



THE PATIENT PARTICIPATION GROUP NEWSLETTER FOR PATIENTS OF WRYTHE GREEN SURGERY

Summer 2014 Issue 16

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Wrythe Green Surgery, Wrythe Lane, Carshalton, Surrey SM5 2RE

Telephone: 020-8669-3232 Fax: 020-8773-2524 General Manager: Mrs A Cartmell

SURGERY HOURS

Telephone: 08.00-18.30
Mon-Fri

RECEPTION AVAILABLE
08.00—18.30
Mon-Fri.

Late evening appointments:
Monday (sometimes
Wednesday)
from 18.30 - 20.30
(pre-booked appointments
only please enquire at
the desk)

Saturday appointments:
Please enquire at the desk

OUT OF HOURS CALLS
020-8669-3232 (for onward
direction)
Or RING 111

APPOINTMENTS ON-LINE
You can now book
appointments on line.
Please enquire at the Reception
desk for details

REPEAT PRESCRIPTIONS
ON-LINE
Please enquire at the
Reception desk for details

SURGERY WEBSITE:
www.wrythegreensurgery.nhs.uk

NHS CHOICES
www.nhschoices.net

GENERAL PRACTITIONERS

Partners

Dr. A Galloway
Dr. A Smith
Dr. M Wells
Dr. S Saeed
Dr. C Keers

Associates

Dr. J Rogers
Dr. H Sheikh
Dr. A Jacob
Dr. E Martinez
Dr. V Patel
Dr. M Siva

OTHER MEDICAL STAFF

Physiotherapists

Mrs Kay Jinkins
Mrs Jane Tyrrell

Nursing Staff

Sister Sally Bullen
Sister Julie Rajaratnam
Sister Tracey Bennett
Nurse Jackie Warner

HEALTHCARE ASSISTANT Tracy Connolly

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EDITORIAL:

We hope you are enjoying some fine weather this summer and feel better for it.

Unfortunately, whatever the weather, there are many impacts on the NHS currently. All GP surgeries need more funding in order to maintain the high standards they wish to achieve and keep for their patients.

Those of you visiting the surgery will perhaps have seen the petition on the front desk seeking endorsement for further funding for Wrythe Green Surgery. In real terms, funding for GP surgeries comes directly from NHS England via the Department of Health. Whereas this funding used to represent around 10% of the total health budget, this has now fallen to just below 8% at a time when further demands are being made on primary care. Since our lives can depend on the skill of our GPs in detecting serious disease and helping us generally to maintain better health, it surely has to be a sound investment to promote best practice at primary care level by achieving an appropriate allocation of funding. This is especially important when the emphasis is now on keeping people such as the chronically ill, out of hospital. Those people, in turn will rely heavily on community care and the expertise of their GPs. In this newsletter we aim to make you aware of current events. Quite a few meetings are occurring locally organized by those who are concerned at the changes the NHS is undergoing, not least the selling off of NHS services and accommodation to private investors. The NHS is already a hot political topic and becoming more so in the run up to the General Election next year!

We all need to keep our eye on the ball here and to become more involved in what is going on in the NHS! Why not become an active PPG member? Please see last page for details.

Wrythe News Focus

CONTACTING YOU



PLEASE, ALWAYS, LET OUR SURGERY HAVE YOUR UP TO DATE ADDRESS, HOME AND MOBILE TELEPHONE NUMBERS. WE CAN SEND YOU COPIES OF THIS NEWSLETTER IF YOU LET US HAVE YOUR EMAIL ADDRESS. YOUR PERSONAL DETAILS ARE NOT DIVULGED TO ANYONE ELSE.

YOU CAN BOOK ONLINE FOR APPOINTMENTS UP TO TWO WEEKS IN ADVANCE, RE-ORDER YOUR PRESCRIPTION MEDICATIONS (PROVIDED THEIR REVIEW IS UP TO DATE) ON LINE. YOU WILL NEED TO PROVIDE SOME IDENTIFICATION E.G. PASSPORT, PHOTO DRIVING LICENCE WHEN APPLYING FOR YOUR UNIQUE LOG IN DETAILS. YOU CAN ALSO, ON REQUEST, RECEIVE MOBILE TEXT REMINDERS ABOUT ARRANGED APPOINTMENTS. PLEASE ASK RECEPTION FOR FURTHER DETAILS.

