



The Old Court House Surgery
Robin Hood Lane Surgery

Dr Grice and Partners

NEWS FROM THE PRACTICE

Self-Care

Our practice is supporting the latest guidelines regarding the use of NHS resources. We will no longer be prescribing medicines for ailments that can be purchased over the counter. This also applies to patients entitled to free prescriptions.

Disabled Bays in the Car Park (OCH)

We are fortunate to have some disabled parking bays for our patients. Unfortunately some people have been using the bays when they go shopping in Sutton High Street. We therefore ask you to obtain a permit from Reception when parking on our premises. This will hopefully mean that whenever you need a space for your appointment there will be one available to you.

High Risk Medicines

Although most medicines have a wide margin of safety, a few, 'High Risk Medicines' are recognised as having significant risk of causing harm if incorrectly administered. Careful dose adjustment and appropriate monitoring is required for such medicines, eg Warfarin.

Regular blood tests and strict monitoring has to be recorded in the patients notes. These blood tests often lead to dosage changes and, therefore, for patient safety, these particular medications are not suitable to be prescribed as a 'repeat' medication. They will be left under the acute medication list and will not be available for online ordering.

Medicines Use Review

All the pharmacies in Sutton do MURs so please speak to your pharmacist, especially if you have a long term condition, are taking high risk medicines, have recently been discharged from hospital and changes have been made to your medicines; if you have respiratory or cardiovascular disease and are regularly being prescribed at least four medicines.

Online Appointments – Nursing Team

Nurses vary widely in their skill sets and specialities. We do not release the nurse appointments on line as patients often book themselves with the incorrect nurse for their requirements which leads to numerous wasted appointments. Our receptionists are familiar with the abilities of the individual members of the nursing team and are able to direct patients to the clinician appropriate to their need.

We run campaigns regularly where patients are encouraged to book on line with certain clinicians but these appointment slots are specifically labelled on the website and myGP app.

Eg: Asthma reviews, Flu vaccinations

NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)

Improving Healthcare Together News

Many of you will have seen the numerous references in the press and social media regarding the Improving Healthcare Together programme. Whilst there are many strands to this, to improve facilities across the health and social care structure for our residents, the main emphasis is the matter of the new A&E / Critical Care unit. Are we to have one – and if so, where will it be sited?

Everyone accepts the buildings at both St Helier and Epsom are substantially ‘unfit for purpose’, for the longer term, for those in need of urgent or critical care. In addition, as you will be aware, and despite the much-needed funding injections, the cost of our ‘demands’ on clinical health care are continually rising.

Add into the mix the national issue of staff recruitment (in both primary and secondary care sectors, as well as social care), then the extent of the problem becomes painfully apparent.

The demand on all fronts means that for the catchment area that is served by Epsom and St Helier, a new A&E / Critical Care Unit is a ‘must’, for the future well-being of the patients. The case must first be proved to the hierarchy of the NHS and the Treasury, before the decision as to where it might be is formally consulted on with the public.

Will it be on either of the St Helier or Epsom Hospital sites, a new place, at the ‘old’ Sutton Hospital, co-located with the Royal Marsden and the London Cancer Hub? You WILL have your say. Views have already been collected from intensive engagement campaigns by both the Trust, and the three Clinical Commissioning Groups involved (Sutton, Merton and Surrey Downs).

It needs to be clearly stated at this juncture that NO decisions have been made. Neither St Helier nor Epsom will close, with 85% of appointments continuing to take place at the existing sites. Hence, before any decision on the A&E site is made, there has been

extensive up-grades at both sites. So, please, keep up to speed as matters progress, for it may well be you that is in need of the new unit. improvinghealthcaretogether.org.uk



Improving Healthcare Together

Extended Hours for GP services

The national campaign to give patients access to GP services, from 8:00am to 8:00pm, every day, is already here in Sutton, providing some 20,000 additional appointments over a full year. There are two sites serving the Borough, one at our Old Court House surgery, the second in Carshalton. These are helping to alleviate pressures on (too many) unnecessary attendances at St Helier A&E. Appointments are booked through your own practice or call 07578 813838 evenings and weekends.



Transport

Early days, but to help patients get to their appointments easier, changes are coming. Plans are being drawn up / looked at / agreed with Transport for London for the 293 bus to be routed via Rosehill roundabout, on its way from Epsom to Morden (and back). And the Trust are putting proposals to TfL for their staff shuttle bus to carry fare-paying passengers between the two hospital sites. Finally, pressure is also being brought to bear on Chris Grayling, Transport Secretary, to designate Epsom and the hospital as Zone 6. That would be so beneficial to so many patients, family and friends. He ought to be interested...he is, after all, the MP for Epsom and Ewell!

NHS Long-term Plan

As covered exhaustively in the press, and on television, the (current) plans for the NHS have been introduced. Whilst a hefty tome, and not a riveting read, it has some gems within. There is greater recognition of the need to provide more extensive care for those with mental health issues, children and adults. There is an emphasis on the very real need for greater health and social care integration. www.england.nhs.uk

This is already happening here in Sutton, with the Sutton Health & Care @ Home set-up, initially aimed at the older, frailer age group. Simply, it is integrating all the services needed, from the GP, the local authority, the Trust, the NHS therapists, so that a patient can be discharged earlier from hospital to their own home, yet still having all the services needed being delivered at home. Recovery is more pronounced at home, a longer-than-necessary stay in hospital actually proven to be more detrimental! It also cuts down on re-admissions for the same issue, thus freeing up much-needed beds on the wards. www.suttonccg.nhs.uk (search 'Sutton Health & Care').

Join Us

The Patient Participation Group support the Practice promoting health awareness, service and quality of care and would welcome your input.

oldcourthouseppg@yahoo.co.uk

Notes of our meetings and our Terms of Reference can be found via the link(s) on the website. www.ochsurgery.co.uk

OTHER NEWS / INFORMATION OUR WEBSITE

Online Services

Please make the most of our website www.ochsurgery.co.uk.

You can

- book and cancel appointments
- request medicines on repeat prescriptions (this does not include contraceptive pills, their re-issue requires a consultation with a nurse or a GP)
- send us a question
- request test results

I need...

[A repeat prescription >](#)

[An e-clinic consultation request >](#)

[To register with the Surgery >](#)

[To ask the practice a question >](#)

[To book an appointment >](#)

<https://www.patientaccess.com/>

