



**The Old Court House Surgery
Throwley Way**

www.ochsurgery.co.uk

NEWS FROM THE PRACTICE

Announcements

After nearly 30 years as a Partner, and more recently as Senior Partner, Dr Coldrey will be retiring from the Partnership at the end of March 2023

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 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.

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 given an appointment with the most appropriate professional

| | |
|------------------------------|-------------------|
| Cardiographer | Health Coach |
| First Contact Practitioner | Nurses |
| Health Care Assistant | Paramedics |
| Mental Health Practitioner | Pharmacists |
| Respiratory Nurse Specialist | Social Prescriber |
| Advanced Nurse Practitioners | Doctors |

Vaccinations (for Eligible Cohorts)

Please book via Reception

Flu

Vaccinations are still available at the Surgery

Pneumococcal and Shingles

These vaccinations are available all year

Contact Us (48 hours)

Email for repeat prescriptions

och.prescriptions@nhs.net

Email for admin enquiries

och.surgery@nhs.net

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| | Choking. Chest pain. Blacking out. Blood loss. | A&E or 999 Emergencies only |
| | Unwell? Unsure? Confused? Need help? | Call 111 out of hours |
| | Vomiting. Ear pain. Stomach ache. Back ache. | GP Surgery |
| | Diarrhoea. Runny nose. Painful cough. Headache. | Pharmacy |

NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)

This Newsletter comes to you after a very eventful time.....the sad loss of our Beloved Majesty, political upheaval, the energy crisis, as well as an unprecedented heatwave.....and hopefully, the lessening of the dreaded Covid!

Also eventful.....the publication of a nationwide survey by our NHS – Patient Experiences. In all, 18 questions were asked of a very small, random sample of patients.....which averaged about 1% of the possible total. Whilst many of the questions could have been better, or more clearly worded, we are pleased to note and advise that OCH scored better on the vast majority of the questions, than the local, South West London, and the National responses.

The OCH team promise not to rest on their laurels! The full survey results can be seen on the NHS website: <https://www.gp-patient.co.uk>

One question related to 'Patients seeing their preferred GP'.....well, as advised previously, with our OCH system, after a brief discussion when you call for an appointment, our staff will ensure that you see the most appropriate professional. Please note that this may not necessarily need to be a GP.

Thanks to your PPG, the OCH surgery now has improved its internal signage. For those patients with mobility, hearing or sight issues, the nurse / GP will ensure you are 'collected' when your appointment is called.

Another important aspect under review is your contact with the surgery – your call to make your appointment. The PPG is very much involved with this, to ensure that it is as good as it can be. It won't happen over-night, but it is under way!

And finally – please don't forget or delay your seasonal Covid booster if relevant.....nor your annual 'flu jab.....bookings are now being taken.

Please note the new PPG email address:
ochppg156@yahoo.com

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 - your input is welcomed.

Open Meetings

We are currently unable to hold face to face Open Meetings due to Covid. All patients will be welcome to attend Open Meetings of the PPG once they resume. The dates of any future Open Meetings will be advertised on the OCH website, in OCH surgery and circulated to VG members.

General Information

All other information such as our meeting notes and Terms of Reference can be found at www.ochsurgery.co.uk - which will take you to the OCH PPG pages.

HealthWatch

For more information about your health services in Sutton go 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/>