**Patients Participation Group**

**Newsletter**

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A meeting of the PPG is held at the surgery on a regular basis, the group is made up of: Chairperson-Secretary-Treasurer & Selsdon Medical Practice Patients.

Ron Passfield stepped down as Chairman, after many years of hard work, attending meetings on behalf of the Patients. He will still attend the our meetings

A very **“Big Thank You Ron”**

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**January 2014.**

New Chairperson is June Hurlock, who has been on the PPG for many years,

 Secretary is Diane Quigley.

Treasurer Julie Barrington has been

Re-elected.

The Committee is also made up of 12 Patients, who are registered at this practice.

 **Questionnaire for Patients January 2014.**

In the New Year a questionnaire will be put in the surgery for everyone to complete, this paperwork is something that every surgery is required to do. Some of the days there will be someone at the door to assist you filling in this form, if required. This questionnaire gives you a chance to put your views forward.

**Appointments & Repeat Prescriptions**

Did you know that you can now book an appointment on the practice website selsdonparkmedicalpractice.co.uk –You can also order a repeat prescription. You will need a code & a password which can be obtained from the surgery.

 Collect the form from Reception.

Repeat Prescriptions can also be requested in writing, if you provide a stamped addressed envelope, we will gladly return it to you by Royal Mail.

You can also request that your prescription is emailed to the chemist

of your choice.

**Patients whose first language is not English**. Where possible bring a family member/friend to interpret for them, this will enable the staff to deal with your needs.

**Talks are held at St John’s Church every 3 months.**

Notices are put in the Surgery & local shops etc. They last about 1 hour. You will find them very interesting. These talks are by a professional on the subject, which can be very informative and give you the opportunity to ask questions.

Up & Coming Talks: .

4th June Anxiety & Depression

 16th October Uro-gynaecology.

**Parking Information.**

You can park in Sainsburys for up you 2 hours. Parking- At your own risk!!!

Parking in the surrounding streets of the surgery is available but please be considerate to our neighbours by not blocking their drives. Careless parking puts both people and cars at risk.

**Referrals to a Hospital.**

When a doctor decides you should go to a Hospital to see a Consultant, this now has to be referred to: Croydon Referral Support Services who decides, when & where this should go ahead, this at times may not be the local hospital, you may seen at a private one.

**Selsdon Medical Practice News:**

Staff changes, the introduction of a reception manager at the surgery in December,

1. The reception manager will take the role of supervising the reception, dealing with verbal complaints, staff rota`s.
2. The surgery feels that this is a positive step in improving the service that they provide.
3. Dr Ross Baverstock is leaving at the end of June. We wish him & his family good luck for his future ventures in Australia.

**Telephone system changes.**

1. There are now 9 lines coming in with 6 lines going straight to the reception area.
2. 4/5 phones will always be manned. At times possibly all 6 lines will be manned this will be staffing dependent.
3. It is hoped that these changes to the telephone as well as the staff changes will address the issue identified by the patients of the inability to get through on the telephone.

**HSCIC**

 **Important Changes to Your Medical Records…..**

GP practices across England will soon be required to supply patients’ personal and confidential medical information on a regular and continuous basis, to the Health and Social Care Information Centre (HSCIC).

Data upload is due to commence in the Autumn and you will/should have received a leaflet ‘**Better information means better care’** through your letterbox regarding this. The information extracted can comprise of NHS number, date of birth, postcode, gender and ethnicity. From your medical records information such as medical diagnosis, referrals, prescriptions, family history, test results etc may also be up loaded. The uploaded data is likely to be made available to organizations outside of the NHS, for example universities & commercial organizations.

Under the Health & Social Care Act 2012, we, as a GP practice have **no** choice but to allow the HSCIC to extract this information. Therefore, though we cannot stop this information leaving the practice, **you do have the right to opt-out**.

If you wish to opt out, please pick up the leaflet ‘**Important Changes to Your Medical Records’** at reception. There is a form attached for you to complete and hand in at reception. We will then mark your records as ‘opting out’. Please be aware, once the information is uploaded you will not be able to get your data deleted by the HSCIC. **If you want to opt out, you need to act now!.**

**Questionnaire result to date.**

We would like to thank everyone for taking the time to complete the forms. We doubled the amount this year.

This will be used to improve our service.

**“A Big Thank You”.**

If you have something you would like us to discuss at one of our meetings, please let us know, by dropping a note into the surgery.

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