

Campden Surgery Newsflash April 2021

Covid Update

There is a new vaccine appointment hub for patients who are currently eligible to book a covid vaccine – the cohorts being offered vaccines changes regularly so please check the government website for current eligible groups. The hub is also contacting patients when their 2nd vaccines are due in order to book an appointment. The hub is based in Moreton-in-Marsh, which is our local GP vaccination centre. The number for the Appointment Coordination Hub is: 01608 692115 (Opening hours 10am - 4pm Monday – Friday for patient queries). If the phones are not manned for any reason, there will be an answer message. The email is: ghn-tr.ncpcn@nhs.net

Patient reminders:

We are extremely busy with enquires and request for appointments at present due to the pandemic and backlog of routine work in the NHS. In order to assess priority, the receptionist may ask you for some details ahead of the telephone call with the GP. Please assist the receptionist by providing this information to ensure we give you the best and most appropriate care.

If a clinician has asked you to bring in a urine sample, please do not bring these in containers other than sterile pots provided by the surgery, or purchased at the pharmacy. Reception will provide a form to complete when you are given your sample pot. This should be the first sample of the day (unless required urgently by the GP that day) and can only be accepted before 4pm, when the courier takes the samples to the laboratory.

Reminder to patients to call us and cancel appointments if not needed (or cancel on-line) - including telephone consultations so that these may be offered to other patients.

Please ensure we have your current mobile telephone number so that we can use this to contact patients (in particular for covid vaccine invites).

A reminder that, for confidentiality reasons, reception cannot discuss records with family members without permission or an official notification attached to their records.

We would like to wish all of our patients a happy and healthy Easter.