

THE SELSDON PARK MEDICAL PRACTICE PPG NEWSLETTER Summer 2025

SUMMER IS HERE



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Surgery statistics for May 2025

Total Number of registered patients 17.863

Number prescriptions processed

Number of patients seen by Nurse

Number of patients seen by GP

Number of patients seen by HCA

Number of patients seen by Advanced Practitioner

Number of calls received 7.547

Number of calls to prescriptions – 1065

% of calls missed 10%

Average queue length 3m 33 secs

Number of missed appointments -

Number of home visits undertaken 86



SURGERY NEWS

As of the 1st April 2025 Dr Mary Onianwa and Dr Nishal Velani became Partners at the practice. I am sure you will join us in congratulating them both on this achievement.

Leaving Staff:

Raminta secretary left us on 25/3/25 to work for her husband

Caroline Nurse retired

Joining Staff:

Karen has joined us a secretary to help us with referrals

Michaela has joined us a HCA

Dr Alex Coull has returned to work as of 2.6.25 from maternity leave.

Dr Zahra Rahim has joined us as a salaried GP

Our HCA Ellie successfully passed her nursing associate degree. We look forward to seeing Ellie go from strength to strength in her role.

Olivia our prescribing clerk is pregnant, due date early October

Hibiah our pharmacist is also pregnant, due date end of September

Aisling our nurse who tragically lost her husband in an RTA in February is still off. She is also pregnant due in September.

We now have 6 receptionists in reception most days

ONLINE TRIAGE IS COMING

The practice uses accurx triage service. This allows patients to send in an admin request say requesting a sick note or chasing a result. Or ask the GP for medical advice. Click here to access the link <https://florey accurx.com/p/H83018> .

Moving forward from mid July the practice will be adopting the use of total triage. This will mean no more 8am rush for an appointment. Patients will be required to complete an online form which will be assessed by a GP. They will then instruct if the appointment should be that day, tomorrow or in the next week or so. Alternatively they may direct patients to the pharmacy first service or advise an appointment with a FCP at the surgery. GPs will still be able to book a number of follow up appointments

for those patients whom they see regularly. If a patient is unable to use the form, they can either come in or call the surgery and the receptionist will complete the form and submit it on their behalf.

Nurses appointments will not be included in the triage system.

We will be holding a number of patient engagement events for patients to come along and find out more about how it will work.

We are in the minority of surgeries not using total triage, we are confident though that this will ensure those patients who medically need to be seen that day or next are.

THINK PHARMACY FIRST

Pharmacists can give you advice on a range of conditions and suggest medicines that can help.

They may also be able to offer treatment and some prescription medicine for some conditions, without you needing to see a GP (this is called Pharmacy First).

Conditions they can treat as part of Pharmacy First are:

- earache (aged 1 to 17 years)
- impetigo (aged 1 year and over)- a contagious skin infection
- infected insect bites (aged 1 year and over)
- shingles (aged 18 years and over)- infection that causes a painful rash
- sinusitis (aged 12 years and over)- infection of the sinuses (behind the forehead, cheeks and nose)
- sore throat (aged 5 years and over)
- urinary tract infections or UTIs (women aged 16 to 64 years)

Getting the contraceptive pill without a prescription

You may be able to get the contraceptive pill from a pharmacy if you need to:

- start the contraceptive pill for the first time
- take the contraceptive pill again after a break from using it

If you already have a prescription for the contraceptive pill, you can use the prescription as usual. Or you can get the

pill from a pharmacy without a prescription if you prefer.

Find a pharmacy that offers the contraceptive pill without a prescription

Prescription emails to the surgery:

From the 1st August we will no longer be accepting prescription requests via email.

Telephone requests are **strictly** for those patients who are housebound.

Patient Talk:

Our next patient talk will be on Gut Health to be held At the surgery

Suffering a mental health crisis

Call 0800 731 2864 choose option 1

Call 111 or go to 111 online

Samaritans 116 123

Mind Croydon

admin@mindincroydon.org.uk 0208
668 2210

Crisis Croydon

02038481700

croydon@crisis.org.uk

Domestic Violence

National domestic abuse helpline

08082000247

Mens advice line 0808 8010327

National LGBT+ Domestic Abuse

0800 999 5428

Samaritans 116 123