



## Newsletter Spring 2023

### The Old Court House Surgery Throwley Way

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

#### NEWS FROM THE PRACTICE

##### Announcements

We are pleased to announce that Dr Kee-Cheung Lee has recently accepted the role of Partner. We welcome Dr Bhavika Patel to the Clinical Team. Sam and Sunaina have recently joined the Non-Clinical Teams.

##### 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 (Advanced Nurse Practitioner) prior to a face to face appointment.

Appointments can be booked online for children under 12 (check with Reception if you don't already have this set up)

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

We also have a new online patient triage service where you can ask questions and submit requests for FIT notes, get advice with new or ongoing

Patient online triage and help >



Submit a non-urgent request

symptoms, order a prescription or request an appointment. [www.ochsurgery.co.uk](http://www.ochsurgery.co.uk)

##### 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 booked with the most appropriate professional

Cardiographer

First Contact Practitioner

Health Care Assistant

Mental Health Practitioner

Respiratory Nurse Specialist

Advanced Nurse Practitioners

Health Coach

Nurses

Paramedics

Pharmacists

Social Prescriber

Doctors

##### Home Visiting Service

Appointments for housebound and acutely unwell patients can be made via Reception. This service is provided by a team of Sutton based paramedics

##### 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.



##### Contact Us (up to 72 hours)

Email for repeat prescriptions

[och.prescriptions@nhs.net](mailto:och.prescriptions@nhs.net)

Email for admin enquiries

[och.surgery@nhs.net](mailto:och.surgery@nhs.net)

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

Life, somehow, goes on....despite all the strikes, the war in Ukraine, the earthquakes in Turkey and Syria....and even more strikes.

Here at OCH, our thoughts are a tad more parochial. Our dedicated, wonderful staff continue to offer all our patients the care they need. But we, too, can and must also 'think outside the box'.....

The surgery, as previously advised, is a member of the Primary Care Network for Central Sutton, along with the Robin Hood Lane, Grove Road and Mulgrave Road surgeries.

Central Sutton has, sadly, some of the most deprived areas in the Borough....and as such, that can - and does - give rise to medical issues as a result of these social causes behind the deprivation.

It is early days, but there is an initiative taking shape that will help to address and combat these problems, through a multi-faceted approach by the surgeries, the local authority, Sutton Housing Partnership, community nursing, other local housing associations, community groups, our hospital Trust - and everyone else who can help alleviate these problems.

The abiding, overall concept is that these committed, interested parties will put in place measures to help counter the medical and mental health problems created by such deprivation - including those who are homeless or living in temporary accommodation.

There will be a roll-out of health-checks, and clinics, and through the feed-back that will be gathered, an 'outreach' programme put in place, to contact people by 'phone calls, and home visits. By adopting this pro-active, anticipatory care approach, it should reduce dramatically those cases where further intervention would have been necessary.

### **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.

To download the NHS App on a mobile device:-

1. Open the App Store or Play Store.
2. Search for 'NHS App' and select install.
3. After installing, select the app to open it.

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](mailto:ochppg156@yahoo.com) - your input is welcomed.

### **HealthWatch**

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