

Unwell? Choose the Right Service.

- **Self-care** - Many illnesses such as coughs, colds, sore throats, upset stomachs and aches and pains can be treated at home by using a well-stocked medicine cabinet and getting plenty of rest.
- **NHS 111** - NHS 111 is a free to call service which will help you when you need to access medical and dental help fast but it is not an emergency. It is available 24 hours a day, 7 days a week to help you access local urgent health care services.
- **Pharmacist (Chemist)** - Your local pharmacist is a highly trained healthcare professional, and can give you advice on common illnesses and the medicines you need to treat them. Most now have a private consultation area and many are open during the evenings and weekends.
- **GP (Doctor)** - If you have an illness or injury that won't go away, see your GP. For **urgent GP Out-of-Hours** telephone the GP Out of Hours Service, City of Coventry Health Centre, Stoney Stanton Road, CV1 4FS. Tel: 0300 200 0060
- **City of Coventry Health Centre Walk-in Service** - Treat minor illnesses and injuries that do not need a visit to A&E. You do not need an appointment and will be seen by a nurse or doctor. Open 8am – 10pm Monday to Sunday including bank holidays. Tel: 0300 200 0060
- **A&E or 999 Ambulance** - For access to immediate emergency care in a serious or life-threatening situation, e.g.: severe shortness of breath, severe chest pain, loss of consciousness, severe bleeding, choking, major accident or trauma. A&E: Clifford Bridge Road, Walsgrave, CV2 2DX Tel: 024 76 96 4000.

Other useful contact numbers:

- Age UK.....76231999
- Health Visitor.....76217353
- Alcohol Advisory Service.....76010241
- Citizens Advice Bureau.....0845 120 2920
- Coventry Community Drug Team.....76630135
- Coventry Crossroads (Help for Carers)...76673242
- Coventry Haven (Domestic Violence).....76444077
- Coventry Victim Support.....76256956
- CRUSE (Bereavement Care).....76670714
- Family Mediation (during separation).....76633434
- MIND (Mental Health Support).....76552847
- RELATE (Marriage Guidance).....76225863
- Samaritans.....76678678

How To Register With The Surgery

Please call into the surgery to collect the necessary registration forms or alternatively visit our website to register online. Following this you will have a medical assessment with the practice nurse. Once registered, you can book an appointment with the GP. Please ensure that you attend or cancel appointments.

Opening times and access	
Surgery opening times	<p>MONDAY to FRIDAY Reception times: 08:00 - 18:30 Surgery times:</p> <ul style="list-style-type: none"> • Morning: 08.:30 - 12:00 • Afternoon: 15:30 - 17:30
Extended hours Out of hours provided by 3rd party	<p>MONDAY to FRIDAY</p> <ul style="list-style-type: none"> • 6.30pm to 9.30pm <p>SATURDAY and SUNDAY</p> <ul style="list-style-type: none"> • 9am to 12pm
Telephone consultations	<p>Available Please make sure all patients check that we have up-to-date contact details</p>
Online:	<p>Prescriptions and Appointments</p> <ul style="list-style-type: none"> • Available via our website www.phoenixfamilycare.nhs.uk
CLOSED: Sunday and Public Holidays	

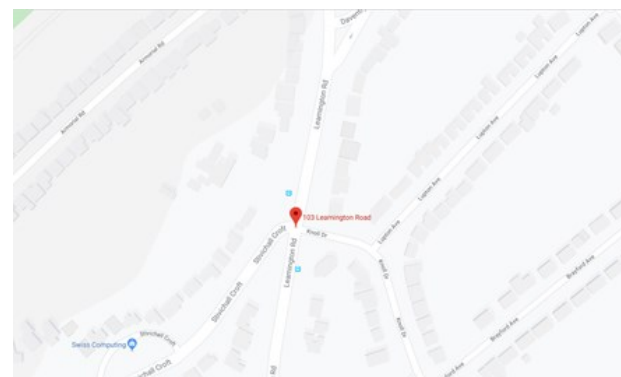
Phoenix Family Care - Contact details:

Address:
Phoenix Family Care,
103 Leamington Road
Coventry
CV3 6GQ

Telephone: 02476 227 234

Website:
www.phoenixfamilycare.nhs.uk

Welcome to
**PHOENIX
FAMILY CARE**
Awards Winning GP
Surgery



Telephone: 02476 227 234

Practice Staff

Dr G. LALL (male) MBChB MRCP

- Special interest: Ear, nose and throat, Minor surgery

Dr R. GUHUNIA (male) MBChB BSc (Hons) MRCP

Dr R. Khan (female)

Advance Clinical Practitioners:

SUNILA SAMUEL & CAROLINE WALSH

- Diagnosis and treatment of conditions within her competence, prescription of medication and referrals to specialists.

