



The Old Court House Surgery Robin Hood Lane Surgery Dr Grice and Partners

NEWS FROM THE PATIENT PARTICIPATION GROUP

Annual Survey – Results Overview

You will recall that the practice recently asked that you complete the Annual Survey, as required of all practices. Completion could have been either on the paper version, or on-line. The detailed results of the survey will be found on the Practice's website.

In summary, it was very pleasing to see that there have been distinct improvements in your rating of the surgery since the Survey in 2013. Overall, over 90% said they would recommend OCH to those nearest and dearest and over 80% said 'yes', without reservation.

There were also some areas that you, as the patients and carers, believe we can still improve upon, and between the Practice and the Patient Participation Group, a detailed analysis will be turned into an Action Plan, and these areas of concern addressed. We will keep you updated as to the progress.

There were some interesting aspects noted. We have often mentioned the cost in time, money and efficiency in respect of all those appointments that are lost, through patients not attending. Asked what you, the patients, felt could be done about that the suggestions ran from 'charge them', to 'warn them as to their future conduct', leaving aside the more extreme responses!

It is clear that the majority of patients do see how missing their appointment affects other patients. It does; as it also affects the Practice in respect of those patients who go straight to A & E, when they cannot have their appointment 'of choice'. That should really only be for the more serious of cases, not as a routine. We know from outside sources that OCH is well served with fitting in patients on the day, compared with other practices.

Please treat the appointment system with respect, and it will serve you well.

BSBV is, like Monty Python's parrot, no more, has ceased to be...

Instead, all of the Clinical Commissioning Groups involved in Better Service Better Value - save for Surrey Downs - are now putting together what is to be called the 'South West London Collaborative Commissioning' proposals for the future of healthcare in this area.

It is not the 'son of BSBV'; it recognises the concerns that BSBV caused the local community, and will be looking to ensure that the 'sovereign rights' of the individual hospitals are protected as far as possible. There is a great deal of work needed before we will hear more, but do keep this in mind. It is in all of our interests that we consider exactly what is being proposed, rather than be drawn in by just the headline comments, as will undoubtedly be issued by all 'interested parties'.

It is already clear that there will be strong local, patient-led representation at all stages of

the proposals. So be aware, take an interest, take a positive step to be involved. It is our local healthcare that we are talking about.

Healthwatch Sutton

Some of you may already be aware of the Healthwatch structure in England. One such organisation in all of the 152 local authorities.

They are the voice of the patient, and represent the patients' / carers' views, working with the local Clinical Commissioning Groups, the local authorities in terms of Public Health matters, as well sitting on influential committees – the Sutton Joint Health and Well-being Board, the One Sutton Board. It also represents patients at the Epsom and St Helier Trust Board meetings, and those of the Royal Marsden Patient Experience Committee. In other words, wherever your views need to be heard.

But HWS can only represent your views, if it knows what they are. So consider becoming a member of HWS – it costs nothing, and nothing more is required of you, in terms of any commitment. And you will receive a half-yearly Newsletter.

All that will be asked of you is that you respond to regular surveys, so they know what concerns you. HWS also hold listening events, to enable those voices to be heard, and to thus understand just what the concerns of local people are.

They have recently carried out a second visit to the Jubilee Health Centre, looking at the building and the services on offer there, as through the eyes of the patients. Their report is currently with the London Borough of Sutton's Overview and Scrutiny Committee, to ensure that the JHC becomes everything patients deserve.

They have just completed a project on the experiences of the discharge process from both Epsom and St Helier, and Springfield Hospital. That report will be sent on to the Board, the Sutton CCG, as well as the Joint Health and Well-being Board. A recent email

survey was carried out of its members, with regard to the transfer of patients' data.

You can be involved – become a member of HWS, and let them know what you feel. It is in your interests, and those of your family.

NEWS FROM THE PRACTICE

Mr Martin Wright (1949-2014)

We are very sad to announce that Mr Martin Wright, one of our PPG members, died suddenly on Friday 21 February 2014.

Martin was a very dedicated, caring and helpful member of our PPG. Despite leading a very busy, active life he devoted many evening hours to attend our meetings of which he took exemplary minutes. He also got involved in the Patient Representation Group at the CCG becoming a member of the Steering Group. All this work he did on a voluntary basis. Most importantly he was a very kind, likable man whose energy, enthusiasm and sense of purpose we all admired. We feel an immense sense of loss after his death and the PPG members expressed this to his wife, Ann, at Martin's funeral. We feel very privileged to have had a chance to work with Martin and get to know him.

He will be greatly missed by all of us. RIP.

London to Brighton Bike Ride Ride !

Dr Grice, his wife and daughter have been persuaded to undertake the London to Brighton Bike Ride on 15th June 2014 - raising funds for the British Heart Foundation. The ride is 54 miles long and as Dr Grice has not properly ridden a bike for over 40yrs should be quite challenging!

The training is ongoing and if anyone would like to donate to the BHF fundraising pot please go to : <http://www.justgiving.com/GriceFamily>