



# NEWSLETTER

## Phone Line Options

Our phone lines have been updated to help you find the best person to speak to regarding your care. The list of options is as follows:

1. COVID Information
2. Non Clinical Matters
3. Appointments / Home visits
4. Secretaries
5. Administration

**Option 1:** For information on COVID 19 & NHS 111 service. *This line is unmanned.*

**Option 2:** For prescription requests, sick notes and test results. *This line is unmanned.*

**Option 3:** If you're looking to make an appointment with us.

**Option 4:** Secretaries for Referrals. **Not for appointment booking.**

**Option 5:** Administration for insurance reports and SARS requests.

Please listen carefully to all the options in order to help you find the best choice for your query.

## Appointments

Priory Medical Centre have a number of different staff & health care professionals, all offering appointments to our patients. These staff are experts in their field and are sometimes better placed to deal with your needs.

At Priory Medical Centre, our staffing team includes:

**Advanced Nurse Practitioners:** Nurses who have done extra training to be able to examine, assess, make diagnoses, treat, prescribe and make referrals for patients.

**Clinical Pharmacists:** A specialist who deals in Medicine reviews and queries, working with patients to support them through their prescriptions.

**First Contact Physios:** A trained specialist who deals with musculoskeletal conditions and joint pain issues.

**Social Prescribers:** Help you access services and support for issues such as loneliness, financial issues, bereavement, housing issues and counselling.

**Active Monitoring:** A trained practitioner specialising in mental health and wellbeing support.

**Paramedics:** They work alongside GPs to help manage routine or urgent appointments, as well as home visits.

### IMPORTANT UPDATE

**Medication Reviews:** You no longer have to contact us to make an appoint for your medication review. We will now contact you to carry this out.

## Dear Patients,

Welcome to our quarterly newsletter containing lots of useful information about what's happening at Priory Medical Centre.

## This Issue Includes:

- Activity Levels for last 6 Months
- Triage System Help
- Carer Help
- Rebuild General Practice Campaign
- Sleepio

## Opening Times

Monday - Friday: 08:00 to 18:00

Weekends: Closed



**Priory Road, Warwick, CV34 4NA**

Website: [www.priorymed.nhs.uk](http://www.priorymed.nhs.uk)

Tel: 01926 293711

## Social Media Accounts



Follow us on our Facebook page. Search: Priory Medical Centre



Follow us on Twitter @PrioryMedCentre

## The Carents Room

The Carents Room's is a group helping "Carents": their word for mid life children providing care for elderly relatives. Founded by Dr Jackie Gray, a dually qualified GP and Consultant in Public Health Medicine, with over 30 years of experience tackling the consequences of ageing in individuals and communities. Using insights from the direct experience of caring for her elderly father and being supported by others in similar roles.

The Carents Room has been informed by the available research and expert public health guidance on supporting elderly parents. It has tips with what to expect, what to ask and where to go for expert advice and help. The information is available 24/7 and developed to NHS information standards.

For more information on looking after elderly relatives, or any help with signposting, visit: [www.carents.co.uk](http://www.carents.co.uk)



## Triage System Help Pamphlet

Priory Medical Centre has updated its triaging system, giving patients easier access to make an appointment online and reducing the amount of time patients need to wait on the phone. To help with this, we have created a handy guide pamphlet that is distributed on our reception desks, for anyone who may need assistance accessing this service. If you would like a pamphlet, feel free to pick one up from reception, or ask a receptionist if any are available.

## Stats for 2024—Jan to Jun 2024

Over the last 6 months, staff at Priory Medical Centre have been busy providing the following levels of activity to our patients:

- Phone calls (answered)
  - 26,188
- Appointments
  - Phone
    - 26,433
  - F2F
    - 25,065
  - Home Visits (Diabetic & INR Visits)
    - 1,967
  - Written (inc Online)
    - 2,441
  - TOTAL
    - 53,465
- DNA's
  - 1,185 (2.33%)
- Online Consultations
  - 26,504
- Patient Documents
  - 56,594
- Prescriptions Issued
  - 34,464
- Registered Patients
  - 19,070 - an average of our patient list size during this period

This is an excellent level of service offered to our patients and we would like to thank the staff for their hard work during the last 6 months.

## Rebuild General Practice

Our Surgery is a part of the campaign called Rebuild General Practice. As you will all know, general practice has been in crisis for many years. This is down to decades of neglect from successive governments and it is putting patient safety at risk.

As GPs we want our patients to know – we're on your side. We want to be there for you and your family whenever you need us. But this is getting harder and harder. If you want your GP to be there for you and your family, you can help us.

Find out more information on the Rebuild Website: [www.rebuildgp.co.uk/for-our-patients](http://www.rebuildgp.co.uk/for-our-patients)

## Sleepio

Sleepio is a six week, clinically proven programme used to treat insomnia, available free on the NHS. Poor sleep is typically triggered by stressful events. For some, that experience may develop into unhelpful thoughts and behaviours that further worsen sleep problems. Sleepio helps people learn techniques to break this cycle.

In England and Scotland, Sleepio is available free on the NHS for all adults nationwide. NHS projects in selected areas, and people living with or beyond cancer can also access Sleepio free.

Visit [www.sleepio.com/nhs](http://www.sleepio.com/nhs) on a smartphone, desktop or laptop computer to create your account. Then, download the Sleepio app onto your mobile device from the Apple App Store or from Google Play.