



# 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:

- 2022 Stats Overview
- PPG Updates
- Ovarian Cancer Awareness
- Staff and Patient Parking
- Summary Care Record & Opting Out



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

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

Tel: 01926 293711

## 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.

**Physician Associates:** A trained clinician who can give a diagnosis, deliver treatment and provide health advice 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.

We can also refer you to the pharmacy for:

- Bites and Stings
- Ear and Eye
- Hay fever

## 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 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.

## Social Media Accounts



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



Follow us on Twitter @PrioryMedCentre

## Summary Care Record & Opting out

### How is your Data used?

Your health and care information is used to improve your individual care. Relevant information is also shared from your record with other health or social care organisations when they are providing you with care, as well as to help research new treatments, decide where to put GP clinics and plan for the number of doctors and nurses in your local hospital. Wherever possible we try to use data that does not identify you, but sometimes it is necessary to use your confidential patient information.

### Choosing to Opt Out?

You can choose to opt out of sharing your confidential patient information for any purpose beyond your care. You can opt out by using your NHS App, calling the Opt Out Team on (0300 3035678) or by visiting the website at [www.nhs.uk/your-nhs-data-matters](http://www.nhs.uk/your-nhs-data-matters).

### Will choosing to opt out affect my care?

Choosing to opt out will not affect your care and treatment or individual care. You can also choose to change your mind at any time.

## Staff and Patient Car Parks

We would like to remind patients that the staff section of the car park is not for the use of patients. This space has been reserved for our staff members, in particular our GP's and Nursing staff who are often required to do home visits.

We would ask that patients and visitors please be mindful of this when attending the practice as you may be required to move your vehicle from the staff car park area if necessary.

## Priory Patient Participation Group News – Andrea Hammond, Chair of the PPG

This quarter I have been attending meetings and talking to other PPG chairs across our Primary Care Network. Priory Medical Centre sits within the Warwick & Kenilworth Network and Dr Nick Yeats is the Clinical Director for the group of 5 GP surgeries. The Networks (PCNs) were introduced in 2019 and cover 30,000-70,000 patients. Because of the pandemic, many patients will be unaware of the existence of these Networks and how they are working together with local service providers to improve care and outcomes. Funding is available for new roles across the Network, including Clinical Pharmacists and Social Prescribers. These staff will support General Practice teams in carrying out medication reviews and recommending non-clinical services in the community to improve health and well-being.

I have also been attending the South Warwickshire Patient Engagement group that brings representatives together from the 7 Network areas. This exists to ensure that there is continuing patient engagement in south Warwickshire and was formed with the support of the GP Federation. The group meets virtually bi-monthly and covers issues affecting patients or specialist health providers.

The Patient Participation Group met in October and following the practice update, discussed the patient access to surgery other than by telephone. This is a subject that the Network is also looking at as all surgeries are experiencing high call volumes and staff fatigue.

## Priory Medical Centre 2022 Stats

In 2022, Priory Medical Centre:

- Received 205,105 phone calls to the surgery phone lines; that's a daily average of 820 phone calls!
- We completed 62,046 telephone appointments, 43,817 face to face appointments and 355 home visits. Totalling around 106,218 appointments.
- Unfortunately we had 1964 appointments that were DNA'd (Did not Attend) by patients. These DNA's mean that appointments were wasted and could not be offered to other patients.
- We processed 7,403 eConsults that were submitted to us. Submitting an eConsult often means patients' needs are met quicker as well as freeing up phone lines and clinician time.
- We processed 96,347 patient documents, letters and discharge summaries.

## Ovarian Cancer Awareness Month (March 2023)

This March is Ovarian Cancer Awareness month. Everyday, 11 women die of ovarian cancer, two thirds of women are diagnosed too late when cancer is much harder to treat. This month is dedicated to spreading awareness of ovarian cancer and about supporting and raising money toward vital work being done in the battle against cancer.

To find out more on this topic, visit:  
[targetovariancancer.org.uk](http://targetovariancancer.org.uk)