Practice Nurse: **KAREN WALKER**

- Review of chronic conditions, travel vaccinations, childhood immunisations, smoking cessation, dressings, suture removal, minor injuries/aliments.

Health Care Assistant: **ANGELA RUSSELL**

- dressings, removal of stitches or clips, blood pressure checks, pneumococcal & shingles vaccination, new patient health checks, urine dipsticks, health checks and smoking cessation advice.

Practice Manager: **JASVINDER BANWAIT**

Medical Secretary: **HELEN LEONARD**

Head Receptionist: **JANETTE SEDGWICK**

Administrator: **REBECCA THOMAS**

Receptionists: **SAM, JAS, DEBBIE AND JUNE**

Patient Participation / Feedback

We have a Patient Representation Group to bring forward issues from our patients for discussion with the Practice Manager and one of our GP's. Meetings are held approximately every 3 months. Patients are welcomed to leave a messages with our reception team.

Please speak to our receptionists if you wish to make a complaint or compliment. We will try to address you areas of concern promptly.

Our Services

APPOINTMENTS - All consultations are by appointment.

- **Routine appointments** - can be booked up to 2 weeks ahead, with the doctor / nurse of your choice.
- **Emergency appointments** - If your problem is urgent and cannot wait, you will be seen the same day but not necessarily at a specific time or by the doctor of your choice.
- **Home Visits** - if you are house bound or too ill to come to the surgery, please call before 10.00am. You will receive a call from the doctor to verify your condition, and to determine the priority and timing of the home visit. Please remember the doctor can do more for you in the surgery than at home, so it is in your own interest to attend the surgery if possible.
- **Chaperone:** all patients are entitled to ask for a chaperone during physical examinations. Please ask reception for further details.

ANTENATAL CARE - community midwives hold regular antenatal clinics at the surgery. Please book an appointment with reception.

CAR PARK - large onsite staff and patient car park.

CERVICAL SMEAR - book with our practice nurse. The Department of Health guidance recommends a cervical smear test every three years for women aged 24 to 49, and every 5 years thereafter for women aged 50 to 64.

CHILD HEALTH SURVEILLANCE - Child health checks for babies who are 8 weeks old are carried out at the practice by the GP. Please make an appointment with the GP when your baby has had his/her 6 week health check with the Health Visitor.

CHILD IMMUNISATIONS - Is an important part of health and illness prevention. We are part of the NHS Coventry computerised call and recall system whereby appointment reminders are sent automatically when due.

CHRONIC DISEASE MANAGEMENT - We offer Asthma, CHD, Diabetes, COPD and Hypertension clinics.

COUNSELLING - On-site counselling service (IAPT) is available to patients following a referral from a member of the clinical team.

Our Services (continued)

DISTRICT NURSES - visit patients who are unable to leave their homes. They provide nursing care and undertake general assessments.

FAMILY PLANNING CLINIC - GP and nurse led service's include advice on: Oral contraception and long term contraception, Morning after pill, Termination of pregnancy. Also referral for Vasectomy.

FLU VACCINATION - We recommend influenza vaccinations for patients with chronic diseases. Those living in long stay residential and nursing homes and all patients over the age of 65 years and carers (pneumococcal injections also available for 65+).

JOINT INJECTIONS - for certain conditions, we can provide an in-house joint injection service. Please book an appointment with a GP for discussion.

MINOR SURGERY CLINIC - we provide an in-house minor surgical clinic for removal of common skin lesions e.g. moles, skin tags and cysts. Please book an appointment with a GP for discussion.

NHS HEALTH CHECKS - We offer free NHS Health Checks. Please book through reception.

PRESCRIPTION DELIVERY SERVICE - Patients can arrange for a chemist of their choice to collect and dispense medication and also arrange delivery.

REPEAT PRESCRIPTIONS - Patients on regular medication do not always need to see a doctor for a repeat of their medicines. Options - tick the required items on the repeats slip attached to your prescription, you may post your request to the surgery. Your new prescription should normally be available for collection within 48hrs.

SMOKING CESSATION - NHS Stop Smoking Services offer support that works. Speak to the Practice Nurse for more information.

TRAVEL HEALTH - If you require any vaccinations relating to foreign travel, make an appointment with the practice nurse. Please allow at least 8 weeks before travelling to book your appointment. NB.. We are a Yellow Fever Centre.

CARERS CLINIC - If you are a carer or receive care please do contact our reception for additional information and support that you may be entitled.