



Find us on our website :
<https://www.phoenixhealthgroup.co.uk/>
Or on :
www.facebook.com/pages/Phoenix-Surgery



Phoenix Health Group Newsletter

Autumn 2018

Flu Vaccinations



The flu vaccine is offered free of charge to people who are at risk. This is to ensure they are protected against catching flu and developing serious complications.

You are eligible to receive a free flu jab if you:-

- are 65 years of age or over
- are pregnant
- have certain medical conditions e.g. asthma, COPD, heart failure, chronic kidney disease, diabetes or are at increased risk of infection
- are living in a long-stay residential care home or other long-stay care facility
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- children over the age of six months with a long-term health condition

Our flu clinics are running, so if you think you are eligible for a jab please contact our receptionists to book your appointment. More information can be found on the NHS choices website.

Friends and Family Test : In August 2018 98% of patients who responded would recommend the Phoenix Cirencester. Further details are available on our website.

New Phoenix Health Group Website : We have recently launched our new website. It is more interactive than our previous website, so when you have a minutes please take a look :

<https://www.phoenixhealthgroup.co.uk/>

Please note the Surgery will be closed on 17th October 2018 from 12.30pm – 5.00pm for staff training.

Fitbits



We can help you monitor your exercise levels, by loaning out Fitbits for £20.00. Please ask at Reception for details.

Keeping us up to date

If you change your address, home or mobile number or email address please let us know so that we can update your records.



Disabled Parking Spaces

Please help our disabled patients by not parking in the spaces marked for disabled patients only.



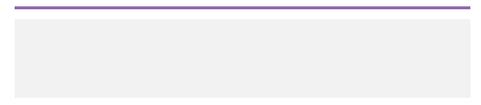
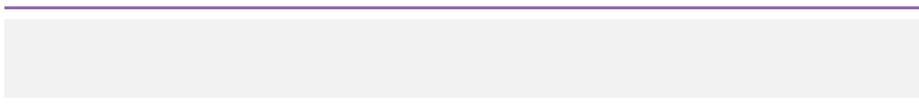
Phoenix Health Group Research Involvement

When Dr Naomi Vernon joined Phoenix in July 2016, involvement in Primary Care Research had declined. The same was true for other surgeries in Cirencester - the two main factors contributing to this were lack of GP time for research and failure to recruit sufficient numbers of patients to studies.

It was a shame that a surgery of our size was not contributing towards Primary Care research. As Doctors practicing evidence-based Medicine, research is important as it forms the basis of modern medical care. Medical research gives us this evidence and helps us develop new treatments.

Dr Vernon, newly appointed as our Lead GP for Research, looked at how other surgeries were successfully involved in research and put forward the idea of a research collaborative to other local surgeries in the South Cotswolds. Four other surgeries were interested and we went on to apply to NIHR for funding. This application was successful and in March 2018 we were granted some money to fund a research nurse. We are delighted that our Practice nurse, Helen Lane, has taken on the role of lead research nurse for the collaborative.

The Practice has now signed up to four studies which are recruiting patients. Details of these studies can be found on our website and on posters in surgery waiting rooms. We are thrilled that our patients will now have the opportunity to join in with research and in turn, contribute towards modern medicine.





Telephone Triage Explained

Telephone triage is a process by which the Doctor telephones the patient and assesses whether the patient's medical problem can be managed without having to come in for a face to face appointment. However, if the patient needs to come in then an appointment will be made with the appropriate healthcare professional be it GP, nurse, pharmacist, health care assistant or other allied health professional.

How does it work?

If you call Phoenix Health Group to request an urgent/same day appointment one of our highly trained receptionists will ask a few questions which will be passed on to your GP. You should then expect a phone call within 1 hour from your GP. After speaking to you the doctor will decide the most appropriate action. You may be offered an appointment on the same day or be booked in to be seen on another day. However, the doctor may decide that the problem can be dealt with more appropriately in another way e.g. blood test or Xray arranged, appointment with another health care professional, referral or prescription without the need for a face to face consultation.

What if my GP doesn't call me back?

It is important that you give the receptionist your current telephone number and are available to take the call from your GP. However, if your GP hasn't called you back within an hour then please call the receptionist again and let her know.

Is it to stop me getting an appointment?

No, not at all - it is to ensure that all patients that need to be seen are seen by an appropriate health care professional, in the right place and at the right time. It is also a tool for which a telephone consultation can be used to appropriately manage patient's concerns even if an appointment is not required. For many patients it is much more convenient to have their problem resolved by a telephone call.

Why does the Practice do it?

Telephone triage improves access and to reduces waiting times. It also optimises GP appointments. With a team of highly skilled allied health professional, less complicated needs can be more effectively dealt with by other members the health care team.

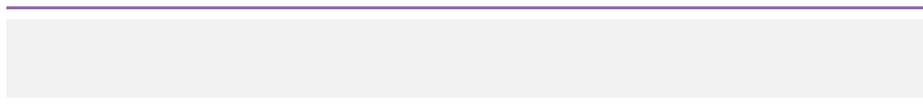
Can I still book routine appointments to see my GP?

Yes! You can book non urgent appointments either online or by telephone through our receptionists.

Please don't forget other resources

Medical advice can also be sought through the NHS 111 service, free to call from any landline or mobile phone, 24 hours a day, 365 days a year.

Your local pharmacist is also trained to give advice on an extensive range of minor ailments.



News from the Phoenix Patient Participation Group

We are still reeling from the sad news of the sudden death of our Co-Chair, Ingela Jacob. She was a great innovator and responsible for the awareness sessions that we have run in the waiting rooms of Chesterton Lane, Kemble, South Cerney and the Royal Agricultural University. She will be missed both as a friend and a colleague.

The PPG ran its biannual Patient Satisfaction Survey over two weeks this year and achieved a record number of responses – over 500 in all. It was no surprise to learn that the vast majority of patients have the greatest respect and gratitude for the high standard of care provided by the Phoenix.

The survey did highlight a few issues which we have made the subject of our Action Plan. They include raising the awareness of patients to the benefits of the online services which are available to them. It is possible to make appointments, make repeat prescription requests and view your own medical records. Other issues which we intend to concentrate on include raising the awareness of social prescribing and asking the practice to consider increasing the times when patients may see a nurse.

The results of the survey and the Action Plan can be viewed on the Surgery website which we do think is worth a visit. If you would like to take an active part in the Patient Participation Group just let the reception and we will do the rest.

Peter Jay, Chair, Phoenix Surgery Patient Participation Group

Staff News

Congratulations to Dr Khalid and his wife for the birth of their second baby boy and to Nurse Tina and her husband for the birth of their second baby girl. We wish them all the very best of health.

Dr Hein le Roux left the Practice at the end of August to further his role working with Gloucestershire Clinical Commissioning Group. His South Cerney Friday morning Surgery will be covered by Drs Sethi, Nichol and Vernon until a replacement GP is appointed.

Dr James Woodward has recently moved house and so will now be working at Tetbury Surgery, part of the Phoenix Health Group. Dr Woodward's list will be covered by a mix of Phoenix Health Group Partners and experienced locums until a replacement GP has been appointed.

Congratulations to Nurse Hollie who has recently completed her Asthma course. We have also been joined by Nurse Lisa who is running our Respiratory Clinics and Nurse Denise who is holding travel clinics.

