

Carepoint Practice

"Lead by Example"

Welcome to the Carepoint Practice Patients' Participation Groups Autumn/Winter Newsletter 2024

We sadly said goodbye to Jenny Berry who had been a receptionist at Carepoint for over 20 years. The receptionist's role has changed dramatically since Jenny joined the surgery and the current receptionists are now very highly trained to help patients by taking information about their medical problem and triaging them to the most suitable health professional for their needs.

There are many ways to make an appointment or to see your health information. Whereas, when Jenny started work with us, it was the telephone. Now we have several avenues open to patients, e.g. PATCHS (on line consultation) our website, and the NHS app.

Patients can self refer to a local pharmacy if they feel they have an infection, under a scheme named Pharmacy First without the need for referral. The pharmacy can prescribe antibiotics where necessary, with prescription charges being the same as if given by a GP.

In addition, patients can be referred to the Pharmacy for a range of common minor health conditions by the general practice, 111, urgent and emergency care services

NHS APP

We would encourage our patients to access the NHS app either by downloading or viewing it on your internet browser.

The NHS app lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

There is a lot more information on the website so please do make use of it. The web site is regularly updated

The Carepoint team has been streamlined and the staff have been trained to multi task. The doctors are convinced that they have a smooth-running team, their systems are now managing patients at a very high level. Carepoint is on course to hit all their annual targets already.

MISSED APPOINTMENTS

Please remember to cancel your appointment if you are unable to attend. Each appointment costs the surgery £50. and this is money wasted if we are not informed of non-attendance.

FLU CLINIC

The flu clinics this year were not as busy as in previous years due to the pharmacies giving the flu and covid injections at the same time.

We gave over 360 flu injections but this left us with a surplus of around 300 at a cost of £4,500. Fewer flu vaccinations have already been ordered for 2025.

Patients were also offered a heart check for atrial fibrillation.

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NEW SURGERY

With the change in Government many GP development schemes have been scrapped. The design for the new Health Centre is complete but a decision is awaited from the Committee on whether our new Health Centre will be approved. If it is, the building process will start in early 2025 with the aim to move in around April 2026.

PATIENTS' PARTICIPATION GROUP

The very friendly Patients' Participation Group would welcome new members. We meet two or three times each year and act as representatives of the patient population and are a way of connecting general practice and the community it serves.

Patients who are interested in giving their time voluntarily should complete the form on the Patients' Participation Group website. We would be very pleased to hear from you.

WHERE CAN I GET HELP

Minor Injuries - Mount Vernon Urgent Care Unit

Book an appointment via NHS 111 or by calling 111 or book an appointment direct on 01923844263

Hillingdon Samaritans

hillingdonsamaritans.org.uk

Bereavement Care

bereavementcareandsupport.co.uk

On line Counselling 11-18 year old

Kooth.com

