



Newsletter Winter 2023

The Old Court House Surgery Throwley Way

www.ochsurgery.co.uk

NEWS FROM THE PRACTICE

Announcements

The Practice has introduced a number of new initiatives that we hope will make it easier for you to contact us and for us to respond to you. A new phone system, an automated way of informing you of some types of blood test results and the option to contact us online for non-urgent issues. Please see our website for current Privacy Notices.

Tackling the 8am Rush



This went live in July and we are now able to give you information regards where you are in the queue and at busy times, the call queue function means we will call you back without you losing your place in the queue.

Online Triage and Help

A new, simple, online patient triage service is available via our website. The forms only have a few questions but you can submit a range of requests including FIT notes, repeat prescriptions or get advice with new or ongoing symptoms. www.ochsurgery.co.uk



Submit a non-urgent request

Patient online triage and help >

Community Pharmacy Consultations

Our Receptionists are trained to refer you to a local Pharmacist who can advise on a wide range of minor illnesses



Sutton MSK

This is an app that can support you with exercise advice and guidance if you suffer from back pain, joint or muscle problems, you can access this via our website. It has recently been updated to include help with soft tissue lower limb pain and women's pelvic floor health



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

Facebook

We are about to launch our new FB page where we will be posting news and updates from the Practice



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 to invite you for your regular health checks

Contact Us (response up to 72 hours)

Email for repeat prescriptions

och.prescriptions@nhs.net

Email for admin enquiries

och.surgery@nhs.net

NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)

The times, they are a'changin'.....and in the world that is our Old Court House (OCH) Surgery that is so true.

Some 'routine' tasks within the surgery are being automated.....but fear thee not, it is all for the betterment of the excellent service we are already used to at OCH.

Some 'lab test results' will be automatically processed, and those patients who already have a digital connection to the surgery should have been made aware.

The 'new patient' registration process will also become automated.

Access to the surgery is now easier, in that there will no longer be a request 'to 'phone back tomorrow'. Instead, you can be directed to the website, to then complete an online 'triage and help' form. While promoting digital communication is efficient, the surgery will make provision for those patients without access to a computer, tablet or mobile phone.

But that is not alla big, very welcome change is that the new telephone system for OCH Surgery is 'live'.....which allows the patient to request a 'call back'.....and we know that this does work!

To illustrate the effectiveness of the new telephone system, perhaps the statistics from just one random day's telephone records, as follows, will do just that:-

Available to answer	19 staff
Incoming calls	261
Answered calls	229
Queueing under 1 minute	201
Queueing 1-5 minutes	28
Missed calls	3 (hung up <i>after</i> listening to the options)
Abandoned calls	29 (hung up <i>before</i> hearing all the options)
Calls returned	148

The NHS App

The NHS App is safe and secure. If you're aged 16 and over, you can register for the NHS App without visiting the Practice. It is a simple and secure way to access a range of services on your smartphone or tablet and is free from app stores. The NHS App is also available on the OCH website.

It can be used to conveniently:

- Book and cancel appointments
- Order repeat medication
- View your health record – including consultations, diagnosis, documents and results of tests or investigations
- view your Covid vaccination status
- check your symptoms using reliable NHS information on hundreds of conditions and treatments
- register to be an organ donor
- choose how the NHS uses your data
- The NHS App should not be confused with the NHS COVID-19 App.

You can view a step by step guide to using the NHS App by using the link below:

<https://tinyurl.com/3v9uhas7>

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 - your input is welcomed.

HealthWatch

For more information about your health services in Sutton go www.healthwatch.sutton.org.uk

PRIMARY CARE NETWORK (PCN) CENTRAL SUTTON PCN

Working with local Practices to provide services to our Local Population



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