

Carepoint Practice

"Lead by Example"

Welcome to the Carepoint PPG 2020 autumn/winter newsletter.

Due to Covid-19 the Spring of 2020 brought a dramatic change in the way services were offered to patients. Unfortunately, this situation appears to be with us for a while longer Carepoint Practice was very well prepared to cope with the Covid-19 epidemic and had put plans in place before lockdown to ensure that patients received the best possible treatment

The e-consult system had been in operation for a while at Carepoint, but with the arrival of Covid-19 all patients were requested to use the system. This system enables patients' symptoms to be quickly and accurately triaged by the clinicians. This would remove the delays in having to call and speak to a health care advisor about your symptoms and also allow the triaging clinician to have direct access to the problems the patient had in their own words. The majority of patients can then be offered appointments with the relevant clinician either virtual or face to face. The system allows you to nominate your preferred clinician however if there is a long delay an earlier appointment with a suitable clinician will be offered. The doctors are aware that this will not suit everyone, but they believe it is a move in the right direction as the most important thing is to make sure patients are seen as soon as possible.

With the further advances in technology all prescriptions go electronically to the pharmacy for implementation, thus once again avoiding a visit to the surgery. Another technical solution - entitled EPS4 - allows for a patient to go to any pharmacy in England and as long as the patient knows their NHS number, the pharmacy should be able to download the prescription and issue it. This has proved invaluable for patients who have been trapped elsewhere during lockdown.

HOW TO GET THE BEST FROM YOUR GP PRACTICE IN THESE DIFFICULT TIMES

Take responsibility for your own health. monitor your diet and weight and exercise regularly.

Use the NHS web site Better Health for further information.

Request repeat medication before running out. There may be a shortage of some medicines at this particular time.

When you speak with the doctor or health practitioner explain your symptoms clearly and precisely to avoid any possibility of confusion. The doctors are there to help you get the right treatment.

FLU CLINICS

Carepoint Practice had a very successful flu clinic on Saturday the 12th of September. We were able to see over 600 patients whilst maintaining social distancing & infection control.

Carepoint Practice will be arranging a further flu clinic on Tuesday the 20th October. Patients who are eligible will be contacted prior to this date. Plans for further clinics later in the year will be published once we have further information from the government.

PPG PROJECTS

Unfortunately, due to Covid-19 the PPG have been unable to pursue their projects; the book corner has been disbanded and as the schools were closed, the pictures in the notice boards have remained the same. Following the success of the first health care event, it had been hoped to hold further events during the year, but this has proved impossible.

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USEFUL NUMBERS

Samaritans

Hillingdonsamaritans.org.uk

Online Counselling 11-18 years

kooth.com

Diabetes

Diabetes UK

Alzheimer's Society

03331503456

Better Health Campaign

nhs.uk/BetterHealth Campaign

