

Carepoint Practice

"Lead by Example"

Welcome to the Carepoint Patients' Participation Group's Autumn/Winter 2023 Newsletter

The Doctors and Health Practitioners have been extremely busy this summer updating the computer systems for practically all the services which are used, e.g. repeat prescriptions, referrals, staff training to name but a few. We trust you have noticed the difference.

The Practice now has an ECG service in house which is very well received. Also we now have our resident first contact physiotherapist (FCP), who can assess anyone who has a musculoskeletal problem. Carepoint continues to offer a paediatric phlebotomy service as well as the adult phlebotomy service.

FLU CLINIC

The PPG members once again helped out at the flu clinic. There were 450 flu jabs given to the over 65's and approximately 150 combination vaccines given. Please do come to the practice if you need your flu jab as injections are available.

COVID

Unfortunately, patient uptake for the covid vaccine is reducing. Please do make your appointment via 119 or visit participating pharmacies and keep yourself and others safe this winter.

PRIMARY CARE NETWORK

Many of Carepoints' patients attended the Primary Care Network Health Hub. The PCN are planning to hold annual or biennial health hubs in the future. For those of you were were unable to attend the hub there is a lot of help and advice from a multitude of organisations on health matters. Blood pressure and BMI readings can also be taken and if necessary, advice and management can be given.

DISPLAY BOARDS

It is hoped that you have enjoyed the artwork around the surgery from St.Martin's School. The new artwork is supplied by Northwood College.

If your school would like to showcase their students' art work, please contact the surgery.

ANNUAL INTEGRATED CARE BOARD ASSESSMENT

Carepoint Practice achieved excellent results in their assessment. Most patients requesting an appointment are seen on the day or the following day. 83% of patients were very happy with Carepoint.

SURVEYS

After you have visited the surgery, you may receive a request to complete a survey. Please do fill this survey in as it helps the doctors know patients' requirements and the results of the surveys are taken into consideration when the practice is reviewed.

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MISSED APPOINTMENTS

It is most important that whenever you cannot attend your appointment you inform the surgery as soon as possible in order that the appointment can then be given to another patient. Every appointment which is cancelled costs money. For example, each missed appointment for a blood sample costs the doctors £7.50. which might not sound much but if 50 people do not show up that is £375. wasted.

Similarly, with flu vaccinations. If a patient books in for a flu vaccination and then fails to turn up that is a wasted vaccination and costs money.

A new website is currently in development, but in the meantime, please check the website for opening hours and services offered.

SELF HELP

Carepoint doctors and health practitioners are there to help you and help you get better quickly so when you speak with the Health `Advisors, please explain your symptoms clearly and precisely to avoid any possibility of confusion. Then your problem can be correctly triaged so that you get help from the right Clinician.

PATIENTS' PARTICIPATION GROUP

The PPG is a group of patients from Carepoint Practice who have come together in a shared wish to help you and your doctors. We act as representatives of Carepoints' patient population and are a way of connecting general practice with the community it serves.

We always welcome new members and if you are interested in joining this very friendly group of people please fill in the form on the website.

USEFUL NUMBERS

NHS 111 for non-emergency illness and minor queries

999 for an emergency.

Mount Vernon Care Unit - please ring 111 and they maybe able to book you an appointment if the clinical indication is appropriate.

