



**The Old Court House Surgery  
Throwley Way**

[www.ochsurgery.co.uk](http://www.ochsurgery.co.uk)

---

**NEWS FROM THE PRACTICE**

**Announcements and New Staff Members**

We welcome a number of new staff Roz has joined the Clinical Team and Tracey has joined the Non-Clinical team

**Appointments**

Can be booked online or by phone from 8am. Please **do not** queue at the door in the mornings, we are still asking that patients only attend the Practice when they have a pre-booked appointment to ensure the safety of **our staff and vulnerable patients**.

You may have a telephone consultation with a GP or ANP prior to a face to face appointment being booked for you.

A range of clinicians are available every day. You may not always need to see a Doctor.

**Your Contact Details**

Please keep your contact details up to date – especially your mobile number to ensure we are able to keep you informed about vaccinations and your regular health checks

**Extended Access Hub**

Opening Hours – Weekdays 6pm - 8pm

Weekends and Bank Holidays 8am - 8pm

Appointments available Adults and Children

**0333 332 6570**

Book via Reception during normal surgery hours or book direct evenings and weekends

**All These People Work Here**

Your Receptionist will ask you questions to ensure you are given an appointment with the most appropriate person

Advanced Nurse Practitioners

Cardiographer

Doctor

First Contact Practitioner

Health Coach

Health Care Assistant

Mental Health Practitioner

Nurses

Paramedics

Pharmacist

Respiratory Nurse Specialist

Social Prescriber

**Vaccinations (for Eligible Cohorts)**

**Please book via Reception**

**Polio**

Children aged 1-9 are included in the London Polio Booster Campaign, we are offering the vaccination at the Surgery

**Flu**

Free flu vaccinations will be available at the Surgery from the end of **September** – appointments will be available once delivery dates are confirmed

**Winter Covid**

We hope to be able to offer this at the Surgery – Watch this space for updates

**Pneumococcal and Shingles**

These vaccinations are available now

---

## **NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)**

### **Patient Participation Group**

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

PPGs are an opportunity for interested patients to be actively involved in supporting their GP practice. You can have your say by joining our PPG.

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 by analysing the Annual Surveys so that the results can be included in future decision making; we prepared an Access Survey which identified patients' concerns about the (pre 2021) Old Court House building and we have contributed to the content and distribution of newsletters.

If you are interested in hearing about the activities of the Patient Participation Group but cannot/do not want to attend meetings please complete the form online to join the Virtual Group and receive newsletters and information online.

or hand a note into the Reception Team at the surgery, marked PPG

or email at [ochppg156@yahoo.com](mailto:ochppg156@yahoo.com)

### **Virtual Group (VG)**

To support the Practice promoting health awareness, service & quality of care, become a member of the Virtual Patients Participation Group (VPPG) by contacting: [ochppg156@yahoo.com](mailto:ochppg156@yahoo.com) - your input is welcomed.

### **Open Meetings**

We are currently unable to hold face to face Open Meetings due to Covid. All patients will be welcome to attend Open Meetings of the PPG once they resume. The dates of any future Open Meetings will be advertised on the OCH website, in OCH surgery and circulated to VG members.

### **General Information**

All other information such as our meeting notes and Terms of reference can be found at [www.ochsurgery.co.uk](http://www.ochsurgery.co.uk) - which will take you to the OCH PPG pages.

### **HealthWatch**

For more information about your health services in Sutton go [www.healthwatch.sutton.org.uk](http://www.healthwatch.sutton.org.uk)

### **Zero Tolerance**

All staff at the Practice strive to provide the best service, support, help possible.

Unfortunately we feel the need to remind patients that the NHS operates a zero tolerance policy with regard to violence and abuse and the Practice has the right to remove violent or abusive patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation the Practice will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.

## **PRIMARY CARE NETWORK (PCN) CENTRAL SUTTON PCN**

Working with local Practices to provide services to our Local Population



<https://www.suttonpcns.co.uk/>