

The Chapel Medical Centre

Patient News

Winter 2021



This newsletter covers the following areas:

- COVID-19 Vaccination
- The Chapel Online
- Social Prescribing
- OOH Healthcare
- Health Clinics
- Wasted Appointments
- Patient Participation Group

Welcome to our patient newsletter, sharing information and updates on everything that's happening at The Chapel Medical Centre.

COVID-19 Vaccinations

If you haven't done so already there is still time to book your COVID-19 vaccine. It is the safest way to protect yourself and others.

Those over 18 are now eligible to book their booster vaccination.

You can book an appointment via the NHS COVID vaccination link or you can attend the walk in vaccination service at Salt Hill.

Salt Hill Activity Centre, Bath Road, Slough, SL1 3SS

Online Services

econsult

Contact your doctor online and get help by the end of the next working day

GET STARTED



The Chapel website is here for all your healthcare needs such as repeat prescriptions, accessing medical records and consulting with a doctor online.

If you already have access to your healthcare online then you can login via our website [here](#) or in your usual way.

If you don't currently have access to your healthcare online, contact the surgery where they will be able to help set this up for you: 03000 24 0001

For any queries about your health The Chapel website is here to help and should from now on be your first point of call.

www.chapelmedicalcentreslough.nhs.uk

Social Prescribing

Are you aged 18—29 years?

Are you feeling socially isolated, depressed or do you need help with social issues such as housing, benefits or money troubles?

If you have any issues you wish to discuss in confidence then our social prescribing service may be able to help.

Everything you discuss with us remains with the social prescribing service and the GP surgery. We will not contact anyone unless you provide consent.

The service is here to take a more holistic approach to your health and wellbeing, giving you practical and emotional support.

If you think this service can help you, visit our website to self refer or contact reception:

0300 024 0001 8am to 6.30pm Monday to Friday

www.chapelmedicalcentreslough.nhs.uk/

OOH Healthcare– NHS Pressures

It's important to get medical help if you need it. But to protect yourself and others from coronavirus (COVID-19), try to avoid face-to-face help if you can.

If you feel unwell in the evening or at the weekend and your doctor's surgery is closed, then do you know what options are available to you. You could wait until the next day to see if you could get a doctor's appointment but if it's not serious enough for A&E but you are still too worried to wait NHS 111 is here to help.

Out of hours services are a useful service that help you get the advice and treatment you need during hours that could be more convenient to you. Making the most of your out of hours services could change your approach to managing your healthcare, particularly during the tough winter months.

Out of hours services are provided by GP practices after normal practice hours. They typically run from 6.30pm until 8am as well as throughout the weekend. If you become unwell or suffer an injury that needs attention but not emergency treatment, then you could get the help you need without having to wait until the next available GP appointment.

For urgent medical help: use the [NHS 111 online service](#) – call 111 if you need urgent help for a child under 5 or you cannot get help online.



Health Clinics

We offer a range of health clinics and services at The Chapel Medical Centre covering all aspects of family healthcare.

It is important that you stay up to date with any health checks or screening tests in order to prevent the onset of certain conditions.

Visit the website for more information:

www.chapelmedicalcentreslough.co.uk

We run the following clinics at the surgery:

- Childhood immunisations
- Aches, pains & strains
- NHS Health check
- Cervical screening
- Family planning
- MSK clinic
- Smoking cessation
- Physio
- Minor ops
- Diabetes
- Chronic disease
- Weight management
- Adult immunisations



Wasted Appointments

If you no longer need your appointment please ensure you cancel it.

Even though the surgery is closed and only available in the most urgent of circumstances we are still experiencing wasted appointments. This costs the NHS money and stops other people who need help from getting it.

Over the last three months we have experienced a total of
967 wasted appointments

These are appointments that people have booked and then failed to turn up for without cancelling them first.

September:

241 appointments
63 hours 20 minutes wasted
£2,111.51

October:

397 appointments
81 hours and 47 minutes wasted
£2,566.69

November:

329 appointments
91 hours and 10 minutes wasted
£2,882.53

This equates to £7,560.73 wasted.

Don't waste GP appointments.

Patient Participation Group

Do you have an opinion about the practice, an innovative idea or would you just like to be kept up to date? If so, why not consider joining the Patient Participation Group.

This group is an opportunity for you to get together with other patients and practice representatives to discuss the issues that affect you most.

If you are interested in joining visit our website and complete the PPG sign up form or speak to a member of reception.

[Join the group online](#)

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www.chapelmedicalcentreslough.nhs.uk