



Upper Norwood Group Practice

ISSUE 1 JUNE 2017

Don't just go to A&E - GP Hub

From April 2017, three 'GP Hubs' opened across the borough to treat children and adults with urgent care needs. The new 'Hubs' are open from 8am to 8pm 365 days a year. They can treat both minor injuries and minor illnesses.

People should call NHS 111 for an assessment to book an urgent appointment at a GP Hub. The hubs also offer walk-in services, but the NHS is encouraging people to 'phone before you go' to make sure you access the most appropriate service.

NHS 111 is available 24 hours a day and is free to call from landlines or mobiles.

Appointments at any of the new GP Hubs will be available to people living and working in Croydon if they are unable to get an appointment with their own GP.

East Croydon Medical Centre at 59 Addiscombe Road, Croydon CR0 6SD

Purley War Memorial Hospital at 856 Brighton Road, Purley CR8 2YL

Parkway Health Centre, Parkway, New Addington CR0 0JA

Please note there is no longer a walk in minor injuries service at Edridge Road Community Health Centre.

Patient Access

With Patient Access, you can now access your local GP services at home, work or on the move — wherever you can connect to the internet. What's more, because Patient Access is a 24 hour online service you can do this in your own time, day or night.

- Book an appointment.
- Order repeat prescriptions.
- Change your address details.
- Send secure messages to your practice.
- View your medical record

All information that is sent to the surgery via Patient Access is secure. Your personal details are encrypted and protected using the highest standard internet security, so it cannot be intercepted. Only you and your GP surgery are able to see this information.

Ask reception staff to find out if Patient Access is available to you.



Health Information

Shingles and Pneumonia

If you were 70 or 79 years of age on 1st September 2015 irrespective of your age now you are entitled to receive a shingles vaccination. When you have reached the age 65 you will be invited for a pneumovax injection (not just during the flu season). This is a once in a lifetime injection.

Bowel Cancer Screening

Bowel cancer screening aims to detect bowel cancer at an early stage (in people with no symptoms), when treatment is more likely to be effective. BC screening can also detect polyps. The screening programme is offered to men and women aged 60-74. Eight out of ten people who are diagnosed with cancer are over 60. You will be posted a screening kit so the test can be carried out at home. After your first you will be sent another invitation and kit every two years.

Friends and Family Test + NHS Choices

The Department of Health now require all care providers to ask their patients if they will recommend the service to friends and family. This is done through the use of standardised questionnaires to be completed for every visit. Questionnaires are available in the waiting area and at reception, please complete them for us.

If you have a good experience when visiting the surgery, please tell us about it by logging on to NHS Choices and leave a review.

Patient Participation Group

We encourage patients to give their views about the practice and to participate in shaping the services provided by the practice. There is a patient participation group available to all patients to help collate the views of patients. Please inform the receptionist if interested.

Your details will be kept confidential and not passed to a third party.

Medical Students

We are a teaching practice for Kings College and St George's Medical students. At various times we have Year 1, Year 4 and final year students attached to the practice. We are grateful to our patients for their help in the training of these keen future doctors.

Chaucer House,
130 Church Road,
Upper Norwood,
London SE19 2NT

Phone: 020 8771 6050
Fax: 020 8771 6056
E-mail: CROCCG.UNGPractice@nhs.net
Website: www.uppernorwoodgrouppractice.co.uk