



Healthcare4Kids Services Ltd

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Healthcare4Kids Newsletter May 2023

Welcome to May – the month of many bank holidays and (hopefully) better weather all round.

Prescriptions

Ellie Olivieri

We are very proud of Ellie Olivieri (Specialist Neurodevelopmental Nurse), who has passed her prescribing course with flying colours and is now able to prescribe medication. Ellie can prescribe anxiety medication for your child now and we are working hard behind the scenes to ensure all important administrative processes are completed so she will soon be able to prescribe controlled medication (eg ADHD medication) as well.

May Half Term Holidays

Please note, both Dr Jo Jones and Ellie Olivieri will be on annual leave from 27th May to 4th June inclusive. There will be no one available to write prescriptions during this period, so if you need a repeat prescription, please make sure you request this with plenty of notice.

Website

We are very happy to announce that our new and improved website www.healthcare4kids.co.uk is now live. Please do check it out. While it is live, it is still a work in progress – we are busy tidying up a few stray links and in the coming months we intend to add more facilities to help families and improve our processes. We will soon be asking you to request repeat prescriptions through the website, rather than emailing the team directly. Once this is up and running, we will send a link out via email.

Xero Payment System

Back in September 2022, Healthcare4kids moved to a new invoicing system, Xero, and we are pleased to now offer payment by debit or credit card online, via Stripe (for all invoices EXCEPT ASD assessment payments). You can still pay by BACS if this is preferred. The feedback that we have received so far is that it is making the payment of invoices easier and more straightforward.

Invoices are sent via Xero from the following email address; messaging-service@post.xero.com. Please add this to your safe senders in your email account,

Clinics:

Healthcare4Kids Services Ltd,

Supersonic House, 23 Adelaide Road, Leamington Spa, CV31 3PD, Tel: 01926 624 235

The Tudor Medical Group,

Stratford Healthcare, Arden Street, Stratford-upon-Avon, Warwickshire, CV37 6HJ, Tel: 01789 200 935

Healthcare4Kids Services Ltd is registered in England, Company Number 12423524

and look out for invoices around the time of your appointment, in case they go to your junk folder.



2022 FINALIST

BAPS awards

We let you know back in October how excited we were that Dr Jo Jones was a finalist for an award as a Mental Health Champion in the BAPS (Bloody Awesome Parents) Awards. The awards ceremony was then postponed until April 2023 and on 20th April, Becky and Joanna attended the ceremony on behalf of Dr Jo Jones. Jo was not the winner of her category in the end, but it was a fantastic occasion and a chance to celebrate some of the amazing SEND bloggers and families out there who are raising awareness and supporting others. We are extremely proud of Jo (who, of course, insists that all of her achievements are a team effort) and we were pleased to have the opportunity to attend the ceremony and celebrate Jo, as she deserves. You can find out more about the winners using the link below:

[Winners | My Family Our Needs](#)

Healthcare4kids Team and contact details:

Our team has grown considerably since the time of just Dr Jo Jones and Becky Freeman! Please do visit www.healthcare4kids.co.uk for more information about the team, Healthcare4kids and what Jo offers.

For your information please find below our team, job title, and contact details:

Dr Jo Jones, Consultant Paediatrician:	doctorjojones@healthcare4kids.co.uk
Becky Freeman, Practice Manager:	becky@healthcare4kids.co.uk
Joanna Barnes, Assistant Practice Manager:	office@healthcare4kids.co.uk
Ellie Olivieri, Specialist Neurodevelopmental Nurse:	nurse@healthcare4kids.co.uk
Melanie McCarthy, Autism Coordinator	melanie@healthcare4kids.co.uk
Cheryl Jackson, Patient Administrator	doctorjojones@healthcare4kids.co.uk (please address emails FAO Cheryl)
Sarah Colman, Patient Administrator	admin@healthcare4kids.co.uk
Alison Marland, Finance Administrator:	accounts@healthcare4kids.co.uk
Calum Johnson, Office Administrator	admin@healthcare4kids.co.uk

Associate Psychologist Dr Chris Morrell

Tel: 01926 624 235

Office hours: 9.30am to 2.30pm Monday to Friday

We do try to respond to emails, calls and messages as quickly as we can but please do note that most of the team work part time hours. Any urgent queries or medical queries please email Jo directly; doctorjojones@healthcare4kids.co.uk.

Finally...

We do our utmost to provide you with a service that we are proud of but most importantly, that you are satisfied with. If we fall short of this, you have suggestions for improvements or you want to let us know we are doing a great job, please do complete the experience feedback form. The following link will take you to the online form on our website. <https://healthcare4kids.co.uk/experience-feedback-form/>. You will also find the link in the email with your latest medical report. Your feedback is greatly appreciated, and it is used to augment and inform our clinicians' annual appraisals and revalidation, and improve the services we provide.

You have received this newsletter as our records show you have a child receiving care from Healthcare4Kids. If this is incorrect, please do contact Calum at admin@healthcare4kids.co.uk so that we can update our records.

Thank you for being part of the Healthcare4kids practice and entrusting your child(ren) in our care.

With Best Wishes,

from the Healthcare4Kids Team.