**Phoenix Family Care Patient Newsletter**

**January 2017**

**Happy New Year from all staff at Phoenix Family Care**

**STAFFING CHANGES**

We have worked really hard and you will see few new permanent additions to the team.

On 22/1/18 we have a new Assistant Practitioner Nurse Karen Sabin starting with the surgery. She is well experienced nurse from community and will be a great addition to our team. This will increase access to our nurses significantly as Karen will work every day surgeries from 08.00 – 16.00

Unfortunately we have announced new starter for our Advance Nurse Practitioner post that we have to retract as the candidate is unable to start the role due to personal circumstances. We can guarantee you, we will continue our pursuit for a new permanent member of our team and keep you informed.

In the meantime we have Anna (Joanna Lammyman) and Mariam Ahmed (Wednesdays only) who will be here helping us until March. They both are very experienced.

**DOCTORS**

As some patients may be aware Dr Exon decided to retire. We would like to thank her for all her years of dedication to the practice. Dr Exon will stay with the practice until March but only with reduced number of sessions.

Please note that we are about to interview for a salaried posts to replace Dr Exon’s sessions and add few more to meet the demand. Please watch this space for further updates.

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.

**ONLINE ACCESS & WEBSITE**

Please note that any patients **aged 16 and over** have right to their own online login. This login enables you to **book appointments and order repeat prescriptions**.

Please note we update our website regularly with all information relevant to the surgery are available there.

The website is undergoing general update and you will gradually notice there is more and more information available to download / access

**COMMUNICATION**

Could we please encourage **all patients** whenever you are in contact with the practice to **update / check your mobile phone details**.

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**

**ACCESS TO APPOINTMENTS**

We provide large amount of appointments.

We offer variety of appointments from bookable on the day to appointments available up to 4 weeks in advance.

We have asked our receptionists to **ask few questions when booking the appointments**. They respect your privacy but please be aware that if they ask you few questions for what reason you require the appointment for enables them to put brief comment to the doctors with your booking so that the doctors / nurses are aware and well prepared.

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.

**NHS free Health Check**

[**What is an NHS Health Check?**](https://www.nhs.uk/Conditions/nhs-health-check/Pages/What-is-an-NHS-Health-Check-new.aspx)

The [NHS Health Check](https://www.nhs.uk/Conditions/nhs-health-check/Pages/What-is-an-NHS-Health-Check-new.aspx) is a health check-up for adults in England aged 40-74. It's designed to [spot early signs](https://www.nhs.uk/Conditions/nhs-health-check/Pages/What-happens-at-an-NHS-Health-Check-new.aspx) of stroke, kidney disease, heart disease, type 2 diabetes or dementia. As we get older, we have a higher risk of developing one of these conditions. An NHS Health Check helps find ways to lower this risk.

[**How do I get an NHS Health Check?**](https://www.nhs.uk/Conditions/nhs-health-check/Pages/How-do-I-get-an-NHS-Health-Check.aspx)

If you're in the 40-74 age group without a pre-existing condition, you can expect to receive a letter from your GP or local authority inviting you for a free NHS Health Check every five years. In the meantime, there are [other ways of getting your health checked](https://www.nhs.uk/Conditions/nhs-health-check/Pages/How-do-I-get-an-NHS-Health-Check-new.aspx), and you may want to try this online [Heart Age test](https://www.nhs.uk/Conditions/nhs-health-check/Pages/check-your-heart-age-tool.aspx).

If you would like to book your appointment, please pick up a blood form from our reception and book an appointment with our new nurse Karen Sabin.

**NHS BOWEL CANCER SCREENING PROGRAMME**

NHS bowel scope screening is a new test to help prevent bowel cancer. It does this by finding and removing any small growths, called polyps, in the bowel that could eventually turn into cancer.

The NHS offers bowel scope screening to all men and women aged 55. All patients eligible who are registered at this practice will receive their invite starting from 7th February 2018 onwards.

**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.

**PRESCRIPTIONS**

Unfortunately due to safety of repeat prescriptions and protection of our patients **we will no longer be able to accept repeat prescriptions over the phone**. Please be aware that you can order repeat prescription going online. Additionally the practice will be moving towards **POD (NHS Prescription Ordering Direct**), which is centralised prescription ordering system that will take the repeat prescriptions to more efficient system to what the practice currently is able to offer. 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.