**Phoenix Family Care Patient Newsletter**

**February 2018**

**STAFFING CHANGES**

As we have informed you in the January Newsletter we are working extremely hard to increase the amount appointments to meet the demand. As a practice we have made a decision to direct our initiative in finding permanent staff that are part of the practice and can offer you continuous care. We have worked really hard and we have new permanent additions to our team.

On 31st January 2018 we have welcomed into our team two new Advance Clinical Practitioner Catherine Frift. She is a very experienced clinician and offer wide variety of care.

Catherine will be working Monday, Wednesday and Friday.

All our Advance Clinical Practitioners can see you for same variety of treatments same as GP. The only main difference is that the Advance Clinical Practitioners cannot sign off sick notes. Otherwise can offer same standard of care as General Practitioner.

Anna (Joanna Lammyman) and Mariam Ahmed (Wednesdays only) will be with us at least until March. They both are very experienced and fantastic clinicians.

**DOCTORS**

In January newsletter we have informed you that we were about to interview for a new GP post. Unfortunately, this search ended up unsuccessful and we will keep you informed about our recruitment initiative.

**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 use it to confirm booked appointments but also to communicate any additional NHS services we provide that you may be entitled to. For example Health Checks, Pneumococcal vaccinations, medication reviews etc.

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

**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

**BP**

In our reception there are two free BP machines available. Could we please ask **all patients** when waiting for your appointment to **do BP reading** and pass the notice to the receptionists with **Name and DOB** recorded on them.

**ZERO TOLERANCE**

Please can we emphasise that **we have zero tolerance to abusive (verbal / physical) to any of our staff**. We have had few incidents where staff was inappropriately spoken to or worse. Can I emphasise that we will take action to remove any patients who abuse our staff off our list immediately.

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

**ACCESS TO APPOINTMENTS**

We provide large amount of appointments. Until the end of the year we offered in excess of 450 clinical appointments. With our staff recruitment we are increasing our access to over 600 clinical appointments per week.

Additionally, to meet our Monday demand, we will change our appointment system approach. All patients will be accommodated and all patients calling in the morning will be put into **TELEPHONE TRIAGE**. Our Advance Clinical Practitioner (Catherine) will call you to discuss and offer you best direction to your treatment. Please be respectful to our reception staff as they will require to ask you few questions to be able to provide guidance for the clinician. They respect your privacy and understand that some treatments are of sensitive matter that you may not feel fully at ease to discuss with non-clinical staff. However it helps the clinician to be more aware of the problem you coming to discuss.

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

**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**

As you may be aware we have moved our repeat prescribing to POD (NHS Prescription Ordering Direct). When you require repeat prescribtion medication please call [024 7678 6680](https://www.google.co.uk/search?q=pod+coventry&oq=pod+coven&aqs=chrome.0.0j69i57j0l4.4476j0j4&sourceid=chrome&ie=UTF-8). Alternatively you can order repeat prescription going online.

Please be aware that your local pharmacies will not be able to take your repeat prescribing via their services from March 2018. All our repeat prescribing will be done via POD only.

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.