...AND CALLING ALL TEENAGERS WITH THEIR OWN MOBILES...

Please remember that when you reach the age of 16 you should make sure we have YOUR personal mobile number on our records as we now send text messages to remind patients of their appointments. We may still have your Mum Or Dad's contact number on your file and if you have your own mobile, it's better that we contact you directly.

...AND CONTACTING US. TELEPHONE CHANGES UPDATES

We hope you like the changes to our updated telephone call system. Our lines are busy at certain times of the day but you are now advised of your place in the queue when phoning the surgery which is updated as you move through.

You can now telephone to cancel an appointment by leaving a message 24 hours a day, seven days a week (option 3, then press 1). This is a very useful addition because we can very easily fill cancelled appointments if we are given notice. So please use this if you can.

We also have music while you wait, perhaps not to everyone's taste we know but it is helpful to you to know that you are still connected.

We shall keep you updated of any future changes.

Please note:

OUR NEXT PPG MEETING IS AT 1.00PM TO 2.30PM ON TUESDAY 23 SEPTEMBER 2014 WHEN WE SHALL BE HEARING A TALK ABOUT FIBROMYALGIA. WE WILL WARMLY WELCOME YOU TO OUR MEETING IF YOU WISH TO COME. PLEASE SEE THE LAST PAGE FOR DETAILS.

WRYTHE NEWS FOCUS

NEW! THE SURREY ATRIAL FIBRILLATION SUPPORT GROUP

Website: www.surreyasg.co.uk



For all those affected by this distressing and challenging condition, a new support group, **Surrey ASG**, has started up at **Epsom General Hospital**. A full programme of monthly events has been planned for the rest of this year and this is reproduced below.

September

Wed. 10 September 4.30pm-7pm at Epsom General Hospital Post Graduation Medical Centre .

Topic: Anti coagulation.

Speaker: Liz Clark, Lead Commissioning Pharmacist, Surrey Downs CCG Medicines Management Team.

October

Wed. 8 October 4.30pm-7pm at Epsom General Hospital Postgraduate Medical Centre. Speaker: TBC

November

Wed. 5th November 4.30pm-7pm at Epsom General Hospital Postgraduate Medical Centre.

Speaker: TBC

December

Wednesday 3rd December 4.30pm-7pm. Topic: Ablation of Atrial Fibrillation at Epsom General Hospital Post Graduate Medical Centre.

Speaker: Dr. Julian Jarman, Consultant Cardiology and Electrophysiologist at Royal Brompton Hospital

OTHER USEFUL LINKS:

www.atrialfibrillation.org.uk/ The Atrial Fibrillation Association giving all types of information and help
<http://www.careaf.org/> A new programme, to coincide with the new NICE guidelines. You can order a free diary/information pack which will be ready in September.

<https://healthunlocked.com/> an excellent forum for AF patients we we discuss all things AF!!

www.heartrhythmcharity.org.uk/ we are affiliated to this organisation and receive very useful information materials.

BUSES WHICH STOP OUTSIDE EPSOM HOSPITAL— 166, E5, 293, 408, 479

We are grateful to our PPG member who supplied this helpful information.

WRYTHE NEWS FEATURE

EPSOM GENERAL HOSPITAL ELECTIVE ORTHOPAEDIC CENTRE

The Elective Orthopaedic Centre (EOC) at Epsom has, in ten years of operation, acquired a very good reputation. We were very lucky at our PPG meeting on 14th July to have amongst us a former EOC patient, Valeria Mills., who represents patients at the EOC at mid monthly meetings with centre managers and recent patients. She also attends some Senate meetings at which two consultants, two directors and the finance director sit and at which target setting and associated procedures are decided. Valeria has noted that recently there is has been increased innovation by the EOC and evidence of a more caring attitude towards patients. Focus is both on patients' positive and negative experiences so that negative comments can be investigated and acted upon and the positives relayed back to the staff. This means that patients' comments are taken very seriously.

