



NEWSLETTER

“To provide accessible and cohesive patient centered care in a supportive town environment that continually strives to improve”

Dear Patients,

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

This Issue Includes:

- Mellors Pharmacy Update
- Patient Survey Results
- Covid Information and Guidance
- Brese Avenue Updates
- Patient Participation Group Info



Priory Road, Warwick, CV34 4NA

Website: www.priorymed.nhs.uk

Tel: 01926 293711

Appointments

There are many different kinds of appointments we offer at Priory. A doctor might not always be the best clinician for you to see for your appointment.

At Priory we can offer you:

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

Physician Associate: A trained clinician who can give a diagnosis, deliver treatment and provide health advice for patients.

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

First Contact Physio: 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.

We can also refer you to the pharmacy for:

- Bites and Stings
- Ear and Eye
- Hayfever
- Gynaecology problems, including Cystitis

NHS 111 can also provide advice, guidance & medications to patients when Priory Medical Centre are unavailable or unable to support.

Opening Times

Monday - Friday: 08:00 to 18:00

Weekends: Closed

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 visit requests
4. Secretaries
5. Administration
6. NHS Health Checks

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.

Option 6: To book your NHS Health Check.

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

Social Media Accounts



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



Follow us on Twitter @PrioryMedCentre

GP Patient Survey Results

The results of the patient survey are in, and Priory Medical Centre has been rated Good by over 80% of our patients.

Some key areas worth noting are:

- 82% of patients found our Reception staff helpful
- 92% of patients found their healthcare professional was good at listening to them, with 88% also feeling that they were given enough time by their HCP
- 95% of patients felt that they trust the HCP that they saw or spoke to.

Priory Medical Centre is grateful to patients that took the time to complete the survey and provide us with this valuable feedback. We hope to take the data we have gathered and use it to continue to improve the service we provide our patients over the next year and beyond.

Welcome Mellors Pharmacy

Mellors Pharmacy have now completed their move to Priory Medical Centre. They are located on the ground floor with access to the practice for both our patients and Mellors customers. We are hoping this will mean a much more convenient service for our patients.

The Patient Participation Group (PPG)



Andrea Hammond: Chair of the PPG

My name is Andrea Hammond and I've lived in Warwick for 25 years having returned from living in South Africa.

I have been a patient at Priory Medical Centre since returning to the UK and was approached by the previous Chair of the Patient Participation Group - Hugh Furber to join in 2016.

I took over as chair just before the pandemic and the group have continued to meet regularly over teams since then. I attend the South Warwickshire Patient Engagement group on behalf of the PPG as well as the Network PPG group.

Since April 2015, it has been a contractual requirement of NHS England for all GP practices to have a PPG and to make reasonable efforts for this to be representative of the practice population.

I would very much like to see more diversity in our PPG so that we can listen to the variety of voices of our many patients.

I am happy to speak to anyone who is considering joining the group and have signposted a link to the Healthwatch PPG best practice guide.

Email: ppg@priorymed.nhs.uk

Brese Avenue Updates

Our branch surgery on the Woodloes Park Estate in Brese Avenue has recently been undergoing renovation work to get it ready for re-opening soon; we will be looking to have the surgery fully up and running for our patients once again. We will release new information and updates for Brese Avenue on our social media accounts once operational.



Bonfire Night!

With Bonfire night approaching, always remember to keep children away from fireworks, never try to re-light fireworks that have not ignited fully, and have a hose or bucket of water handy at all times. Please also remember to keep warm over the coming months. Priory Medical Centre will be working over the holidays to provide you with the care you need.

