Welcome to the Carepoint Practices Patients’ Participation Groups’Spring/Summer Newsletter 2024

Dr.Patel and Dr.Odedra have been very busy updating the website as we are sure many of you will have noticed.

NEW WEBSITE

It is quite revolutionary for a GP surgery to have its website designed specifically by the doctors for their patients making it much easier to navigate and for patients to find the correct health care provider to deal with their problem quickly

Patients can now access how to find assistance. For instance, for seven common conditions, sore throats, ear ache, impetigo, shingles, insect bites, sinusitis and urinary tract infections in women. Patients can now be treated at the Pharmacy under a scheme named Pharmacy First. The Pharmacy can prescribe antibiotics where necessary, with prescription charges being the same as if given by a GP.

 Instructions on how to use the Patches system for appointments and how to access other medical information including direct access to certain NHS Services is also available on the system.

TELEPHONE SYSTEM

Carepoint’s telephone system has been tailor made for their patients directing patients to their direct point of contact quickly.It can redirect patients to pharmacies if their symptoms fall into the seven common health conditions in Pharmacy First or put them through to a trained receptionist who can triage them to the right health care professional.

 Call waiting time for patients has been greatly reduced whilst call volume and wait times actively monitored and action taken should either arise.

This system has not only freed up the capacity to book more same day appointments for urgent cases, but also means that patients with serious symptoms are triaged to the appropriate healthcare professional quicker.

Your feed back on our new systems would be most welcome.Please go to our Friends and family site and also respond to any text surveys you receive following an appointment.

WHAT IS THE PCN

A primary care network is a group of practices who work together to focus on local patient care. They have been around since 2019 and 99% of practices across England now work as part of one.

North Connect PCN is one of 6 PCN’s in the Hillingdon Borough. Carepoint’s 6 PCN’s are Acre Surgery, Carepoint Practice, Eastbury Surgery, Harefield Practice, Mountwood Surgery and the Devonshire Lodge Practice.

More detailed information is available on our website.

TRAVEL VACCINATIONS

Please note that we only offer certain travel vaccinations that are covered by the NHS. For provision of alternative vaccinations you will need to seek travel advice from another service often available at pharmacies to determine which vaccinations you require.

Travel vaccines available on the NHS are:

Diphtheria, polio and tetanus (combined booster)

Cholera, Hepatitis and Typhoid.

If you are travelling and need a travel vaccination, the GP must receive the completed form at least 4 weeks before your trip. Please go to our website under travel clinic and complete the required form.

CHILDREN’S VACCINATIONS.

Please do ensure that your child has had their vaccinations. Take up of the measles vaccination has been low which has led to outbreaks of measles in certain areas.

EASTER CLOSURE

Our Surgery will be closed from Friday 29th March and will re-open on Tuesday 2nd April.

Patches is also unavailable during the Easter Holiday.

If you have a health issue which isn’t urgent advice is available on the NHS website [www.nhs.uk](http://www.nhs.uk) or NHS app or your local pharmacist.

NHS 111 for non-emergency illness and minor queries

999 for an emergency

Mount Vernon Urgent Care Unit - ring 111 for a appointment

There is much more information on our web site.