Valeria explained that in the past she had undergone two different orthopaedic operations and at times had experienced problems through noise on wards (earplugs are now given to patients) and at one stage had been left without painkillers for over twenty-four hours. She pursued her concerns vigorously and was given a satisfactory response. These experiences motivated her to become the leading patient representative at the EOC. Concerns have been centred on pre-assessment on patients at the Denby Wing which currently requires refurbishment. At each monthly meeting, new patients share their experiences of their treatment at the centre. Some concerns have focused on the varying quality of food, which has now improved, others on difficulties in communication especially where staff have an inadequate knowledge of English. Numbers of agency nursing staff are also a concern.

As a result of focusing on these problems, accommodation work is underway and patient comments are properly evaluated and action taken, as necessary. Other improvements include the distribution of non-slip footwear and the 'friends and family' system of treatment evaluation (on questionnaire cards where patients state whether or not they would recommend the hospital to their families and friends.). This practice is now standard throughout the Trust. Patients receive a full check up at six weeks after their operations. 'Virtual' assessments are undertaken by 'phone by one of the two Centre Directors to patients from all over the country.

A family-operated taxi service supporting patients of the EOC runs very punctually which sometimes avoids the 'bumpy' rides experienced in ambulances! Response to complaints is timely. Every other year there is a sponsored walk to raise funds for the Centre and an Open Day to raise awareness of the Centre's work. Volunteers can help patients with filling in cards and details and it is hoped to extend this activity to allow volunteers to help on the wards. Effective communication is a key focus of the EOC.

For further overall information about the EOC please ring 01372-735876. For specific queries please ring the Referral Manager (Nicky) on 07717320233.



WRYTHE NEWS FOCUS



PATIENT REFERENCE GROUP (PRG) OF THE CLINICAL COMMISSIONING GROUP (CCG) BRIEF UPDATE from PRG meetings on 5.6.14 and 23.7.14

Abbreviations key: PPG – Patient Participation Group; CCG – Clinical Commissioning Group; PRG – Patient Reference Group of the Clinical Commissioning Group; HWS - Healthwatch Sutton.

PRG Update. We have a new Chairman, David Williams, also of HWS and a new Vice Chairman. A second Vice Chairman has been in situ for one year and will continue until 2015. **Minutes from previous PRG meetings are available on the Sutton CCG Website.** See www.suttonccg.nhs

-CCG commissioning director, Sue Roostan, has asked PRG members to encourage patients in their surgeries to focus on what they would like to see as main thrust of business in current two year and later five-year plan. Services' prioritisation requires very careful management
-Strategic plan lays emphasis on continuing to keep patients out of hospital and improving community and back up services to deliver appropriate care. The Sutton Better Care fund, having been voted £15million for 2015-16 is aimed at looking after people with joint social and health care needs at home (for example: Sutton Borough has a greater than average proportion of elderly people). Mental health will receive closer focus to bring about better management of patients

-Patients are recommended to read websites relating to NHS Choices 'Behind the Headlines'

-Further visit to 111 centre (Southall) for PRG members is to be planned for this Autumn. HARMONY have taken over responsibility for running the 111 service.

-Recommended that patients view the CCG website, Executive Summary and overview (website: various but view www.suttonccg.nhs for general information and for commissioning/strategic interests see www.sutton.gov.uk/index.aspx?articleid=1483).

-SW London Collaborative Commissioning Strategy involves six local CCGs: Sutton, Croydon, Kingston, Merton, Richmond and Wandsworth. The role of each hospital within this group is under discussion. Essential discussions include:

- improved mental health services
- transformation of GP practices to provide co-ordinated patient care
- addressing anticipated budget shortfall 2018/19 over the group
- achieving savings over the group of £360million

Visit website www.swlccgs.nhs.uk for further information.

WRYTHE NEWS FOCUS

Sarah Taylor, the Sutton CCG's Acting Chief Pharmacist, gave an introduction to generic (as opposed to) more expensive branded medicines and emphasised evidence-based choice of medicines. A major aim is to improve communications between Sutton CCG and the community in general, and to make the public more aware of all the services pharmacies can provide including use of medicines. Patient safety is a prime concern. There is concern over wastage of medicines and patients who do not take drugs as prescribed. She issued a warning about ordering drugs over the internet from non-accredited advertisers as opposed to accredited internet pharmaceutical companies. PRG members suggested various ways in which patient awareness might be raised. Sarah warned that the most expensive medicines are the ones which patients do not take!



