



**The Old Court House Surgery
Robin Hood Lane Surgery**

Dr Grice and Partners

**NEWS FROM THE PATIENT
PARTICIPATION GROUP**

Use your NHS 111!

Using the NHS 111 option may not only provide an alternative to what might be a 4-hour wait in A & E, it will give you an excellent service. One of our PPG members recently went along to the Southall offices of Care 24, who operate the NHS111 service for Sutton residents [and many other areas], as part of a Patient Reference Group cohort. The PRG offers patient input to the Sutton Clinical Commissioning Group for the procurement of its services, hence the visit.

'It was a most confidence-enhancing experience – the basis of their working, the exceptionally detailed algorithm that determines how the caller will receive treatment, the care and courtesy the callers must feel – we, in Sutton, are very well served by our NHS111 team, and I wouldn't hesitate to call on their help....though I hope that I never need to !'

From PPG to PRG

I had heard of the Patient's Participation Group (PPG) which represents the non-specific medical needs of patients in the practice I attend at the Robin Hood Lane surgery. My practice, Dr Grice & Partners, is now based on two sites, Robin Hood Lane & Old Court House.

I was interested in helping the meeting of minds between the medical staff & patients. I have always found the medical staff most helpful and thought the official liaison between 'us' & 'them' should be supported. Our most recent activity as a PPG was the 'Patient Access Survey' of the Old Court House. Did you complete the survey for your say?

Consequent to becoming a PPG member, I now represent Dr Grice & Partners on the Patient Reference Group (PRG), along with Craig Marriott. The PRG is formed by two members of each PPG in Sutton. It gives a borough-wide perspective of NHS activities in Sutton. Thus there is a direct link between you, the patient, & the Sutton NHS decision makers!

Paul Alford
PPG member

**Epsom and St Helier NHS Hospital
Trust**

Daniel Elkeles, the new Chief Executive for the Trust, recently released details of the 5-year plan regarding the services that will be available from the hospital [remember – one hospital, two sites]. This must be good news for the residents of Sutton, as well as the staff, and full details can be found at www.epsom-sthelier.nhs.uk then clicking on the five year strategy pages.

He also advised that 'Traingate' was a severe breach of confidentiality on the part of consultants that the Trust is working with, in connection with a look at all of their options for the very long-term future of E St H, beyond

2020.....and that there will be a public consultation on whatever thoughts they may eventually wish to consider. Nothing has been decided, despite the erroneous newspaper reports!

Contact with the surgery

The OCH PPG has its own email address, so that patients can contact the group – not the practice. There have been a number of patients using the PPG email address, with regard to personal, medical matters, when they should have been making contact directly with the practice. Please ensure that you use our address only when wishing to contact us about non-clinical matters.

Primary Care Co-commissioning

What does it mean and how will it affect patients? In simple terms, it means that local 'front line' health services – and thus our GP practices – will be more under the direction of the GPs themselves, in a joint management exercise with NHS England.....rather than 'just' NHSE alone. This will allow a more localised basis for our healthcare to be in line with our needs, and in theory, the only changes that patients should see will be improvements. For more detailed information, please go to www.swlccgs.nhs.uk and click on the co-commissioning link.

NEWS FROM THE PRACTICE

NEW STAFF MEMBERS

We are very fortunate to be one of a few at the moment (but certainly growing in number) Practices, which can benefit from having a Physician's Assistant. Tripti, who has been working for us for the last 5 months, had previously worked in another busy GP Practice and she has gained a wide range of skills and experience. She holds a daily triage clinic, so if you need one of the "on the day" appointments, she may give you a ring to find out your needs and allocate the most suitable appointment or give you some initial advice over the phone.

We are also very happy to have been joined by Mrs Dawn Richards, a new Nurse Practitioner. Dawn is very experienced and has special interest in diabetes.

There are also a few new faces in our Reception. Warm welcome to Tina, Sarah and Becky.

We wish all of our new staff members a very happy working life with us for many years to come.

Training Practice

We have become a training practice. A GP Registrar, in the last part of her journey to becoming a fully qualified GP is currently working with us. Dr Shehani works part-time and will be with us for at least another year.

We are very pleased to be able to share our experience with medical students and student nurses from St George's Hospital Medical School.

“Getting Old or Dying Young” by Frank Smith (one of our patients)

Getting old is just a doddle

Though you may think I am talking twaddle

But if you think I am out of my brain

Kindly allow me to explain...

You can take a brisk walk with some ease if you haven't got two dodgy knees

On icy pavement you won't slip unless you have a doggy hip

And you can dance like old St Vitus if you don't suffer from severe arthritis

Getting old is a form of neurosis providing you don't have osteoporosis

But if these things your life has blighted

I forgot to mention you are partially sighted

But if you think you are in sorry state

Pause for a while and contemplate

In parts of the world there are countless young folk and to them old age is simply a joke

What with starvation and all sorts of disease

These young people are down on their knees

Whether it be the climate or a corrupt head of state,

These young children seem resigned to their fate, to them old age is never an option

Except for the few who may find adoption

So many young people at the end of their tether

Whilst you and I complain about the weather

Whatever we can do may help, but slightly

But don't talk to me about The Great God
Almighty