



The Wrythe Green Surgery
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September 2016

PATIENTS PARTICIPATION GROUP NEWS

NHS Sutton CCG: GP Patient Survey

The Surgery has just received the GP Patient Survey results. This survey, undertaken England-wide provides practice-level data about patients' experiences of their GP Practice.

The survey is administered by Ipsos MORI on behalf of NHS England. Nationally 85% of patients think their GP Practice overall is GOOD. Only 5% recorded their GP Practice as being POOR.

In Sutton, the overall experience GP surgeries ranged from 64% to 99% satisfaction with our own Wrythe Green Surgery being the best! See chart on page 2. In Sutton, 7,355 surveys were sent out with 2,981 returned. This is a response rate of 41%. For more information on the England-wide survey please go to: <https://gp-patient.co.uk>.

The Wrythe Green Surgery's own patients' survey.

Members of the Wrythe Green Surgery PPG asked nearly 200 patients to fill in a questionnaire about the surgery over five consecutive mornings during a week in April.

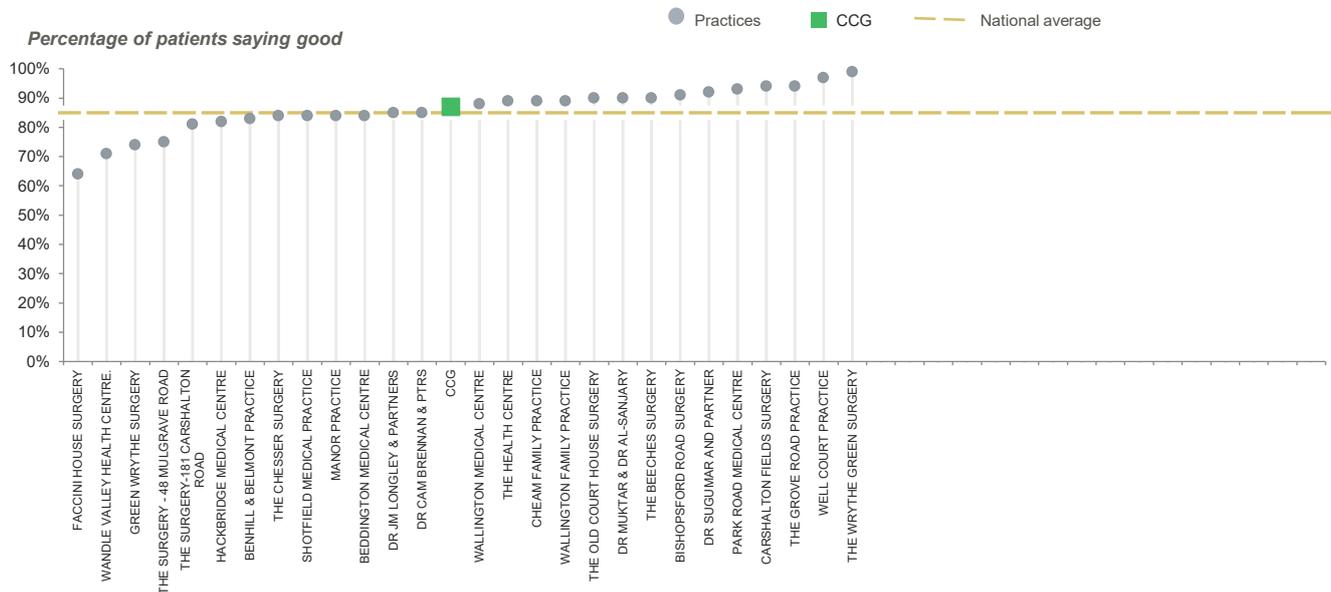
The survey was carried out whilst patients were visiting the surgery. The results echoed the England-wide survey featured above being predominantly positive.

For more details on this survey please ask at Reception.



Overall experience: how the CCG's practices compare

Q28. Overall, how would you describe your experience of your GP surgery?



Comparisons are indicative only: differences may not be statistically significant, particularly at practice level due to low numbers of responses

Base: All those completing a questionnaire: National (819,140); CCG (2,907); Practice bases range from 65 to 125

%Good = %Very good + %Fairly good

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Deep Vein Thrombosis (DVT)

At the last meeting of the PPG a talk was given by Helen Lovesay, Anti-Coagulation Clinical Nurse Specialist on the common causes of blood clots, treatments and advice on how to deal with them.

Symptoms of a DVT may include pain, swelling, redness and heat, most often in the calf below the knee or in the thigh above the knee. We were told that a DVT needs urgent investigation because of the risk of a pulmonary embolism if it moves to an artery near the lungs. Initial treatment involves anti-coagulant Heparin injections to prevent further blood clotting and subsequently by Warfarin tablets if necessary. These treatments require close monitoring.

New treatments now include Direct Oral Anti-Coagulant pills: Dabigatran, Rivaroxaban, Apixaban, or Edoxaban. These require less monitoring. Compression stockings, walking regularly and raising your leg during resting are also recommended.

Anti-Coagulation Clinical Nurse Specialists work with inpatients in hospital and are involved with safe discharge home. They also work with outpatients who have been referred including new and high risk patients. They provide education and follow-up appointments, tests, adjustments and bridging before surgery, repeat prescriptions for injections and advice by phone.

New Integrated Urgent Care Contract for 111 and GP Out of Hours services

Starting at the end of September the services will work together with better access to medical details when needed. 999 calls will be passed to 111 when appropriate. The Ambulance service will be able to call into 111 and there will be a clinical hub within the 111 service.

New care plans for people suffering long term conditions

Diabetes and Respiratory Conditions will be targeted first. The emphasis will be on education enabling patients to look after themselves better and on treating more patients at home to stop "bed clogging" in hospitals. Retinal Screening for Diabetes patients in the Sutton CCG area is now provided by South West London Diabetic Eye Screening, which is run by a private company, Medical Imaging, based in Worcester. If your annual retinal screening has been delayed by the changeover, please phone 0333 456 0223 to contact S.W. London Diabetic Eye Screening.

The next meeting of the PPG will be held on:

TUESDAY 20 September at 7pm at the Wrythe Green Surgery.

Andrew Soper from SERVE, Surrey and South London, will give a talk on the charity's work. SERVE exists to provide facilities and resources to provide urgently needed medical items such as blood, blood products, biological samples, vaccines, medical notes, X-Rays, scans and donor breast milk to hospitals out of hours and free of charge to the NHS.

SERVE is a member of NABB, The National Association of Blood Banks.

All Wrythe Green Surgery patients are welcome to attend.

Please complete this slip and hand to Reception if you would like to receive PPG updates by email.

Name: _____

Email address: _____