TWO DANGEROUS FACTORS THAT MAY ADVERSELY AFFECT YOUR HEALTH?

The first is **complacency**, the second **apathy**. Most people take good health for granted and expect to receive excellent medical care when their health fails or they suffer an accident. That, sadly, amounts to complacency if they do not recognise, as well, the enormous problems facing the NHS in living up to those expectations. Those who feel nothing can be done to help them or query why they should be interested when it is down to the government to resolve the problems that the NHS faces may be suffering from apathy—a wish not to be involved despite the fact decisions about the health services will affect them. The fact is that the NHS is under immense pressure in all directions and we should all feel very concerned. The general public rightly expect a good return for paying their taxes and insurance and their hard work in life. Your PPG and Sutton PRG are trying hard to represent you fairly but **you need to be proactive as well!** **Please let your PPG know through our Practice Manager, Anne Cartmell, if there are issues affecting your health and treatment that you would like us to take up with Sutton CCG. Why not join our PPG even if you are only able to correspond via email? That way you help yourself, the surgery and other patients.**

In the run up to next year's General Election local meetings have recently been run by the UNITE and Labour-supported **Save Our NHS** in conjunction with **Keep Our St. Helier Hospital**. These groups are particularly worried about increasing privatisation of NHS Services, the introduction of the Private Finance Initiative (PFI) and the Transatlantic Treaty and Investment Programme (TTIP) involving the USA and EU combining to provide joint investments in various projects – an arrangement which may well adversely affect the NHS since some EU participating countries may have less well developed health care systems than operate in the UK. A major anxiety is that the NHS may ultimately be abandoned in favour of an American style insurance system. Save Our NHS promote the book 'NHS: SOS' (ISBN 978-1-78074-328-8) published last year which describes anxieties regarding the future of the NHS. For further information visit their website:

Keepournhspublic.com.

On 17 July, David Williams in his Healthwatch role, chaired a meeting involving the Liberal Democrat MPs Tom Brake and Paul Burstow, Sutton CCG Chairman, Dr. Brendan Hudson, Sutton Council Leader Ruth Dombey and St. Helier Hospital Chief Executive, Chricha Alagaratnam. They addressed pre-submitted questions and were vigorously challenged by local Labour party supporters who felt that many of their questions were not answered. It was promised that all other questions submitted in writing during the event would receive answers. If you have concerns, then please keep your eyes open for further local meetings about the delivery of NHS services in Sutton. **If you wish to make contact with any of the participants, please visit their websites.** (Disclaimer: *the viewpoints in this article are not necessarily those of the editor. In other words, please don't shoot this messenger!*)

WRYTHE NEWS FOCUS

NEWSLETTER VIA EMAIL

Would you like to receive your Wrythe News newsletters by email? If so please complete and return the form below to the surgery's reception desk. **Your details will be kept confidential at all times.**

Yes, I would like to receive the newsletter by email.

Name:

.....

Email address:.....

(Please detach this section if you do not wish also to complete the section(s) below)

**DO YOU HAVE ANY MEDICAL TOPICS YOU WOULD LIKE THE PPG TO DISCUSS?
DO YOU WISH TO JOIN OUR PPG WHICH IS AN ACTIVE ONE? IF SO, PLEASE
COMPLETE THE FOLLOWING SECTION.**

To: Mrs A Cartmell, Practice Manager, Wrythe Green Surgery

I would like to raise the following topic(s) for the PPG to discuss.

(please write your suggestions clearly in the box below or delete if inapplicable)

Name.....

Email or telephone number.....

****I would also like to join the PPG (*please delete if inapplicable)***

ATTENDANCE AT PLANNED PPG MEETING ON TUESDAY, SEPTEMBER 23 2014

Please Note:The next PPG meeting at Wrythe Green Surgery is planned for 1.00 pm until 2.30pm on Tuesday, September 23. If you would like to attend the talk on Fibromyalgia would you kindly complete, detach and return the completed form below to the surgery.

YES, I WOULD LIKE TO ATTEND THE TALK TO THE PPG AT WRYTHE GREEN SURGERY ON 23.9.14

Name..... (PLEASE PRINT CLEARLY) Date.....