



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

Dr Grice and Partners

NEWS FROM THE PRACTICE

'Flu clinics

Our dedicated flu clinics are in progress. Don't forget to get your free 'flu vaccination if you are over 65, or in an 'at risk' group - patients with diabetes, chronic lung or kidney or liver disease, pregnant women and children under 4 years old. Your GP or a nurse can offer you vaccination at a routine appointment, please ask them or book an appointment at reception.

New Staff Members

We would like to extend a warm welcome to Dr Monika Nawrocka, Practice Nurse Lucy Makuvise and Reception staff member Gillian Wilmot.

One appointment -one problem

We would be grateful if patients could bear in mind that GP appointments are only for 10 minutes. The doctors and nurses do their best to deal with all of your problems but if you are attending with a list of 3-5 complaints it may not be possible to manage every issue. If we ask you to book a subsequent appointment to follow up on additional problems we would ask for your understanding and cooperation in this matter.

Extended Access Hub

As the Sutton Site for The Extended Hours Service, we are now able to provide additional GP and Nurse appointments at The Old Court House Surgery until 8pm Monday to Friday and 8am-8pm on Saturdays and Sundays. Please speak to reception if a weekend or an evening appointment would be more convenient for you. At present these appointments are not directly bookable (ie bookable online) but it is anticipated that this facility will be available from early 2018.

Appointments-failed attendance

We are aware that it can sometimes be frustrating when you are unable to book an appointment with The Clinician of your choice.

On average there are 30-35 appointments every week that patients do not attend but fail to cancel. This is the equivalent of 2.5 GP clinics every week.

Please remember to cancel an appointment if you are not able to attend it.

Charity fundraising 2017

We will once again be holding a cake sale on Friday December 15th to support local homeless charities. Please come and support us!

In addition we will also be collecting toiletries from November. Please see notice boards for details.

NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)

A Health-y Future

The residents of Sutton can look forward to some very positive changes to the way that our future well-being will be catered for. Many people will have seen the intensive campaign by the Epsom & St Helier Trust Hospital team over the summer, as they sought the views of local people as to what they wanted from the secondary care providers. Sutton needs a new acute hospital; no-one doubts that, for the buildings at St Helier are showing their age, and are increasingly not 'fit for purpose'. The more formal consultation as to where it should be sited – at St Helier, at Epsom, or a new site co-located with the Royal Marsden – will happen this Autumn / Winter. Public opinion would seem to strongly favour a new acute unit on the old Sutton Hospital site. Blue light emergencies would go there, with patients then being 'repatriated' to either St Helier or Epsom, for the 'rest and recuperation' so essential to a return to good health. The 'walking wounded' would still be treated at the existing sites, these also dealing with elective surgery and out-patients. The Trust say that 85% of all patients will still be treated at the existing sites, as they are now.

Primary care needs will be enhanced by the new Central Sutton Health Centre, with similar facilities to the Jubilee Health Centre in Wallington. This new Centre will be established on the existing Robin Hood Lane site incorporating the old SCiLL part.

Patients of Dr Grice and Partners will have a refurbished practice at OCH to come to, as well as continuing to have a presence at the new RHL premises. Our practice will continue to have its branch there along with Dr Seyan's with other practices moving in.

The future

Please note that you can offer your thoughts on the future of Epsom and St. Helier 2020-2030 by following this link
<https://www.epsom-sthelier.nhs.uk/epsom-and-st-helier-2020-2030>

We also plan to support an 'Ask about Medicines' week in November 2017.

Health and Social Care

One patient-focused, independent way of understanding the future of health and social care is to become a member of Healthwatch Sutton (HWS) – the consumer champion for health and social care for the residents of Sutton. Membership is free, placing you under no obligations.

You will receive regular up-dates via Newsletters, e-bulletins, and you can follow HWS on Facebook and Twitter. Membership will give you the chance to have your views heard, about what matters to you.
[\[www.healthwatch.sutton.org.uk\]](http://www.healthwatch.sutton.org.uk)

Join us

The Patient Participation Group support the Practice promoting health awareness, service and quality of care and would welcome your input. Do come to our next Open meeting on Friday 1st December at Old Court House (OCH) from 12.00-1.00pm, you would be very welcome.

Information is available on the large notice board at OCH where there is also a box through which you can contact us, or leave a note marked PPG at OCH or Robin Hood Lane branch reception, or look on the Practice website at www.ochsurgery.co.uk

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

Making an advance appointment

Advance appointments can be made for Mon-Fri, between 7.30am and 18.45pm.
Book on-line, by telephone or at Reception.

Repeat prescriptions

Repeat prescriptions can be ordered in the following ways;
Using our online services: ochsurgery.co.uk
At the Surgery via Reception;
By post – please include a stamped addressed envelope if you would like the prescription posted back to you;
By fax – OCH Surgery: 020 8661 9977, Robin Hood Lane Health Centre: 020 8642 2226
Collect your order from a local pharmacy.