieved 2nd place in Coventry for the amount of Health Checks done with patients between 40 - 75 years who have no pre-existing conditions.

For over 12 month we run opportunistic health checks for patients over 65 who already have other pre-existing conditions.

You may have been offered by our receptionists or received a text message about available health check. However the messaging is limited and therefore we offer full clarification to what this check consists of.

There are several areas to the health check:

1. We look on overall health - your weight / height / BP

2. Social aspect of your life - do you have good family support or friends support that is there for you when you need it.

3. You memory - how is your memory and simple short test (this is called cognitive assessment)

If issues are identified you would be invited for follow up assessment including blood test / possible MRI test and further testing.

4. Your mood - are you feeling well in yourself

5. Discuss driving / access to services / mobility / and other personal aspects of life that may have impact on our day to day life.

6. Discuss any other health issues that may concern you.

7. Outcome - this is options of lifestyle advice or referral to social prescribing or may be just assuring you that we are here for you whenever you need us

**NHS Health Checks 40 – 75**

These are for patients with no pre-existing condition. In this health check we are looking at your:

* Weight / height / BMI
* Family history
* Blood sugar level and cholesterol
* Your exercise and how active you are
* Outcome on how to improve and prevent from developing long term conditions

**PRE-DIABETES EDUCATION PROGRAM**

If your sugar level is identified to be within pre-diabetic levels we will be contacting you by phone followed up by letter where you have an option to participate in 9 month pre-diabetic education program. This program is 13 sessions where first and last are one 2 one session.

We would like to also confirm that from April some sessions should be offered at Phoenix Family Care for convenience of our patients.

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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.

**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

**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**

**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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**CURRENT PROJECTS**

**EASTER PROJECT FOR FOSTER SERVICES**

**Can you spare any Easter eggs?** These will be distributed to less fortunate children by charity Make a Wish!

**Win a Hamper**

Raffle Tickets are for sale in Reception at Phoenix Family Care

Proceeds are going to **Make a Wish** charity

**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.

**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

**CARE QUALITY COMMISIONS**

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

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**STAFFING**

For information on staffing and hours that the individual members of staff offer their appointments please check our website. We try our best to update the information and communicate through our website as much as possible.

Any feedback would be welcome – please contact the practice manager via website entry with your contact details and she will be happy to contact you and see what further improvements can be made.

**APPOINTMENTS**

Can we emphasise that our appointments are offered with clinical practitioners. When you see clinical practitioner and you would like to have second opinion then please ask during your surgery and the GP on call can be called in for second opinion. We are dedicated in solving questions and we try not to send you out without answering your concern(s).

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

Please remember that the SMS messaging is automated system and therefore messaging requests may result in them not being actioned in timely manner. Any requests – please telephone the surgery.

**EXTENDED HOURS**

On Tuesdays from 07.00 – 08.00 we offer extended hours. Our nurse Clare Smithson can offer health checks during this period. From end of March our new ANP Mary will be offering routine clinical appointments at that time too.

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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**PHOENIX FAMILY CARE TEAM**

**GP PARTNERS**

* Dr Lall
* Dr Guhunia

**Clinical Practitioners** (in no particular order)

* Debbie Wardlow
* Mary Wells
* Sunila Samuel

**Practice Nurse**

* Karen Walker

**Assistant Practitioner** (nurse degree educated but no pin)

* Clare Smithson

**Secretary**

* Helen Leonard

**Reception staff** (in no particular order)

* Joy Short (senior receptionist)
* Clare Williams
* Janette Sedgwick
* Sam Moorcroft
* Becky Thomas

**Practice Manager**

* Lenka Weatherson

**PATIENT REPRESENTATION 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 PRG 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***

Next meeting – 5th June 2019 at 09.15 at Phoenix Family Care

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