**Phoenix Family Care Patient Newsletter**

**October 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. In truth this number has been reduced in last month. Thank you to all patients who make effort to **cancel their unwanted appointment**.

Please simply register your mobile with us and you will receive reminder of the appointment. If you do not any longer require the appointment all you need to do is text us CANCEL and the computer system does it all for you. You do not have to call us or spend any time in the queue.

It is effortless and easy process and we would be really grateful for every cancelled appointment as we could offer it to patients who would not otherwise be able to get an appointment.

**ONE APPOINTMENT – ONE PROBLEM**

Please note that due to 10 minute appointment times we are not able to deal with multiple problems in one appointment. Please be respectful to other patients as this is causing significant delays in appointments and then prolonged waiting times in the waiting rooms.

**HOME VISITS**

Recently after the practice move we have had an increase in requests for home visits. **Please note only when patients are permanently or temporally housebound then we can come out to you.** However we are unable to do visits for patients due to reasons of no direct bus lines, adverse weather conditions (such as rain), etc.

Please remember if you struggle with access to public transport or require bit more assistance there is an excellent service provided by West Midlands called RING and RIDE.

I have attached a leaflet to this newsletter and all information required is on our website. Please use these services. We can accommodate appointments booked in advance in order to enable you to use this service.

By using this service, it releases some of the enormous pressure put on our clinicians and whole NHS.

**COMPLAINTS**

If you would like to discuss any concerns about the surgery, you can either contact Lenka Weatherson (Practice Manager) or put it in writing to her. Please understand that the need for the reception window is to protect your data as many patients tend to lean over the counter and therefore could be privy to information that may not be appropriate for them to see.

**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

**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.

**BLOOD TESTS**

**Children’s blood test** need to be pre-booked [www.uhcw.nhs.uk/bloodtests](http://www.uhcw.nhs.uk/bloodtests)

**Domiciliary bloods** - strictly only for housebound patients (requested by the GP surgery)

**Other blood clinics** – please check [www.uhcw.nhs.uk/bloodtests](http://www.uhcw.nhs.uk/bloodtests) or [www.phoenixfamilycare.nhs.uk](http://www.phoenixfamilycare.nhs.uk) to download your leaflet

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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. 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.

Currently we are referring eligible patients to carer clinics at Carer’s Trust

**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.

**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

**FREE COVENTRY INDEPENDENT ADVICE SERVICE**

This is a drop in advice centres across Coventry advising on:

* Welfare and benefits, housing matters, consumer issues and other problem areas
* All aspects of social security systems
* Debt

For details of advice sessions, visit [www.covadvice.org.uk/advice](http://www.covadvice.org.uk/advice) or info@covadvice.org.uk

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

**MACMILLAN COFFEE MORNING**

We would like to give great thank you to all patients who came and supported us. We have had an excellent turn out and we have collected astonishing over £300

Thank you so much for your support and help from the whole Phoenix Family Care Team

**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.

**DO YOU ENJOY GARDENING & NATURE? - BRINGING PEOPLE, NATURE AND WELL-BEING TOGETHER**

Experienced or not, all are welcome. If you want to connect with others, be more active, learn new skills or simply relax and experience the soothing powers of nature then please contact us for support in proving your mental well-being.

Activities on offer

* Gardening for people and wildlife
* Bushcraft courses
* Green-woodworking
* Seasonal crafts
* Looking after wild spaces
* Walks to discover Coventry’s wildlife

For more information [www.cwmind.org.uk/TEaM](http://www.cwmind.org.uk/TEaM) or contact project team 02476 554468

Alternatively join **GROWTH; Garden Organic’s Social & Therapeutic Horiculture Project at Ryton Organic Gardens in Coventry**

The Aim of the project:

* Improve individuals self-esteem, respect for other s and independence
* Develop social skills through team working and interaction with both staff & visitors
* Provide outdoor physical activity to improve both the mental and physical fitness
* Encourage healthy eating
* Teach care and maintenance of their tools

For more information [www.gardenorganic.org.uk/growth](http://www.gardenorganic.org.uk/growth)

email education@gardenorganic.org.uk or tel. 02476 217 747

**DO YOU ENJOY WALKING?**

Walking As part of small group is a good way to start and keep going. You’ll make friends, encourage each other, and discover new walks in and around your neighbourhood.

Walking for health is network of 600 health walk schemes in towns and villages across England , with regular short walks each week. Anyone can turn up and join in – it’s free, fun and friendly.

For more information [www.walkingforhealth.org.uk/walkfinder](http://www.walkingforhealth.org.uk/walkfinder) and tap in your postcode

Or call Walking for Health 0207 339 8541

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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. ANP Mary offers 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. The expansion of the surgery means that the practice will be able to participate and be one of the hosting practices starting from November 2019.

 **CARE QUALITY COMMISIONS**

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

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**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.

Next meeting – 4th December 2019 at 09.15 at Phoenix Family Care

We are currently looking to recruit new chair and new administrator.

**RING AND RIDE**

For many people who have limited mobility, getting around independently is a big problem. Being unable or finding it difficult to use ordinary bus service or relying on others to get around restrict choice and prevents people from living their lives how they want to. This is where Ring and Ride comes in. We provide a door to door bus service using fully accessible minibuses to ensure that everyone using the service can travel safely and comfortably.

**Who can use the service?**

* If you have a mobility problem which makes it difficult or impossible to use conventional bus services
* You are resident in the West Midlands metropolitan area
* You can be of any age

**When is Ring and Ride Available?**

The service runs from between 08.00 and 23.00 seven days a week, including Bank Holidays, ensuring that the service is available at times to suit you.

**How do I use the Service?**

Because it is a door to door service, journeys have to be booked in advance. To enable you to do this you will need to be registered as a Service User. This is normally completed over the phone and established why you need to use Ring and Ride and other information we need to help us to help you.

[www.ringandride.org/register](http://www.ringandride.org/register)

or call 0330 053 8132

**How do I Book My Trips?**

Journeys are normally booked over the telephone. When you register you will be given your own personal Registration Number, the booking line phone number and time to ring. Booking are normally taken 2 days in advance of the day you wish to travel.

To book a trip call 0330 006 6024 or email. coventry@ringandride.org

**How much Will I Pay?**

Ring and Ride accepts Centro concessionary passes including Senior Citizens and Disabled and Blind passes enabling holders to travel free. For passengers who do not have a pass, fares similar to other bus services are charged.

**Registered users (Aged 16+) and Essential Escort/Carer**

* Monday to Saturday daytime (Before 19.00) - £1.30 single
* Monday to Saturday evening (After 19.00) - £2.40 single
* All day Sunday - £2.20 single

**Non-registered users**

* Adults - £2.40 single, Children under 16 - £1.20, Children under 5 travel free

For more information about concessionary travel, call Centro on: 0845 303 6760 or visit their website at [www.centro.org.uk](http://www.centro.org.uk)

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