

Phoenix Family Care Patient Newsletter

September 2020

APPOINTMENTS

If you have any Coronavirus symptoms please DO NOT attend the surgery. If you have family member in your household with Coronavirus symptoms please DO NOT attend the surgery. **Please follow government guidelines.**

Please note that we keep our door closed. If you have an appointment we kindly ask you to make yourself known to the reception staff and then remain waiting outside weather permitting or in your vehicle until you are indicated by clinical staff to enter the building. Sometimes reception staff cannot come to the door instantly as they may be on telephone call or doing other administrative duties. Please be kind to our reception staff.

Due to corona virus there have been many changes in general practice that some patients are finding difficult to understand.

1. When you phone the surgery we offer telephone appointment. This appointment is to discuss your concerns. Sometimes the clinical staff will call from withheld number and that is because they are using different lines in order to keep our main line free for patients to contact us back.
2. We are unable to confirm time of the telephone call as some consultations end up being longer than 10 minutes therefore cause delay in the telephone calls.
3. If you have dermatological concern you can (once you have booked appointment) email us a picture of the mole / affected area. Please advise to reception staff that the concern is of dermatological nature and confirm that you can email photographic evidence to phoenix.family@nhs.net
4. Clinical staff can call you only about 3 times and if they have not managed to get hold of you they will move on and sometimes not be able to accept call backs and ask you to arrange alternative appointment. We understand that sometimes you may not be able to hear the first call but it can sometimes take over 5 minutes for some patients to pick up the phone and therefore cause further delay in surgeries. If you have booked appointment, you are advised day of the call and am or pm. Please be mindful that the clinical staff has large volume of telephone calls to process plus all results and letters and medication requests that come into surgery.
5. We offer face to face. These appointments cannot be booked directly but the clinical staff will advise you of time and date if they feel face to face would be appropriate. Please if you change your mind and do not require the face to face examination make sure that you advise the surgery and not DNA. **We have recently had few appointments that people DNA and that is not acceptable.** If you DNA appointment you will be given yellow card. After 3 yellow cards we may ask you to find alternative GP.
6. All acute appointments are book on the day. As clinical staff can also be affected by illness we have made a big decision of booking appointments only on the day to prevent having have to cancel appointments if staff or member of family is affected by current pandemic.

Telephones

We have recently had few incidents of inappropriate language and verbal abuse to our staff. We will now be **recording all our telephone calls**. We have **ZERO tolerance** policy and therefore any inappropriate language used with our staff may result in you being placed on special allocation list and verbal abuse warning placed on your medical record indefinitely. It is unacceptable and unnecessary for our staff being talked to like that.

ONE APPOINTMENT – ONE PROBLEM

Please note that we offer 10 minutes telephone appointments. Please be respectful to other patients as this is causing significant delays in appointments and then prolonged waiting times and we will continue not being able to confirm time of the telephone call from the clinical staff.

FACE TO FACE APPOINTMENTS

When you are asked to come in for examination, please note that you will be **only examined for the reason that was discussed in telephone consultation**. Please be aware that the clinical staff is not able to discuss other unrelated matter and you will be required to book another appointment for discussing this. We apologise for this but statement “*While I am here I may as well ask...*” is putting clinical staff at risk as they do not have access in the examination room to your medical history and therefore are not able to consult effectively.

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.

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 seems 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

We cannot book appointments for patients writing us email. If you need appointment please telephone 02476 227 234.

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 text messaging is automated system and therefore messaging requests may result in them not being actioned in timely manner. Any requests – please telephone the surgery.

We may sometimes ask you text back your BP. Can we please ask our patients to help us and provide us their readings as it is essential part of your medical care.

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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. Please refrain from posting prescriptions slips at the postbox at the surgery as these are not monitored and can get lost. If you need repeat prescription please telephone POD.

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 advised that your medication review is due, please book appointment or mention to our clinical staff during consultation. If your medication review is out of date we may sometimes be able to only issue you limited amount of medication until your review was completed.

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

STAFFING

We have some delightful news that we would like to share with you. Please help us to welcome 4 new members to our team.

