



# THE PATIENT PARTICIPATION GROUP NEWSLETTER FOR PATIENTS OF WRYTHE GREEN SURGERY

Spring 2014 Issue 15

Editor: Meg Jefferies MA, BSc (hons.)

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

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### EDITORIAL:

At last, with the arrival of Spring we can look forward both to renewal in Nature and further developments in the NHS. Not all change is for the better or need it necessarily be worse but it needs to be considered wisely and monitored carefully. That is what Healthwatch Sutton, the Patient Participation Groups and the Patient Reference Group attached to the Sutton Clinical Commissioning Group undertake. Sadly, there is no bottomless pit of money with which to run a service on which ever-increasing demands are made and astute choices have to be made in the context of provision of medical services to the community as a whole. The Better Services Better Value (BSBV) Review as such has been abandoned because Surrey Downs Clinical Commissioning group opted out of the BSBV review (albeit they are included in consultations as they cover the area in which Epsom Hospital is situated and which remains part of the St Helier and Epsom NHS Hospital Trust). Some services have already been relocated from Sutton Hospital to St. Helier and to Epsom with others to follow.

Importantly, we are urging women in the eligible age groups to attend breast screening and a letter will be sent out to each eligible patient who attends our surgery. Further details are on page 2 Male patients, please be aware also, that in a few cases you may also be subject to breast cancer. Of course, if you have any concerns at all, please consult your GP immediately.

We are glad to have welcomed a few new members recently to our Patient Participation Group and to have been considering factors very important to the continuing good functioning of our surgery. We are delighted to report that the Care Quality Commission annual inspection in February went well. Please join our PPG to help our surgery to continue running well. See details on the final page.

**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)**

**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 Recep-**  
**tion desk for details**

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

**SURGERY WEBSITE:**  
[www.wrythegreensurgery.nhs.uk](http://www.wrythegreensurgery.nhs.uk)

**NHS WEBSITE:**  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### 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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**CALLING ALL FEMALE PATIENTS BETWEEN 50 AND 70 YEARS OF AGE!**



**BREAST CANCER SCREENING**

Once every three years, this surgery will be asked to invite all automatically eligible female patients (those aged between 50 and 70) to attend for mammogram screening for cancer. A letter will soon be sent out from the Breast Screening Unit inviting you to attend. Screening will take place at the Robin Hood Lane Centre (Robin Hood Lane near the library). Surgeries are asked in rotation. Wrythe Green surgery will be asked again in 2017.

It is hoped that as many of you as possible will attend this valuable service. Our GPs give their full support to this screening initiative.

Of course, if you feel you have abnormal symptoms, then please see your GP in any case. Unfortunately, breast cancer, although far rarer in men, can still occur. We ask any male patients who are worried about abnormal symptoms (pain, discharge, unusual swelling etc) to see their GP as the mammogram programme does not include them.

**WOMEN OVER 70 YEARS OF AGE**

Women over 70 years of age are more at risk of getting breast cancer than are younger women as this risk increases with age (something that is being considered in terms of increasing the scope for routine screening). You can still be screened, free of charge, once every three years if you request this. Please contact your local breast screening unit by asking your surgery for contact details or telephone NHS Direct on 0845 46 47. You can obtain further details online via: [www.cancerscreening.nhs.uk](http://www.cancerscreening.nhs.uk).

For those who have already been diagnosed with breast cancer, Breast Cancer Care offers advice on their freephone helpline on 0808 800 6000 (UK only) or telephone 0808 800 6001 or visit their website at [www.breastcancercare.org.uk](http://www.breastcancercare.org.uk). Also, Cancerbackup will help provide information, counselling on freephone 0808 800 1234 or on their website [www.cancerbackup.org.uk](http://www.cancerbackup.org.uk).

**PLEASE TAKE UP THIS SCREENING INVITATION!**

## WRYTHE NEWS FOCUS

### Information from PPG Meeting on 29 April 2014



- Our surgery practice will shortly be applying for Healthwatch Sutton Membership. This will help to keep us updated on local health services and their monitoring in the present and future. We reported on Healthwatch Sutton and its activities in our Autumn 2013, Newsletter issue 13. Some of our PPG members are also individual members of Healthwatch Sutton and one member has monitored such events as arrangements made around patient discharge from St. Helier Hospital and issues regarding transportation.
- **Elective Orthopaedic Centre (EOC) at Epsom Hospital.** Our next PPG meeting will take place on Monday, July 14 from 6.30 to 8.00 pm. We will be having a presentation by the Elective Orthopaedic Centre (E.O.C.) in Epsom, who will be talking about 'The Experience of Replacement Surgery' and the aftercare. If you can attend, please see last page to sign up. **We need to know numbers.** Light refreshments will be available.

**GOOD NEWS!**



### **CARE QUALITY COMMISSION (CQC) ROUTINE INSPECTION**

We were inspected on 10 February 2014 on the following five standards:-

1. Treating people with respect and involving them in their care
2. Providing care, treatment and support that meets peoples' needs
3. Caring for people safely and protecting them from harm
4. Staffing
5. Management

We are pleased to advise you that the surgery was fully compliant in all of the areas inspected. A full report is available on the CQC WEBSITE ([cqc.org.uk](http://cqc.org.uk))

