



The Selsdon Park Medical Practice
PATIENT PARTICIPATION GROUP



Autumn 2018 newsletter
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Welcome

Our Patient Participation Group (PPG) was established to strengthen the relationship between the Practice and its Patients. The PPG committee consists of up to twelve members who meet four or five times a year with Practice staff to discuss the services on offer and to consider if any improvements can be made for the benefit of patients and the practice. The make-up of the committee should reflect that of the patient body but at the present time we lack representation from those aged under 45 years. If you are under 45 years of age and would like to be included in this group or if you would like more information about its work, please contact us at our email address selsdonppg@gmail.com or through reception at the surgery.

Annual PPG Patient Survey

Members of the PPG handed out Patient Satisfaction Survey forms during PPG Awareness Week 4 – 8 June and we are very grateful to those patients who completed the survey. We are pleased to report that the results are very much in line with previous survey results and show that over 99% of patients are satisfied with the service they receive from the surgery overall. The attitude of the receptionists, nurses and doctors were all highly praised. The full results can be seen on the Practice's website. The results are being discussed at our regular meetings and we shall be exploring ways, whenever possible, to improve Patients' experiences when visiting the surgery (including online access).



Surgery Hours

The surgery offers appointments from 8.00 am to 8.00 pm Monday to Friday. A mixture of GP and nurse appointments are available after 6:30 pm, which

are meant for those patients who are unable to make it to the surgery during normal surgery hours. These are bookable in advance. Please contact the surgery to make an appointment.

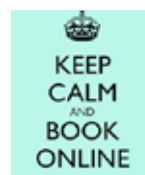
Cancelling Appointments

Please do try and cancel your appointment, if you no longer require it. You can do this anytime via text, telephone or in person at the surgery. Some appointments, particularly with the nurses, can be as long as 1/2 hour. A timely cancellation could save any waste of time and benefit other patients.



Additional GP Service

A service called "GP Hubs" has been commissioned by Croydon Clinical Commissioning Group (CCG). These can be found at Purley War Memorial Hospital, Parkway Health Centre, New Addington and East Croydon Medical Centre. The Hubs are open from 8.00 am to 8.00 pm, 365 days a year, and they can assist with urgent treatment only. You do not need an appointment to be seen but it helps if you call 111 before attending, as they are able to book proper appointments at these sites. Please consider using this service before attending an A&E department at any hospital. Croydon University Hospital continues to be under extreme pressures in the A&E department.



Save Time and Book Online

You can use the online service, any time of day or night, to order repeat prescriptions, book appointments and inform the surgery of any change of address or telephone number. Currently this service is only available to those patients over the age of 16 years. Please contact the receptionists for details. Please do not send any messages via the website to order repeat prescription. These messages do not automatically go through to our prescribing clerk.

Book Now for Your

Flu Vaccination

Flu vaccinations are now in stock. Please contact the surgery on to book an appointment.



Contact Details

Please let the surgery know about any change to your mobile number or home telephone number or your address. You can do this using the online services or by visiting the surgery.



more news & information 



Focus on Brisk Walking

An estimated 3 million middle aged adults across the country are physically inactive. Public Health England and the Royal College of GPs are encouraging adult patients to walk briskly (rather than focusing on distance or number of steps) and to incorporate brisk walking into their daily routine, as a way of improving their general health and wellbeing. As part of this initiative, Dr Debbie Berry has registered Selsdon Park Medical Practice as a Parkrun practice. You do not have to run; you can just walk or jog. You can visit www.loveparkrun.com to watch a video on the benefits of Parkrun and to find out more.



NHS Health Checks

If you are aged 40 to 74, and you have not had a health check in the last 5 years and you are not already on a "disease register" (such as heart disease or diabetes or stroke), you will be receiving a letter and text message inviting you to contact the surgery to make an appointment. The health check concentrates on gathering information to help in preventing dementia, diabetes, heart disease, stroke and kidney disease. Please look out for your letter and contact the surgery to make an appointment with our nurse.

Patient Talks

The dates for our free patient talk in 2019 are:

23rd January: Falls

13th March: Spinal Pain, Coccydynia, and Sciatica

12th June: Subject to be confirmed

9th October: Subject to be confirmed

The subject for each talk will be confirmed nearer the date. Look out for the posters displayed in the surgery and on the surgery website. Have you signed up to receive notification of talks? Please send an [email](mailto:ppg@selsdonpark.nhs.uk) to be added to our mailing list.



NHS

Extended access to GP appointments

Pre-bookable evening and weekend appointments are available



New Services after 6.30pm

The surgery is part of a pilot project run by AT Medics who are providing GP Services, from 6.30 pm to 8.00 pm, Monday to Friday, and from 8.00 am to 2.00 pm on Saturdays. In addition, they are providing nursing appointments on Saturdays only from 8.00 am to 4.00 pm. These appointments will be at Parkway Medical Centre in New Addington and they are bookable via telephone to the surgery reception.

Clinical Staff at Selsdon

The surgery is pleased to announce the permanent addition to our clinical team of Dr Nisha Nair and Dr Mohsin Asharia. Some of you may have already met Dr Asharia, as he undertook his GP training in 2017/2018 with us.

• Dr Alex Trompetas	Senior Partner
• Dr Neil Kelvin	Partner
• Dr Debbie Berry	Partner
• Dr Mary Onianwa	Salaried GP
• Dr Lara Walford	Salaried GP
• Dr Jon Maries:	Salaried GP
• Dr Carrie Ross	Salaried GP
• Dr Nishal Velani	Salaried GP
• Dr John French	Salaried GP
• Dr Nisha Nair	Salaried GP
• Dr Mohsin Asharia	Salaried GP
• Mrs Sue Earl	Nurse Practitioner
• Mrs Nicki Pursey	Practice Nurse
• Mrs Wendy Stanhope	Practice Nurse
• Mrs Nicola Lakic	Practice Nurse
• Mrs Finn Glynn	Practice Nurse
• Mrs Lauren Hawken	Associate Practitioner
• Mrs Vicky Bird	Health Care Assistant (HCA)
• Miss Laura Bates	Phlebotomist

PPG Email List

Send us an [email](mailto:ppg@selsdonpark.nhs.uk) to join our email list to receive the newsletter and other notifications from the PPG.