Welcome to the Carepoint Patients’ Participation Group 2021 Autumn/Winter newsletter

It has been a very difficult time for the doctors and health practitioners at Carepoint during the pandemic and many changes have taken place. At the forefront of all the difficulties the doctors and the health practitioners have been dedicated to giving the best possible treatment to all its patients.

Although the appointment system is working quite well - there are four and sometimes five staff answering telephones - on Monday mornings especially as many as 200 calls are answered. To cope with this volume a new, more efficient telephone system will be installed in the new year.

Unlike many surgeries, face to face consultations have continued throughout the pandemic where necessary, often the patient seeing a doctor on the same day after having been triaged via a telephone conversation with the team/doctor first. Telephone conversations increased and this aspect of consultations will remain as it is popular with many patients and the surgery has a long history of experience with this method of communication in the GP setting. Dr Patel and Dr Odedra said that they see all the e-consult requests that are made available online themselves and this would be a better way to contact the doctors rather than going through reception via telephone as the doctors can directly see the symptoms that the patients are having in their own words.

The doctors were very disappointed to have to change the date of the flu clinic having been let down by their suppliers. This happened nationally to numerous GP surgeries. A new clinic date was announced as soon as the doctors were aware of the delivery date of the vaccine; however, in the meantime, some patients had taken advantage of having their vaccination carried out at the pharmacists. Unfortunately, this means the surgery lost money and many vaccines had to be destroyed. This does have an impact on the services the surgery can provide so we hope in future patients will continue to have their vaccines at the practice. The flu clinic ran efficiently on 9th October and over 800 patients were vaccinated. This is the highest number to date done in one day by the practice.

Carepoint now has a new Healthcare Assistant (HCA) called Kate who will work alongside Tracy our existing HCA. All GP surgeries in Hillingdon now how to provide in house phlebotomy services and our HCA team will be providing this service to our patients.

Country wide there is a shortage of doctors and nurses and the manner in which they wish to work has also changed from earlier years. Doctors and nurses prefer to do sessional work which is less stressful. However, this means that Dr Patel’s and Dr Odedra’s workload has increased tremendously. For example, as they are the full-time doctors, they now have to analyse all the blood samples results whichever doctor has requested it. The practice has recruited a new male doctor who will be joining the practice in November to try and help with the ever-increasing workload placed on General Practice.

It is most important that whenever you cannot make your appointment you inform the surgery immediately. 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 £3 which might not sound too much, but if 50 people do not show up that is £150 wasted.

Similarly, if you do not cancel your appointment with the doctor that is approximately £40 wasted. Alongside the financial impact on our services by informing the practice of inability to attend appointments will help offer it to others who are waiting thus trying to keep waiting times to a minimum.

Dr Patel and Dr Odedra run a very efficient surgery, but with your help it could become even more so.

Please play your part in making your surgery the very best it can be. Everyone will benefit.

HELPING YOURSELF

Due to the pandemic many people feel vulnerable and isolated; school children are suffering from mental health problems and below are a few organizations which may be able to help them

Samaritans [hillingdonsamaritans.org.uk](http://hillingdonsamaritans.org.uk)

On Line Counselling 11- 18 years Kooth.com

Better Health Campaign nhs.uk/BetterHealthCampaign

Citizens Advice Bureau 0344 411 1444

Mental Health - Mind 0300 123 3393

Relate 0300 003 2324

REPEAT PRESCRIPTIONS

Please remember to order your repeat prescriptions in good time as there may be a shortage of some medicines. This can be done online. The practice does not take repeat prescription requests over the phone. If you cannot request them online then you can contact your pharmacy to request the medication on your behalf.

NORTHWOOD AND PINNER COTTAGE HOSPITAL

A planning application has been submitted for a new medical hub and housing which will fund the medical facility The application will see the relocation of the existing GP surgeries. Further details are available on the Hillingdon website.

  