



The Selsdon Park Medical Practice PATIENT PARTICIPATION GROUP



Spring 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 regularly with Practice staff to discuss the services on offer and how 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 (including young parents), carers, disabled and other homebound individuals who find it difficult to attend regular meetings. We intend to set up a reference group to involve these patient categories by inviting subjects for discussion and seeking comment on our agendas prior to our meetings. If you would like to be included in this group or if you would like to raise any issues you can contact us at our email address: selsdonppg@gmail.com or through reception at the surgery.



Annual Patient Survey

The PPG have responsibility for the Annual Patient Survey. Members of the PPG spent several days handing out Patient Satisfaction Surveys during PPG Awareness Week 19 – 23 June and many thanks to the 161 patients who completed the survey. We are pleased to report that the results continue to show that over 99% of patients were satisfied with the service they receive from the surgery overall. Again, the attitudes of the receptionists, doctors and nurses were all highly praised. We shall be carrying out another survey during the week commencing 4 June 2018 and we encourage as many patients as possible to participate.

Surgery hours:



Extended Operating Hours

The normal surgery hours are 8.30am – 6.30pm Monday – Friday. There are some appointments available after 6.30pm, with a mixture of GP and nurse appointments. These are bookable in advance through reception and are for those patients who are unable to attend the surgery during normal surgery hours.

Additional GP Services:

A service called GP Hubs has been commissioned by Croydon Clinical Commissioning Group. These can be found at Purley War Memorial Hospital, Parkway Health Centre New Addington and East Croydon Medical Centre. The Hubs are open 8am – 8pm 365 days a year and can assist with urgent treatment only. You do not need an appointment to be seen but you may wish to call 111 before attending as they are able to book appointments at these sites. Please consider using this service before attending A&E. Croydon University Hospital continues to be under extreme pressures in their A&E department.

ABCD

You may have noticed a new initiative in the waiting room on a Wednesday morning. This is the ABCD project. The purpose of the project is to make contact with patients who may be feeling isolated, depressed or lonely and bring them together with others who have similar interests. There is no age restriction. Please see the reception for further details.

Changes to Breast Screening Recall

- Croydon is taking part in a trial which will see women called for breast screening from the age of 47 instead of 50 as it is under current guidelines. The aim of the trial is to ensure that all women are called for breast screening by the time they reach 50 and until they reach 70 years of age.
- Selsdon Parks Medical Practice's current uptake for breast screening is 69% which is below the target of 85%. Our patients are offered appointments at Purley War Memorial hospital but there are numerous other sites available where you can book an appointment. If you do miss your appointment, please contact the service to re book your appointment on 020 3758 2024 or visit www.swlbreastscreening.co.uk. Please note that women over 70 can also request screening in these ways.

Cervical Screening

- Women are called for cervical screening from the age of 25 years and until they are 65 years. Cervical screening is very important and we urge all our patients who are due for cervical test to contact the surgery to book an appointment with one of our nurses.

Organ Donation

- Organ donation can give someone the gift of life, if you would like to register to be an organ donor please visit www.organdonation.org.uk and click on the NHS Donor Register link. The form takes about 2 minutes to complete or call 0300 123 23 23.



Yes I donate
ORGAN DONATION

more news & information



Blood Donation

The NHS is always in need of blood donors, the blood is used for vital operations and care. If you would like to register to donate blood, please visit www.blood.co.uk and click on the become a donor link or call 0300 123 23 23.



Contact details

If you change your mobile, home telephone number or your address please let us know. You can do this by using our online services or by visiting the surgery.

Cancelling appointments

Please do try and cancel your appointment if you no longer require it. You can do this via text, over the telephone anytime, or in person at the surgery. Some appointments, particularly with nurses can be as long as ½ hour and your cancellation will enable other patients to be seen.

Online services

You can order repeat prescriptions and book appointments online. Currently this service is only available to those patients over the age of 16 years. Please see the reception for the appropriate form to register.

Carer

Do you care for someone? If so, please let the surgery know to enable the Practice to maintain an up to date carers' register.

Consent

If you do not wish for your medication or allergies to be recorded and released to the NHS for the purpose of hospital visits or GP visits to a surgery not your own, please inform the surgery and they will add a code which will stop this information being released. If, however you do not have any objections and wish more information such as problems, vaccinations, end of life preferences to be recorded the surgery can add a code which will release this information only to the NHS. Please contact the surgery if you wish us to update your consent status.

Prescriptions

You can have your repeat prescriptions sent to a pharmacy of your choice. Please contact the surgery to inform them of your pharmacy choice. Using online services to request your prescriptions allows the surgery to communicate with you if they are unable to complete your prescription. If you see a prescription returned saying rejected this could be for a number of reasons such as there being a change in the quantity or if it has been requested too early or if the medication had been stopped.



PPG Email List

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

Holiday Vaccinations

- If you are going on holiday, please
- remember you need to start most courses
- of holiday vaccinations 6 weeks before
- you travel. You can download the form or
- collect from the surgery to complete and return; you will
- then be booked an appointment for travel vaccinations.



Patient talks

- Our next free patient talk on 14th
- March will be given by Mr Mohan,
- Consultant Orthopaedic Surgeon on
- shoulder problems etc. Other talks are
- planned for 6th June and 10th October and the subjects
- will be confirmed nearer the time. Please look out for the
- posters displayed in the surgery. Have you signed up to
- receive details on the talks? If not, please let the surgery
- know your email address (preferably) or your postal
- address and we will add your name to our distribution list.

Clinical staff at Selsdon

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|----------------------|-----------------------------|
| • Dr Alex Trompetas | 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 |
| • 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 Nicki Gridley | Healthcare Assistant (HCA) |
| • Miss Laura Bates | Phlebotomist |

Care Navigation

- We are participating in a pilot scheme to test a career
- pathway for non-clinically trained people working in
- health, social and voluntary care sectors. The role of
- the care navigator will be to identify patients within the
- practice who will benefit from support to navigate the
- health and social system. For this the care navigator will
- build up a comprehensive knowledge of local support
- systems and will be able to help patients and their families
- access local facilities. For example, some elderly patients
- are lonely and would benefit from a befriender visiting, or
- perhaps a daily visit to the Selsdon Centre for lunch; and
- new mothers can feel isolated but are unaware of local
- baby and toddler groups. The idea is to build a relationship
- with the patient by being available to speak either on the
- telephone or in the surgery - and to encourage patients in
- self-care and self-management.