



The Selsdon Park Medical Practice  
**PATIENT PARTICIPATION GROUP**

Spring 2017 newsletter  
 Tel. 020 8657 0067 [www.selsdonparkmedicalpractice.nhs.uk](http://www.selsdonparkmedicalpractice.nhs.uk)  
[selsdonppg@gmail.com](mailto:selsdonppg@gmail.com)



***Welcome***

The Selsdon Park Patient Participation Group (PPG) was established to strengthen the relationship between the Practice and its Patients. Our aim is to inform you and keep you up to date on what is happening in the Surgery, i.e., changes in staff and the services available. If you wish to raise any issues you can contact us at our new email address: [selsdonppg@gmail.com](mailto:selsdonppg@gmail.com).

***New Improved Appointment System***  
**Providing Excellent Service**

Jenny Wallis who heads up our excellent team on Reception explains how carefully monitoring appointments over the past six months had led to a more effective system which is different for different days. Jenny ran an audit of 'Book on the Day' appointments over a four week period. The results were used to set up a new system of calculating the minimum number of appointments to be made available each day. She explains how it is now possible to ensure that, at the start of each week, there are a sufficient number of appointments available to cope with the various demands. For example Monday, when there is an increased demand 85-90 appointments are made available. Tuesday 45: Wednesday 45: Thursday 45: Friday 55. These appointments are released each morning at 4.00am and are bookable on the internet. The reason for the early release is so that patients who need to leave early for work can book on line before surgery opens. Patients can, of course, book by phone during Surgery hours. This system works incredibly well. It means that there are a variety of times on offer and surgeries do not become overbooked.

***Consultant led Health Talks***  
 Proving to be more popular  
 than ever



Dr Rizwan Rajak's talk covering Arthritis on 25 January 2017 attracted a record audience of over 100. Dr Rajak described developments in diagnosis and treatment concerning the two main types of Arthritis, Osteoarthritis (wear and tear in joints) and Rheumatoid Arthritis (inflammation that can lead to damage in joints). In March Dr Alexander Ionides, Consultant Ophthalmologist covered various problems affecting our eyes including cataracts, macular degeneration, glaucoma and discussed the various treatments available. Our next talk will cover the important subject of Mental Health. Come along to find out more about Dementia, Depression and Anxiety.

Make a note in your diary now:  
 Date: Wednesday 7th June 2017  
 Time: 8.00 to 9.00 pm  
 Venue: St John's Community Church Hall, Selsdon.

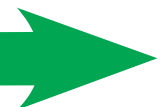
Entrance is free of charge and please bring along any friends or family who may be interested in attending.

***Missed Appointments***

We all expect to be seen within a reasonable time when we book an appointment with our doctors and nurses. The problem is many people are given an appointment and fail to attend without cancelling in advance. Not only does this waste the time of medical staff but creates a longer waiting time for other people trying to get an appointment. C.O.P.D. and Asthma appointments are allocated a time of 20 and 50 minutes! Just think how much time and money is wasted when a patient does not attend the appointment made. So please make sure you give prior notice if you are unable to keep your appointment. We have an excellent team on Reception so just pick up the phone to let them know you have a problem, they will be more than happy to re-arrange your appointment. If you are registered for on-line appointments you can cancel/rearrange using this service. Please help us to avoid such a waste of time, money and give other patients the chance to be seen as quickly as possible.



more news & information



## New Arrivals

Congratulations to Dr Lara Walford on the arrival of her baby Joshua who weighed in at 7lb 4oz. Dr Peter Campbell's wife, Janaki gave birth to a baby girl on the 15th March, her name is Rosanna Arya. We send our best wishes to them both.



## NHS wi-fi launch in GP surgeries



- More than five million patients will be able to access free to use wi-fi in early adopter GP practices, enabling them to link in with local health clinics and services and paving the way for future developments in digital patient care. In the first step towards roll out across the all NHS premises, NHS wi-fi is to be installed in 991 general practices across England by 31 March 2017 and patients will be able to access the Internet free of charge in their GP's waiting room, via their smart phone or tablet.
- Our Practice is hoping to be able to offer this service in the near future.

## Surgery News

Dr John French officially joined the Surgery as a salaried GP in January 2017. This news will be welcomed by many of his patients. Health Care Assistant Lauren Hawken has returned from maternity leave, she will be working from 4 to 8 p.m., Monday, Tuesday and Wednesday.

## New Extension to Surgery

The surgery has undertaken the building of a new six clinical room extension to its current site. The rooms will be used by both Doctors and Nurses. The extension will also enable the surgery to further develop its current training for students from St George's Hospital, UCL and final year GPs who stay at the practice for a period of one year.

## PPG Awareness Week

19 to 23rd June 2017

Representatives from the Selsdon Park Patient Participation Group (PPG) will be on hand throughout the week to keep you up-to-date on what is happening in the Surgery, i.e., changes in staff and the services available. We will also be asking you to complete a simple Survey. This information will give us an insight into how well your Practice is performing and what, if anything, needs improving.

## Care Quality Commission warns of risks of buying medicines online

The Care Quality Commission is calling on people to act with caution when considering buying medicines on the Internet. CQC's inspections of some companies that provide online primary care have found significant concerns about patient safety. Although CQC acknowledges that well-run services can offer a convenient and effective form of treatment, inspectors have found services that were too quick to sell medicines without doing enough to check whether they were appropriate, meaning that patients could be at risk of harm.

## Prescriptions

Selsdon Park Medical Practice offers electronic Prescriptions. This will save you a trip to the Practice to order or collect your Prescriptions. Please speak to our Receptionist or Pharmacist of your choice and request a Nomination Form. You can choose a Pharmacy suited to your convenience, for example you can choose one close to your place of work.



## Urgent GP appointments

- from 8 am to 8 pm, 7 days a week
- People in Croydon will soon have access to a wide range of urgent care services, including GP appointments available from 8am to 8pm, seven days a week, 365 days a year.
- From April 2017, three 'GP Hubs' at the Edridge Road Walk-in Centre, Purley War Memorial Hospital and New Addington Minor Injuries Unit, will open to treat children and adults with urgent care needs. The new 'Hubs' will be open for longer hours every day, and will offer more services to treat both minor injuries and minor illnesses.
- The CCG (Clinical Commissioning Group) says they will provide the same services as the current walk-in centre at Edridge Road, but with the additional services provided by the existing centres in New Addington and Purley.
- This service is available to all patients registered with a GP in the areas covered. The 24-hour Urgent Care Centre at Croydon University Hospital, will also contain the functions of a GP Hub for the north of the borough.
- There will also be a roving GP service for urgent home visits, and an out-of-hours GP service for telephone advice and home visits between 6.30pm and 8.30am on weekdays and 24 hours a day over weekends and bank holidays.

## Act FAST campaign reminds people of the main symptoms of stroke

- Face – has their face fallen on one side? Can they smile?
- Arms – can they raise both their arms and keep them there?
- Speech – is their speech slurred? Public Health England launched its annual campaign to remind us of the main symptoms of stroke and the importance of calling 999 immediately if they notice any single one of the symptoms in themselves or others.

## PPG Newsletter by e-mail

If you would like to receive your copy of the PPG Newsletter and keep up-to-date with Surgery news by email, simply enter your e-mail address below and pop it in the Suggestion Box at Reception.

Title \_\_\_\_\_  
First name \_\_\_\_\_  
Surname \_\_\_\_\_  
E-mail \_\_\_\_\_