Dr Khan is a female GP who join our practice in August 2020 and will be permanently with us every day of the week. Please give her warm welcome 😊

Mairead has joined our team. Some of you may remember Mairead from 35 Park Road. She used to be with Phoenix Family Care on reception and she has returned to be part of our team. Please give Mairead warm welcome 😊

Alison is joining our practice in September as our new health care assistant. Alison is very experienced and we are looking forward her being with us. Please give Alison warm welcome 😊

Kavitha is a pharmacist prescriber who will be joining on PT bases our practice too. Please give Kavitha warm welcome. 😊

Last but not least we would like to express big thank you to all our staff and I hope you will all join me in applauding whole our team in their continuous fantastic work and results in these difficult times. Thank you and well done from Lenka x

EXTENDED HOURS

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. Please note that these appointments currently remain as a telephone appointments.

CARE QUALITY COMMISSIONS

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

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 – currently due to pandemic all meetings are suspended.

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FLU – 2020/21

Something we all been waiting for ☺

Please note that the surgery orders large amount of FLU vaccinations for our patients. If all our eligible patients have vaccination with the surgery this enables us not waste of NHS money by not distributing them out but also helps us reinvest income from the FLU vaccinations to extend services provided at the surgery. However please note that it still remains patient's choice where you choose to have your vaccination.

Our clinics will be open to bookings in next few days. Can I please ask to refrain from calling to our surgery and asking when. Once the bookings are ready we will advise you by text message with form that we will require all patients to bring with them. We understand that not all patients have access to printer and therefore we will have some blank forms for you ready to fill in on arrival.

As you understand the demand for flu is high and we offer all immunization by appointment only.

We will require to adhere to strict social distancing rules as many patients eligible to a flu vaccination are vulnerable.

Please note that all flu instructions and what to do on the day will be provided to you in next few days.

Each patient will be given time and date for their flu.

- Please arrive on time
- Please do not arrive if you can help it too early
- Try to bring form that will be send prior the appointment
- If you are unable to print the form, please bring pen to fill the form at the surgery
- Waiting area will not be open therefore be prompt as we will not be able to accommodate socially distancing large gathering.
- If you can walk to the surgery and weather permitting please come walking
- Please be mindful of social distancing
- Please wear something that is not restrictive as the Karen and Alison will be doing flu vaccinations and will have to adhere to stricter than ever infection control. Please wear short sleeve if possible to refrain from undressing as after each patient we require to wipe all surfaces that you may have come into contact.
- Please bring umbrella if you are walking as the entrance will be guided via main entrance but exit will be via staff carpark
- Social distancing must be adhered
- Facial covering must be worn
- Toilet facilities will not be in use (sorry for the inconvenience)
- If you have coronavirus symptoms, please rearrange your appointment
- If your family member in your household has symptoms please self-isolate and rearrange appointment for once you are safe to attend the surgery
- At all times follow government guidelines

Thank you for understanding - Phoenix Family Care Team :)

Our plan is to open vaccinations:

Criteria	Approx Date of Starting
Over 65	08/09/2020
<p>Patient under the age of 65 with long term conditions and at risk:</p> <ul style="list-style-type: none"> chronic (long-term) respiratory diseases, such as asthma (that requires an inhaled or tablet steroid treatment, or has led to hospital admission in the past), chronic obstructive pulmonary disease (COPD), emphysema or bronchitis chronic heart disease, such as heart failure chronic kidney disease chronic liver disease, such as hepatitis chronic neurological conditions, such as Parkinson's disease, motor neurone disease, multiple sclerosis (MS), or cerebral palsy a learning disability diabetes problems with your spleen – for example, sickle cell disease or if you have had your spleen removed a weakened immune system as the result of conditions such as HIV and AIDS, or medicines such as steroid tablets or chemotherapy being seriously overweight (a BMI of 40 or above) 	03/10/2020
Patients 50 – 65 who do not fit any of the above criteria	Please note that people in the 50-64-year old age group will not be vaccinated until November and December, providing there is sufficient vaccine, and no appointments will be offered for this age group until then. This is to ensure that those who are most at risk are vaccinated first. If you are 50-64 and you are in one of the other groups which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, you will be invited earlier.
Children 2 – 3	Nasal flu clinic will be run in September 2020

Are you experiencing increased anxiety or low mood due to COVID-19 or were already experiencing these symptoms and would like to be part of research?



What?

We want to test MoodBuster, a guided website and app that uses the principles of CBT (Cognitive Behavioural Therapy) for self-management of low mood.



Who?

- Aged **18 or older**
- Have **signs of low mood**
- Have **both** a computer and smartphone (Android or iPhone)
- and have never been diagnosed with depression

Where and when?

You will take part in the study in your own time from the comfort of your home.

Contact us for more information:
moodbuster@manchester.ac.uk
mentalhealth.org.uk/research/moodbuster