

The Old Court House Surgery Robin Hood Lane Surgery

NEWS FROM THE PRACTICE

OCH Refurbishment

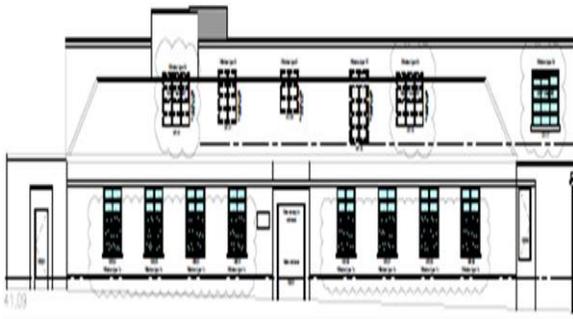
We are pleased to inform our patients and the public that the £1.5m refurbishment of The Old Court House Surgery started in February and will be completed in the Autumn 2020.

The Surgery will continue to operate as normal and you will still be able to see your GP, Nurse and other healthcare professionals.

We would like to reassure you that we will be working very hard to minimise disruption to our services during this period.

We will have two consulting rooms on the second floor with lift access and three new consulting rooms on the ground floor all with improved access and facilities. A new ramp to the left of the Surgery entrance will also improve access.

The works are being carried out in five phases to ensure we are able to continue to provide services and appointments as appropriate.



Parking Arrangements

Whilst the remodelling of our Surgery is underway, the existing disabled parking bays will be unavailable from Wednesday 19th February until September 2020.

A single, alternative parking space is available (on the left hand side of the building) however we are concerned as to the accessibility of this space so feedback would be appreciated.

Parking is also available in adjacent roads, Lodge Place and Manor Place. Limited disabled bays are also available at our branch site, Robin Hood Lane.

Announcements and New Staff Members

We would like to extend a warm welcome to our new member of the Reception Team Suparna.

Coronavirus -Do not enter the Surgery if you suspect you may have Coronavirus.

Call NHS 111 for advice or visit the following website:
<https://www.nhs.uk/conditions/coronavirus-covid-19/>

Have You Been Vaccinated?

Make an appointment at Reception

Are you eligible?

Flu / Pneumococcal

Age 65+
At Risk including with
Diabetes
COPD
Heart Disease

Shingles

Most people age 70 - 79

Mumps

Public Health England advise that this contagious disease has soared to its highest level in a decade

If you haven't had both doses of the MMR vaccine (or are unsure) – you are eligible to have this. Please book an appointment with a Nurse.

We have all these vaccines in stock.



Change to Surgery Opening Times

In response to a number of requests to change our opening times, we are pleased to confirm that we will open earlier on a Friday morning for pre-booked appointments.

Monday	7:30am to 19:00pm
Tuesday	7:30am to 19:00pm
Wednesday	7:30am to 19:00pm
Thursday	7:30am to 19:00pm
Friday	7:30am to 18:30pm

Appointments

GP and Phlebotomy appointments can be booked and cancelled online. All of our phone lines open at 8am. Appointments are triaged to ensure that even if we have limited availability, you will be seen if appropriate.

Why not use an online service?

www.ochsurgery.co.uk



Children Aged Under 12

Under 12s can be added to Mum or Dad's myGP or NHS App to book or cancel appointments

NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)

Triage At Our Surgery

In order to ensure that you, as the patient, are seen by the most appropriate health professional, a triage system is in place at the surgery. It is generally known that there are many instances where we do not need to see the GP, when the patient's needs can be better served by one of the very experienced nursing team. This frees up the GP's time for those that do really need it.

In addition, the surgery will soon have the services of a Social Prescriber. This new role focus on seeing those patients where the underlying issues are more social orientated, even though the patient may initially be presenting a medical problem. The underlying cause for the current condition may be rooted in non-medical aspects, like housing problems, lack of a fitness regime, debt pressures, etc. The professionally-trained Social Prescriber will work with the patient over a period of time, to achieve a return to a better position.

So please, as patients, be ready on the idea that you may not need to see a GP or a nurse, if the underlying reason for the current state of affairs is not necessarily a medical matter.

Update – New Specialist Emergency Care Hospital

The Public Consultation is well under way – but fret not, there is still plenty of time for you to record your comments, as it remains open until 31 March next.

To recap, simply – our acute Trust (Epsom and St Helier) has secured Treasury funding of £500 million to build a new specialist emergency care hospital [SECH], to replace the two existing A&E units on the two sites. The new SECH will treat those patients in need of critical care. As many of you are aware, many of the buildings at the two hospitals were built *before* the NHS came into being!

The Public Consultation is to give all the residents in the catchment area of the Trust the opportunity to record their comments, ask questions, and be re-assured that the proposals

are going to be suitable for us, and our families, for many decades to come.

To dispel those urban myths that abound, neither of the two existing hospitals are going to close. They will be designated as District Hospitals, supporting the new SECH. The District Hospitals will still provide the required out-patient facilities for 85% of all attendees.

The new SECH will be sited at one of the three options, these being at Epsom, at St Helier - or the Sutton Hospital site in Belmont. Whilst there is a preference for the Sutton site, as expressed by the clinicians themselves, the final choice is still to be made – and will take into account all the comments that will have been received.

One could differentiate between the new SECH and the other hospitals, as the former being mainly for 'blue light' injuries/conditions.....but no matter where the SECH is sited, if it is at Sutton, ALL three sites will still have an Urgent Treatment Centre, for those less in need of critical care – those described as the 'walking wounded'.

It is vital that everyone understands what is being proposed, and takes the opportunity to record their views – whether with comments against the idea, or supporting the proposals.

Full information (and it is very 'full'!) can be found at www.improvinghealthcaretogether.org.uk

Documents and the questionnaire are available at Reception.

In addition, on a regular basis, there will be a member of the Patient Participation Group in the waiting area at Old Court House between now and the close of the Consultation, to help you understand the situation, and help with questions, recording your comments, form-filling, etc.



Self-Care

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

Use the right service

 Self care Stock your medicine cabinet Visit www.nhs.uk Minor cuts and grazes Bruises and minor sprains Coughs and colds	 Pharmacy Feeling unwell? Unsure? Anxious? Need help?	 NHS 111 Minor illnesses Headache Stomach upsets Bites and stings	 GP Advice Out of hours call 111 Persistent symptoms Chronic pain Long term conditions	 A&E or 999 Emergencies only Choking Chest pain Blacking out Serious blood loss
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