



**Newsletter Winter 2021/Spring 2022**

## **The Old Court House Surgery Throwley Way**

### **News From The Practice**

#### **Announcements and New Staff**

##### **Members**

We welcome a number of new staff Dr Kee-Cheung Lee, Shera and Lucy have joined the Clinical Team, Mel, Jess and Maria have joined the Non-Clinical team

##### **Appointments**

Since the pandemic began we have offered face to face appointments.

You may have a telephone consultation with a GP or ANP prior to a face to face appointment being booked for you.

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

##### **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.

### **Coronavirus**

Do not enter the surgery if you suspect you may have Coronavirus.

Please wear a face covering.

Call NHS 111 for advice or visit the following website:

<https://www.nhs.uk/conditions/coronavirus-covid-19>

#### **Book Online**

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



#### **Extended Access Hub**

Opening Hours

Weekdays 6pm - 8pm

Weekends 8am - 8pm

Bank Holidays

Appointments available Adults and Children  
07719 532 352

Book at Reception during normal surgery hours or book direct evenings and weekends

# Use the right service



#### **Self care**

Stock your medicine cabinet

Visit [www.nhs.uk](http://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

# The Old Court House Surgery



## General Practice 2022

<b>Advanced Nurse Practitioner</b>	<b>Cardiographer</b>	<b>Doctor</b>	<b>Health Coach</b>	<b>Health Care Assistant</b>	<b>Mental Health Professional</b>
<b>Nurses</b>	<b>Nursing Associate</b>	<b>Paramedics</b>	<b>Pharmacist</b>	<b>First Contact Practitioner</b>	<b>Social Prescriber</b>

**All these people work here - your Receptionist will ask questions to ensure that you are booked with the person who can provide the care you need**

### Paramedics

Paramedics provide our 'on the day' Home Visits, they can recognise and manage the deteriorating patient and can manage those with long term conditions, minor injuries, and minor illness. They can support patients who require wound care, have fallen, have MSK problems, urinary tract or respiratory infections. Paramedics are able to ensure that medication, including antibiotics and analgesics, is safely prescribed when required.

### Social Prescribing Link Workers

A new role to general practice, being able to offer up to 6, one hour appointments, the social prescriber can give you time and focus on what matters to you as identified in your care and support plan. They connect you to community groups and agencies for practical and emotional support and offer a holistic approach to health and wellbeing, hence the name 'social prescribing'.

### Pharmacists

Clinical pharmacists work as part of a multidisciplinary team in a patient facing role to clinically assess and treat patients using expert knowledge of medicines for specific disease areas. They work with and alongside the general practice team, undertaking clinical medication reviews to proactively manage people with complex medication use, especially the elderly, people in care homes and those with multiple conditions

### First Contact Practitioners

#### **Tell the Receptionist if you have joint pain**

Physiotherapists are qualified independent clinical practitioners who can assess, diagnose, treat, and manage musculoskeletal (MSK) problems and associated ailments. Appointments can be booked through our [Reception staff](#) who will ask you a series of screening questions.

### Nursing Associate

The nursing associate is a new support role that bridges the gap between healthcare support workers and registered nurses to deliver hands-on, person-centred care

### Mental Health Practitioners

Are trained to assess and support people with common mental health problems – principally anxiety disorders and depression – in the self-management of their recovery.

### Health and Wellbeing Coaches

HWBCs will predominately use health coaching skills to support you to develop the knowledge, skills, and confidence to become an active participant in your care so that you can reach your own health and wellbeing goals.

Their approach is based on using strong communication and negotiation skills and support personal choice and positive risk taking.

## **News From The Patient Participation Group (PPG)**

We recently saw the results of a National Survey of GP Practices.....and once again, it (delightedly) allows us to confirm that our OCH practice scored higher than the national average in all areas, bar one.....and then we were only a couple of percentage points off the pace. So a very hearty 'Well Done!' and a big 'Thank You!' to each and every member of the team. Results are to be found at <https://gp-patient.co.uk>

The 'news' is, of course, still centred on Covid.....and whilst it is becoming less of a threat, thanks to the vaccination programme, we must remain sensible in our behaviour. It is worth recording that OCH has remained open since March 2020 – and not many other surgeries can say that.

Which leads quite neatly into the matter of appointments.....there has been a lot of media comment, mostly negative, about patients not getting face-to-face appointments with their GP. The pandemic has highlighted the perennial question – 'Do I **need** an appointment to see the GP?'.....or do 'I **want** one?' Those thoughts need to be considered each and every time.

It has been calculated that only about 50 % of patients **need** to see a GP. And as described elsewhere in this Newsletter, there is now a vast array of medical – and non-medical – professionals who will be the most appropriate professional to see....all with the aim of giving you, the patient, the best route to the most relevant treatment, and the best experience.

This process is what Primary Care Networks (PCNs) now in place nationally are all about. Here in Sutton, as advised in our last Newsletter, the 23 surgeries are geographically grouped into 4 PCNs. The aim is that by working collaboratively, sharing experience and resources, you will get that best outcome. Whilst OCH will always be 'your' surgery, there may be occasions when an appointment with one of the other PCN partners may be the sensible solution.

And do consider NHS 111 First – if you are unsure as to the help you **need**, then the medically-trained NHS 111 call-handlers will help.

It may be that a simple visit to the pharmacist is all that is required. If NHS 111 say an appointment with your surgery is needed, then they can 'book you in'. If the issue is more urgent, then they can book you directly into the A&E / Urgent Care Unit at St. Helier....within a time-frame of an hour or so for the appointment. That has to be preferable to just turning up to A&E and waiting for perhaps 3 – 4 hours.

And, heaven forfend, if NHS 111 consider it is more urgent and serious, they can mobilise a 'blue light' ambulance.

To summarise it is all about answering that first question – 'what is **needed**?'  
If in any doubt, call NHS 111 First.

All other information can be found at [www.ochsurgery.co.uk](http://www.ochsurgery.co.uk) - which will take you to the OCH PPG pages.

To support the Practice promoting health awareness, service & quality of care, become a member of the Virtual Patients Participation Group (VPPG) by contacting: [oldcourthouseppg@yahoo.co.uk](mailto:oldcourthouseppg@yahoo.co.uk) - your input is welcomed.

### **Zero Tolerance**

All staff at the Practice strive to provide the best service, support, help possible.

Unfortunately we feel the need to remind patients that the NHS operates a zero tolerance policy with regard to violence and abuse and the practice has the right to remove violent or abusive patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In this situation we will notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and the circumstances leading to it.