**Phoenix Family Care Patient Newsletter**

**November / December 2017**

**CHRISTMAS OPENING HOURS**

During holidays we will have limited opening times. We are going to be closed on all Bank holidays.

Our normal opening days will be Wednesday 27/12/17, Thursday 28/12/17 and Friday 29/12/17. Further we are going to be closed on the New Year Day and fully reopen on 02/01/18.

Please notice that we will **not be taking any routine appointments** for the few days between holidays and first two days after holidays. This is to enable us to cater for any emergencies and urgent appointments that need to be seen.

**PRESCRIPTIONS**

Could all patients please check their prescriptions and ensure you do have sufficient amount of medicine to take you through the holidays. Please do not hesitate to ask on the reception for assistance or call us after 10a.m. to discuss.

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.

If you are unsure about your time schedule on your prescription please do not hesitate to discuss the issue of repeat prescriptions with your pharmacist who will be more than happy to help you and make sure that your prescription are issued in timely manner.

**Communication**

**STAFFING CHANGES**

We have a new Practice Manager Lenka Weatherson.

Unfortunately Helen Underwood decided to leave the practices. We are currently in process of recruitment for a new Advanced Nurse Prescriber.

We are also looking at recruiting salaried GPs to enable us to provide you with continuous care.

On reception you may know we have had lovely Mairead who came to us as an apprentice. From January 2018 she will become FT permanent member of staff.

**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.

**ACCESS TO APPOINTMENTS**

We provide large amount of appointments.

We offer variety of appointments from bookable on the day to appointments available weeks in advance.

Please be considerate and evaluate effectively what kind of appointment you require. We have provided you on the back with the NHS guide to choosing well.

Could we please ask all patients to be respectful and kind to our receptionists when booking appointments?

We have had number of instances where member of staff have been verbally abused by a patient. Please be aware of our zero tolerance to this kind of behaviour as it could result in people being asked to change GP surgery.

**Dr Exon**

Dr Exon will be retiring and leaving the practice. At the moment we cannot release the actual date but please watch this space and we will keep you informed.

**COMMUNICATION**

We have now introduced new communication from practice to our patients via **SMS**.

We are going to be using these to confirm booked appointments but also to communicate any additional NHS services we provide that you may be entitled to. For example Health Checks, Flu vaccinations, etc.

Can you **please update your mobile** with the practice using the form on the reception.

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

**CHOOSE WELL – NHS ENGLAND**

