

## Newsletter Autumn / Winter 2019

### **The Old Court House Surgery Robin Hood Lane Surgery Dr Grice and Partners**

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#### **NEWS FROM THE PRACTICE**

##### **Flu Clinics – Pneumonia / Shingles**

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. Shingles and Pneumonia vaccine is also available to eligible patients .



##### **Announcements**

As of December 2019 Dr Grice will be retiring from the position of Senior Partner. After 30 years as a Partner at this Practice, he feels he deserves a bit of a rest!

##### **New Staff Members**

We would like to extend a warm welcome to our new team members-  
Dr Santhrika Shivakumar,  
Nurse Bridget Thobela  
Receptionist Linda McIntyre.

##### **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.

##### **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.

##### **The Old Court House Surgery Christmas Opening Times**

Over the Christmas period, the surgery will be closed on:

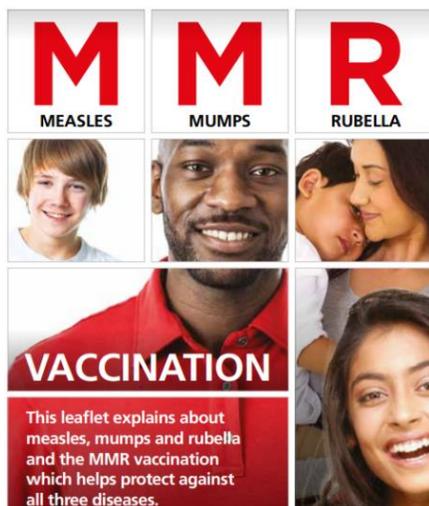


Wednesday 25<sup>th</sup> December 2019.

Thursday 26<sup>th</sup> December 2019.

Wednesday 1<sup>st</sup> January 2020.

**Measles, Mumps and Rubella (MMR)**  
 MMR is a safe and effective combined vaccine that protects against 3 separate illnesses – Measles, Mumps and Rubella (German measles) in a single Injection. The full course of MMR vaccination requires 2 doses.



For more information on the vaccine please contact Reception.

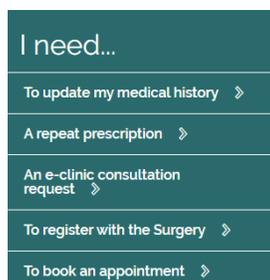
**Other news / information our website**

**Online Services**

Please make the most of our website [www.ochsurgery.co.uk](http://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



**What is a Primary Care Network (PCN)**  
 A Primary Care Network consists of groups of local General Practices working together with a range of local providers across primary care, community services, social care and the voluntary sector, to offer more personalised, co-ordinated health and social care to the local population.

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS.



We will be working alongside paramedics, clinical pharmacists, social prescribers and physician's assistants to deliver a holistic approach to healthcare, with a strong focus on prevention and personalised care.



## NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)

### THE ANNUAL PATIENT SURVEY 2019

The PPG, along with the Practice, have looked at and analysed the results of the Annual Survey that so many of you took time to complete. The results are available to view in more detail on the Practice website.

Members of the patient group spent time in reception promoting this survey and 157 responses were submitted, most of these on paper, others online.

The majority of comments as usual, were positive. Overall service was rated Positive on 149 Surveys and Poor on 5 Surveys.

Some of the concerns raised were;

- Requests for repeat prescriptions online. Updated information about signing up and using this service is available in the Practice Leaflet and on the website.
- Concerns were also expressed regarding the telephone booking of appointments 'on the day', and the following actions have been taken:

Appointment-process information has been explained in the Practice Leaflet, clarified and given more prominence on the Website. A 'Booking Appointments' information note was sent to those patients who are members of the Patient Participation Group. \*\*

NB Appointments can be made 2 weeks ahead by telephone, at reception or online.

### HEALTH AND SELF-CARE

Links can be found on the Practice website giving information and guidance

**PATIENT ACCESS** is proving a worthwhile source of information, as well as the point of access for prescriptions and appointments online. Do sign up for their emails.



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

### PATIENT PARTICIPATION MEETINGS

Please keep an eye on the OCH Noticeboard in reception, or the Patient Participation Group link on the website, for the next date of the PPG meeting - open to all patients - you will be very welcome to attend.

#### 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](mailto: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](http://www.ochsurgery.co.uk)

## Prescribing of over the counter medicines is changing

Your GP, nurse or pharmacist will not generally give you a prescription for over the counter medicines for a range of minor health concerns.

Instead, over the counter medicines are available to buy in a pharmacy or supermarket in your local community.

The team of health professionals at your local pharmacy can offer help and clinical advice to manage minor health concerns and if your symptoms suggest it's more serious, they'll ensure you get the care you need.

Please help the NHS to use resources sensibly.

## A TIME OF CHANGE

As you will see elsewhere, it is a time of change....not only are we now well down the road to having a re-modelled Old Court House surgery, but as you may have read recently, the Treasury and NHS England have given approval to the funding and building of a new Critical Care Unit to serve the residents in the catchment area of Epsom and St Helier Hospital Trust.

This will be sited at either St Helier, or Epsom, on those existing sites, or as a new-build, co-located with the Royal Marsden. To decide just where, there is a formal public consultation to come, so that every resident in the catchment area can have their say. So eyes peeled, it's coming your way !!

And that's not all.....whilst not as evident as a new Critical Care Unit will be, there are other changes a'coming.....all of the GP surgeries [bar one !] are forming themselves into Primary Care Networks.

Whilst many of the benefits of doing this will not be that obvious to patients, it does allow the four geographically based networks in the London Borough of Sutton to work in a more collaborative way, to provide a more comprehensive healthcare structure, whichever is your 'home' practice. OCH will be in the Central Sutton PCN, along with the practices in Grove Road, Mulgrave Road, and the Robin Hood practice of Dr Seyan. All very positive for all patients !

Finally, but by no means least, the NHS Long Term plan has recommended that the Clinical Commissioning Groups in SW London 'merge', to offer economies of scale, and form one, new, CCG.....to be called SWL CCG. So if it proceeds, Sutton will join with Richmond, Kingston, Wandsworth, Merton and Croydon. This merger could also be the subject of a

formal consultation – that has still to be decided.

So lots happening, lots to look forward to !!

<http://www.suttonccg.nhs.uk>



## EVENING AND WEEKEND APPOINTMENTS

Book via Reception 020 8643 5139

Call Direct on Weekends 07578 813 838  
07479 819 677

