



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

Dr Grice and Partners

NEWS FROM THE PRACTICE

Retirement

As many of you may already know, Dr Vernon retired at the end of March 2016. She is already missed by us! We also said our goodbyes to Rita Johnson who was our Practice Manager for many years, and had worked at The Old Court House for nearly 30 years. We wish both of them a very happy and enjoyable retirement.

New members of staff

We are very pleased to welcome among our GP team Dr Cristina Augood, who is joining us as a permanent, part-time sessional GP.

We have also recently appointed a new a new practice nurse, Victoria Parsons.
A very warm welcome to both of them.

CQC inspection

On the 8th March our surgery underwent a very thorough and extensive inspection by the Care Quality Commission (CQC).

5 inspectors looked at many aspects of the care we deliver to our patients. This was done by means of observation, interviews, surveys and data analysis. The CQC inspectors spoke to some of our staff, salaried doctors, partners and patients. They analysed results of their own patients' satisfaction survey.

We are very proud and happy to announce we have been given an overall GOOD final result.

Thank you to all of the patients, especially PPG members, who gave our Practice such a good feedback.

We have already started some work towards improvements suggested by the CQC and we will continue our work to deliver best possible care for our patients.

Dr Grice is taking part in the London-Brighton bike ride

Dr Grice and his family are going to be taking part in the forthcoming London to Brighton bike ride. All their hard work and money they will raise is going to be dedicated to the British Heart Foundation. Dr Grice would be very grateful for your donations so please dig deep and sponsor him for this very important cause. Dr Grice will soon be setting up his online donation page.

Good luck the Grice Family!

Online services

We hope you like our new website. Please feed back to us any comments but most importantly please make use of it as much as possible. You can now ask a question via the website, you can as before book and cancel appointments and order repeat prescriptions.

Take a look...

www.ochsurgery.co.uk

NEWS FROM THE PATIENT PARTICIPATION GROUP

The IDCR has arrived!

The Sutton Integrated Care Record is here, and will help the registered patients of Sutton GPs have an even 'better' experience, should they ever need to attend A & E at Epsom & St Helier Hospital [now usually called the Emergency Department – ED].

Quite simply, the hospital clinicians can now securely access vital information held at GP surgeries, to ensure that the most appropriate treatment can be given. Suppose you need to go to ED at night, or over the weekend.....until now, if your GP-held information was needed, the clinicians had to wait until the following morning [or Monday morning for weekend ED attendees!], then call the surgery, then wait for the answers. No longer – that information is available via a secure access, and thus allows the hospital to know precisely, and immediately, what your medical history / medication is. And that might mean a shorter stay as an in-patient....

Primary Care Co-commissioning has fully arrived!

As of 1 April 2016, the Sutton Clinical Care Commissioning Group is now responsible for primary care commissioning, rather than sharing this with NHS England, as they had been for the previous year. This means a local assessment, of local health services, for local people, delivered by people who know the area and its needs. These people will not only be clinicians, but lay members of the SCCG Board, and other voluntary, patient groups.

Patients should begin to see the improvements that the delegated commissioning will bring over time, rather than immediately, all of these benefitting local people.

The CQC have been - and gone!

The Care Quality Commission have recently sent their Inspection Teams into both Epsom and St Helier Hospital, and to the OCH Surgeries. Look on the respective websites for the results!

Information about the PPG

Patient Participation Groups (PPGs) work together with GP surgeries to promote health awareness and improve services and quality of care.

You can have your say by joining the PPG at your GP practice. PPGs allow interested patients to be actively involved in supporting their GP practice.

At this Practice we usually meet together bi-monthly, and liaise with Staff. In the last few years, we have provided input to the organisation and analysis of Annual Surveys, prepared an Access Survey which identified patients concerns about the OCH building and contributed to the content and distribution of Newsletters.

If you are interested in being involved in the Old Court House/Robin Hood Lane PPG, please contact us by emailing OLDCOURTHOUSEPPG@yahoo.co.uk, by using the green PPG box, beside the notice board at Old Court House or by handing a note to Reception at either surgery, marked PPG.

The next Open Meeting will take place at the Old Court House Surgery on Friday 3rd of June 2016, 1-2pm. Come to meet your PPG representatives.