

# Carepoint Practice

"Lead by Example"

"Lead by Example"

Welcome to the Carepoint Practice Patients' Participation Group's Spring /Summer Newsletter 2025.

This newsletter is compiled by the Patients' Participation Group to keep Carepoint patients up to date on their surgery. Newsletters are issued twice a year: Spring/Summer and Autumn/Winter.

## NEW SURGERY

As many of you will have noticed, work on the new surgery started on 17th January 2025 and a lot of work has been done to remove and clear sections of the building. It is hoped that by May 2026 the building will be finished with a moving in date of August 2026 for the surgery.

Decluttering has started in the current surgery - hence the skip behind the surgery. Hopefully this will enable the move to go ahead seamlessly.

## WHEN YOU FEEL UNWELL

When a patient is feeling unwell it is not always necessary to see a doctor. Carepoint staff have been highly trained to make sure you will be treated by the correct clinician.

## WHY DOES THE RECEPTIONIST NEED TO KNOW MY HEALTH ISSUE?

We wanted to clarify why the Receptionist is asking more about your health condition when you telephone the surgery.

The Receptionist needs to understand how urgent the issue is and which clinician can help you the quickest so that we can make best use of the resources available.

Our Receptionists are qualified and trained according to NHS Guidelines to point you in the most appropriate direction for an appointment. We have a system whereby as calls come in the Receptionists are able to filter the calls down a pathway by asking relevant questions which connects the caller to the right person which is more efficient. This is where technology helps with a framework to follow. We would like to thank all the staff for their professionalism.

## MINOR EYE CONDITIONS SERVICE (MECS).

There is now a minor eye condition service available on the NHS which provides assessment and treatment for patients with minor eye problems provided by accredited opticians. You do not require a GP referral. Telephone your chosen optical practice to book an appointment. You will be asked some questions about your symptoms so the team can assess how quickly you need to be seen

## PHARMACY FIRST SERVICE

The Carepoint phone system can triage areas that Pharmacies can treat and if appropriate, prescribe the relevant medication.

Some of the conditions Pharmacies can offer medication for, and prescription medicines if necessary, are infected insect bites, earache, constipation, diarrhoea, colds, sore throats, Urinary tract infections (women aged 16 to 64 years) shingles, skin conditions.

# Carepoint Practice

"Lead by Example"

The Pharmacist will also update your GP health record.

If a patient visits or telephones the Pharmacy first and the Pharmacist is unable to treat them, they will refer them to their GP or other health professional.

## COMMUNITY SCHOOLS PROJECT

We do hope that you are enjoying the artwork displayed around the surgery. The artwork is on loan from local schools and if you would like your child's school to take part in this project, please inform the surgery.

## HAYFEVER

Hayfever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms, or medicines you can take to help.

Symptoms are usually worse between late March and September especially when it is warm, humid and windy. This is when the pollen count is at its highest.

To treat hay fever yourself you could try putting petroleum jelly like Vaseline around your nostrils to trap pollen. Wear wraparound sunglasses and keep windows and doors shut as much as possible.

If you speak with your Pharmacist they may prescribe antihistamine drops, tablets or sprays or steroid nasal sprays.

## PATIENTS' PARTICIPATION GROUP

New members are always welcome to join our friendly group of 7 patients.

If you are interested, please complete the form on the website where there is more information about the group and its achievements.