## WRYTHE NEWS FOCUS

### **FOLLOW ON FROM THE PATIENT SURVEY EARLY IN 2014: UPDATE ON DEVELOPMENTS**

- A. A 3-month trial will operate to establish if patients are better served by being able to arrange appointments up to two weeks in advance. The non-attendance rate for appointments already made will be carefully monitored. Longer intervals are unlikely to be workable since the computer systems are not geared up for this arrangement. **Please let the surgery know if you cannot attend an appointment you have already arranged so that someone else can take it up. THE RATE OF NON TAKE UP OF ARRANGED APPOINTMENTS AT THE SURGERY IS VERY WORRYING. IT PREVENTS OTHER SICK PATIENTS FROM BEING SEEN QUICKLY AND HAS HUGE COST IMPLICATIONS.**
- B. It is not now proposed to install a drinking-water machine in the surgery. **If you need water, please ask the receptionist who will give it to you.**
- C. A PPG notice board will shortly be placed on the wall opposite the staff notice board. Please read it to keep abreast of new information.
- D. In accordance with NHS England contractual requirements, the surgery will soon be letting those patients aged 75+ know the name of their accountable GP. Patients can continue to see the GP of their choice at the surgery, ie. the GP they would usually see.
- E. The system of triage, where patients' needs are assessed prior to their seeing a GP is currently being trialled. Patients can already speak to the Duty Doctor and seek appropriate advice. This forms part of the trialling of new, more efficient ways of working whereby patients can receive advice on the telephone when their conditions are not urgent or are self-treatable.
- F. A system of texting patients to remind them about appointments is being trialled. Please see the surgery console information. **The system will only allow texts to be sent to a mobile number, so please ensure that the surgery has your details if you would like to receive a reminder.**
- G. Patients are generally more aware of the surgery's updated website and more are logging on to it to arrange appointments and repeat prescriptions.
- H. The organization of name badges for reception staff is still in the pipeline.
- I. Lighting in the waiting area is now brighter.

## **RELOCATION OF SUTTON HOSPITAL SERVICES**



Whilst the Eye Unit is likely to move to St. Helier Hospital late this year, most components, including the Outpatients Departments of Sutton Hospital have already moved either to St. Helier Hospital or to Epsom Hospital where there are also X-ray facilities (which are also available at the Jubilee Health Centre in Wallington.) The Sutton Hospital site is likely to be sold off in the future. Further information is awaited .

# WRYTHE NEWS FOCUS

## FEEDBACK FROM MEETINGS OF THE SUTTON CLINICAL COMMISSIONING GROUP PATIENT REFERENCE GROUP (JAN. AND MARCH 2014 )AND RELATED INFORMATION:



### KEY TO ABBREVIATIONS:

CCG - Clinical Commissioning Group: PRG - Patient Reference Group  
PRG/SG - Patient Reference Group Steering Group. HWS - Healthwatch Sutton

1. HWS are represented on the PRG and PRG/SG and are advising on electoral process regarding the election of a new Chairman and two Vice Chairman (to take place at the next PRG meeting on 5 June 2014). They will now have a continuous presence at future meetings.
2. Sue Roostan, Sutton CCG Director of Commissioning has presented draft plans for NHS services 2014-2016 and will provide an update on 5 June to the PRG. Draft strategic five-year planning is already in progress.
3. Key areas for action following 2014-2015 planning are: Out of Hospital Care, Long Term Condition Management and End of Life Care, Mental Health, Hospital Care and Integration of Services in the management of care of individual patients. The latter heading is seen as an holistic approach. Presentations have also been made to the PRG by the Director of Sutton Mental Health Services.
4. The CCG organized a presentation to local health Stakeholders in Sutton on 13 February 2014 which included CCG members, council representatives, health and care workers, as well as PRG members. Delegates at individual tables considered individual headings (eg. in-hospital and out of hospital care, long term care etc. ) The CCG took careful note of all comments made by the meeting members to help inform future planning and consultations.
5. The CCG organized an additional event on Equality Delivery on 3 April 2014. This focused on equality in delivering care in respect of: Mental Health - Improving Access to Psychological Therapies (IAPT) Service Older People with Complex Health Needs; Jubilee Health Centre Services against the headings considered at the earlier February meeting.

The increasing demand on Sutton's NHS health services due to longer life, birthrate, immigration, and movement into Sutton was noted as were inequalities in the delivery of some health services to individual groups in Sutton.

**Editor's note:** There is an increasing emphasis on keeping patients' stays in hospital as short as possible; avoiding hospital admissions if care can be delivered suitably otherwise. This requires better joined-up care provision for patients leaving hospital and for chronically sick people to enable them to stay in their own homes as long as possible. Better communications all round is key to the success of this series of planned programmes and it has been acknowledged publicly that much work is required to ensure these objectives.

### ST. HELIER HOSPITAL

Currently, as has also been reported in the recent Sutton Guardian, the Better Services Better Value review has been abandoned and the originally proposed 219 million pound investment for St. Helier Hospital has been shelved. However, people need to be aware that further review and subsequent planning will undoubtedly occur which may well subsequently involve change but when and to what extent is not yet clear. However, the original deficit attaching to the St. Helier and Epsom Hospital Trust has been cleared and there is no immediate change envisaged to St. Helier Hospital services. A smaller investment of 78million pounds for upgrades is planned over the next five years.

The movement KOSHH, Keep Our St. Helier Hospital, has been active arranging a March meeting in Morden and other activities. For further information see websites, Facebook and Twitter under the KOSHH heading.

**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)**

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**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)***

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**ATTENDANCE AT PLANNED PPG MEETING ON 14 JULY 2014**

**Please Note:**The next PPG meeting at Wrythe Green Surgery is planned for 6.30pm TO 8.00 PM on Monday, 14 July 2014. If you would like to attend the talk by the ELECTIVE ORTHOPAEDIC CENTRE (EPSOM HOSPITAL) 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 14.7.14**

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