



# CRICKLEWOOD HEALTH CENTRE

# NEWSLETTER

FEBRUARY 2022

## WELCOME

Cricklewood Health Centre has been under new management since December 2021. We look forward to meeting our new patients and working with you to deliver a service that exceeds your expectations.

We remain open to patients for face-to-face, telephone and video consultations and have a good availability of appointments, please contact us if you have any medical concern.

The Walk-In Service at this location closed in June 2020, however the GP Service remains open between 8am and 6.30pm Monday to Friday, with extended evening opening to 8pm on a Monday.

## TELEPHONE NUMBER

Our telephone number has changed to 020 3826 8084.

You will still be able to call Reception on our existing number for the next few months but please update our details.

## PRACTICE DEVELOPMENTS

Our Clinical team remain at the Practice, with Dr Routledge and Dr Sawacha available every day of the week for appointments.

We have increased our Reception and Administration team to meet patient demand and improve response times.

We will still be relocating to new premises in mid 2022 and will keep you updated on the progress of this project. These premises will be very near our current practice – less than a 5 minute walk away. We are very excited for this project which will provide additional clinical rooms and newly refurbished premises for our patients.

We will be conducting a survey of patient expectations at our practice to establish the best timings for our clinical provision outside of core hours. Please look out for further information which will be sent by email and will be displayed in the practice and on our website.



## PATIENT PARTICIPATION GROUP (PPG)

All patients are deemed to be members of the PPG and we would like to establish a board of regular PPG members who will feed directly any changes and improvements we make to the practice.

If you would be interested in joining the board, please email [cricklewood.heathcentre@nhs.net](mailto:cricklewood.heathcentre@nhs.net) with your details.

## FLU VACCINATION PROGRAMME

Our flu vaccination programme is continuing and we would encourage all eligible patients who have not yet had their vaccination to contact us to book a vaccination or for further details.

All Patients Over 50, aged 2 and 3, and patients with certain medical conditions are eligible for a vaccination.

If you would like further information regarding the flu vaccine, please [click here](#) to visit the NHS website.

Flu vaccination is important because:

- more people are likely to get flu this winter as fewer people will have built up natural immunity to it during the COVID-19 pandemic
- if you get flu and COVID-19 at the same time, research shows you're more likely to be seriously ill
- getting vaccinated against flu and COVID-19 will provide protection for you and those around you for both these serious illnesses

If you've had COVID-19, it's safe to have the flu vaccine. It will still be effective at helping to prevent flu.

## COVID-19 VACCINATION PROGRAMME

The Covid-19 Vaccine has now been offered to all Patients over 12.

Everyone aged 16 or over who had a 2<sup>nd</sup> dose of the COVID-19 vaccine at least 3 months ago can get a booster dose.

Further information on the vaccination programme can be found [here](#).

Details of local vaccination sites can be found [here](#).

## NHS APP

You can find information on the NHS app and download the app by [clicking here](#)

Help using the app is [available here](#)



The app provides a wide range of patient information and advice, including your NHS Covid Pass.

As a Practice we are unable to provide proof of your Covid-19 Vaccine status, if you do not have the app and would like a letter to prove your vaccination service, please call 119 or visit the [NHS website here](#)

## HELP US TO HELP YOU

It is important that we have up to date contact details for all of our patients.

Please check that we have your correct telephone number and email address when you next contact us.

A mobile number enables us to contact you by text message and an email address enables us to send you our newsletters and other information.

If your details have recently changed, please contact us with the new details.

## SUGGESTIONS AND REVIEWS

We want to hear from you with suggestions as to how we can improve the service to best cater for the needs of the patients and the community.

You can contact us at the following email address: [cricklewood.healthcentre@nhs.net](mailto:cricklewood.healthcentre@nhs.net)

Or you can complete our Friends and Family Test, which is available on our website or by [clicking here](#)

Our website is available at <https://www.cricklewoodgphealthcentre.nhs.uk>

## AND FINALLY, LOOK AFTER YOURSELVES

We hope you all stay well during the Winter months. Please do contact us for an appointment if you are struggling or have a health issue which is unaddressed.

Please be assured you will not be putting a strain on us or the NHS by contacting us. We are here to provide a service to help with any health concerns that you may have. We have good capacity within the practice to provide a responsive service which will address your health needs throughout this period.

It has been a difficult period for all, including our colleagues who have worked throughout the Pandemic. If we could kindly ask that you are courteous to us when we are trying to assist, we would be grateful.