



# 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 Medial Centre.

## This Issue Includes:

- 2023 Stats
- Med Review Update
- Brese Av. Covid Hub
- Triage System Updates
- Covid Spring Booster

## Opening Times

Monday - Friday: 08:00 to 18:00  
Weekends: Closed



## Social Media Accounts



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



Follow us on Twitter @PrioryMedCentre

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

Website: [www.priorymed.nhs.uk](http://www.priorymed.nhs.uk)  
Tel: 01926 293711

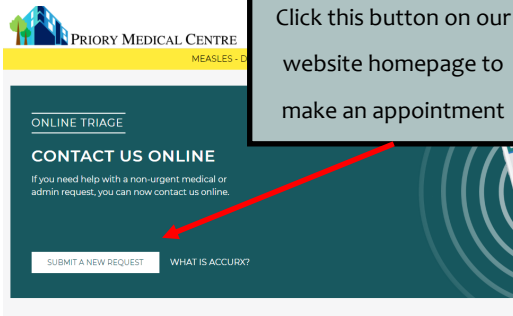
## Accurx Total Triage System

Priory Medical Centre has updated its appointment booking system for the benefit of our patients and clinicians.

To submit a request you can either:

- Filling out an online form by going to Priory Medical Centre's website.
- Ring us and a member of the reception team will be able to fill out the form for you over the phone.

These requests will then be triaged by a Doctor on the day who will determine when they are booked in and the nature of the care the patient requires. You will then be contacted to be told when your appointment will be.



## Covid Spring Boosters 2024

Free for anyone over 75 or aged 6 months to 74 years old "at risk" patients.

Clinics will start at Priory Medical Centre and Brese Avenue Surgery from April 22nd. You can book your appointment via the message received on your mobile, email or letter. Please do not call the surgery as it will affect patients trying to make GP or nurse appointments

## Stats for 2023

Priory Medical Centre has been hard at work through 2023 and we aim to continue that hard work this year.

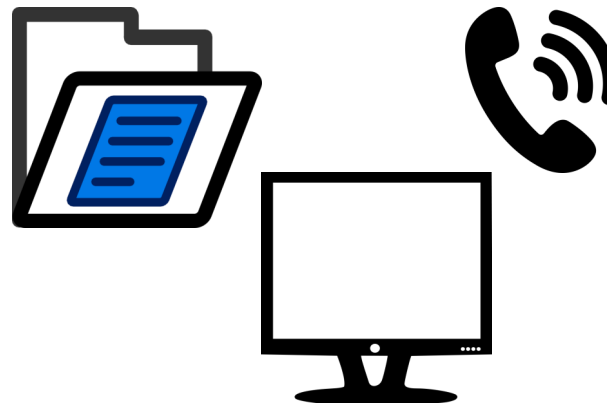
We had **19,072** patients on average registered at the practice over the year and answered **77,434** phone calls from patients about their care.

In total we had **110,763** appointments with our patients, which includes:

- Phone Appointments: **56,870**
- Face to Face Appointments: **51,342**
- Home Visit Appointments: **2551**

We unfortunately had **2575** appointments where the patient did not attend. This meant that sadly the appointments could not be given to other patients who may have needed them due to not being cancelled with enough time.

We had **15,878** online consultations submitted via our website, as well as receiving **109,161** patient Documents through to our admin teams.



## Measles Information

Measles cases in the Midlands are rising. Measles is an infection that spreads very easily and can cause serious problems in some people. Having the MMR vaccine is the best way to prevent it and protect our communities.

Measles symptoms include: high fever, sore, red, watery eyes; coughing; aching and feeling generally unwell; a blotchy red brown rash, which usually appears after initial symptoms. If you have symptoms of measles, stay at home and phone your GP or NHS 111 for advice. Stay away from GP surgeries and A&E departments. Stay off nursery, school, or work for at least 4 days from when the rash first appears.

## Brese Avenue Covid Vaccination Hub

As we prepare Brese Avenue to become a Covid Vaccination Hub for the Spring Booster 2024 programme, all routine appointments that have previously been run at Brese Avenue will take place at our main surgery at Priory Medical Centre. This is only until the Spring Booster programme has finished and we envisage Brese Avenue to re-open as normal to patients from early June 2024.

Until Brese Avenue is re-opened, please do not put any prescription requests through the letterbox, please deliver these to either your nearest Community Pharmacy or Priory Medical Centre.