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Phoenix Surgery Newsletter

Issue 2 - Autumn/Winter 2011/12



Dear Patient,

It has been far too long since we published our last newsletter and although we keep patients updated with news about the surgery via our website, we felt that we should also publish a traditional newsletter to cater to the needs of patients who do not regularly use the internet.

There have been several recent developments within the practice and further changes to come over the next few months. You will find details of all the latest practice news in this newsletter which we hope you will find both interesting and informative.

Dr Swinyard, Dr Lehmkuhl & Dr Bassanino

Do We Have Your Correct Home Number and Mobile Number?

We often experience problems contacting patients by telephone due to us not being advised of number changes or not having a mobile number for a patient. A lack of correct mobile numbers has been particularly noticeable since we started using our new MJOG mobile phone appointment text reminder service.

It is helping to reduce missed appointments and our patients seem to appreciate the service too. However, it could work so much better if we had more numbers so please make sure that we have yours!



THE AUTOMATED APPOINTMENT REMINDER SERVICE

Did You Know...

...the telephone number for the Swindon Out of Hours Service has changed to

01793 646466

You can obtain this number via a recorded message when our surgery telephone lines are closed.

Dr Lehmkuhl to Leave in December

We are extremely sorry to announce that, after almost ten years at the Phoenix Surgery, Dr Lehmkuhl has given notice to leave the partnership in order to move on to pastures new.

She first joined the surgery in March 2002 and immediately became a much-liked and well respected part of the practice team. Since then she has looked after a significant proportion of our patients and taken on the role of Practice Prescribing Lead, as well as having the main responsibility for the Nursing Home which we look after.



Dr Lehmkuhl's last day at the practice will be 9th December - she will be greatly missed but we wish her all the best for her future career.

The practice is currently seeking a replacement doctor and we will keep patients informed of progress in this regard.

Did You Know...

...that the Clover Centre at Great Western Hospital is no longer a Walk-In Centre?

The only Walk-In Centre in Swindon is now at Carfax NHS Medical Centre in Carfax Street. Patients arriving at the GWH site with non-urgent problems are likely to be referred to Carfax Street or to their own GP for treatment.

Clinical Research

We have recently joined the South West branch of the Primary Care Research Network and have been designated to become a research practice.

We will be carrying out research studies designed to gather evidence which can be used to improve the prevention, treatment and management of illness and disease.

In the event that your doctor thinks you may be suitable to participate in a study they will explain it fully to you and offer you the opportunity to become involved by your giving 'informed consent'. However, patients should note that there is absolutely no obligation to participate in studies and that their care will not be adversely affected by declining to become involved.





Please Join Our Patient Group & Help Us To Improve

Whilst everyone at the practice already strives hard to provide our patients with a good service we also know that there are likely to be areas where some improvements can be made. It is therefore important for us to know how we can improve our service to you and how you perceive our surgery, staff and doctors.



To help us with this, we are setting up a 'virtual' (online) Patient Reference Group so that you can have your say. We will ask the members of this representative group some questions from time to time, such as what you think about our opening times or the quality of the care or service you received. We will contact you via email and keep our surveys succinct so it shouldn't take too much of your time. It is also likely that we will ask for a small number of volunteers to attend a few meetings at the practice to discuss results and identify areas for improvement so that those patients who have some spare time and wish to become more involved with the project can do so.

We aim to gather around a hundred patients from as broad a spectrum as possible to get a truly representative sample - for example, young people, workers, retirees, people with long term conditions and people from various ethnic groups.

For more information, or to sign up to the group, please visit www.phoenixsurgery.com Patients who have no internet access but who wish to be included should contact Rob Charles at the practice - the assistance of all patients will be greatly appreciated.

GP Training

The practice is extremely pleased to welcome Dr Lauren Richardson, our latest GP Registrar, to the practice. She was previously at a placement in a Cirencester practice and she will be with us until August 2012.

Her surgery sessions at our practice will usually be held on Mondays, Tuesdays, Thursdays and Fridays and appointments with her can be booked in the usual manner via reception or by using the Emis Access online service.

Did You Know...

...that our Health Care Assistant can take blood pressures, take blood samples, perform simple dressings, give flu jabs and do certain types of ear syringing?
Appointments can be made via reception.

Planning to travel abroad at Christmas?

Don't forget to book your travel jabs in good time - our practice nurses will be delighted to provide expert advice about the requirements for the region that you are visiting.

Did You Know...

...that the Phoenix Surgery is pleased to offer 'well woman' appointments with a nurse on two Thursday evenings each month?

Did You Know...

...that our surgery website:

- ✓ Allows patients to book GP appointments and order repeat prescriptions online, even when the surgery is closed?
- ✓ Has access to a huge amount of practice and health information including links to hundreds of NHS videos covering most illnesses and conditions?
- ✓ Allows patients to sign up to our Patient Participation Group?
- ✓ Receives over 10,000 'hits' each month?

www.phoenixsurgery.com

Professional Driver Medicals at The Phoenix Surgery



£45.00



£65.00



£65.00

We are able to provide medicals for taxi, private hire, HGV and bus drivers at very competitive prices with no requirement to be registered as a patient of the practice. Please call reception or visit our website for more information.

www.driving-medicals.co.uk