



East Croydon Patient Participation Group

FLU CLINIC

1,600 patients were invited to take advantage of having a free flu vaccination between September and November. This included all 2, 3 and 4 year olds, pregnant women, over 65's and patients with chronic illnesses. School children in Year 1 and 2 were offered the vaccine at school. Should you fall into any of these categories and yet to be immunised please contact the surgery to have an appointment this month. Some carers were also eligible depending on the illness of their charge. Those not invited can still have the injection for around £10 at local chemists.

For the first time all eligible adults with their mobile number on file were texted a reminder. In this new scheme you would be texted on 3 occasions. Those that didn't want the vaccine could text opt out therefore removing the need for the Practice to contact again on this matter during this cycle. This has enabled patients to have greater choice in communicating their needs quickly.

WHAT'S NEW?

Cancelling appointments

When you receive an appointment text reminder and no longer need the appointment you can now text back to cancel. Please only type 'CANCEL' and nothing else.



CONTENTS IN THE NEWSLETTER

- Flu Clinic
- What's new?
- Patient Participation Group
- Medical Notices
- Practice Staff News
- Children Photography Competition

SURGERY HOURS

Reception 8am to 6.30pm
Monday to Friday
0203 657 4170

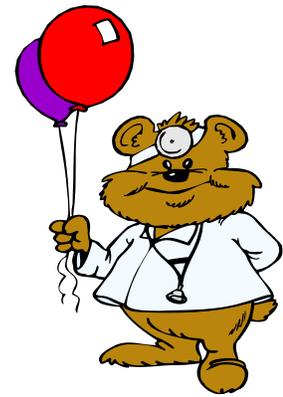
Out of hours
NHS Walk in Centre, 2
Edridge Road, Croydon. 8am
to 8pm 7 days a week

Non-urgent advice dial **111**

Life threatening **ONLY** dial
999

REPEAT PRESCRIPTIONS

Please allow 2-3 working
days



WHAT'S NEW? (CONTINUED)

New look

All the premises improvements have been complete. Plans have been submitted to install a lift that would be large enough to enable a wheelchair user and carer or mother and buggy access to clinicians on the upper floor. This is expected to be installed by spring 2016. The Patient Services Team have a new smart uniform to compliment the new look of the surgery and updated website. The surgery will now only have one telephone number 020 3657 4170 available during Practice hours charged at standard rate. Please change the contacts on your mobile phone

PATIENT PARTICIPATION GROUP

We are a group of patient volunteers working with East Croydon Medical Centre to improve the services to patients and to provide the patients' perspective. The PPG meet 4 times a year to discuss issues affecting our Practice. The aim is to help patients to get the best service and for the Practice to respond to patients' ideas and needs. Any adult patient on the Register is welcome to participate in the PPG activities. For those that can't attend the meetings there is the option of joining the 'Virtual Group' where you will be emailed all correspondence and could forward your views. Please leave your details with the receptionists. A little of your time will impact the experience of 100s of patients in our community.

MEDICAL NOTICES

Pregnant women

Can be immunised with the flu vaccine at any point of their pregnancy during the flu season. Those between 28 to 32 weeks of pregnancy will also be offered the whooping cough vaccine. Please speak to your midwife or receptionist to book an appointment.



SURGERY PARKING

East Croydon Medical Centre provides parking for staff only. The surrounding roads offer pay and display or permit holders parking facility. The surgery is very well served by several bus, trains and tram routes.

PPG MEETING DATES

- Thursday 21 January 2016 at 1pm
- Thursday 13 April 2016 at 1pm
- Thursday 30 June 2016 AGM at 7pm
- Thursday 15 September 2016 at 7pm

All meetings to be held at the Practice unless notified

'NO SHOWS'

From 1 Nov to 13 December there were **6,703** appointments including the flu clinics with **251** 'no shows' (appointments that were missed by patients). These appointments could have been used by fellow patients in need of treatment or advice. Please cancel if you no longer need an appointment.



PRACTICE STAFF NEWS

Welcome to Dr Foggo and Rebekah Smith who joins us as part of the Croydon College Apprentices Scheme. Rebekah will be working in the Practice part time while also studying NVQ level 3 in Business Administration.

Welcome back to Dr Tunbridge and Dr Cole.

COMPETITION TIME!

We thought we'd mark a year of changes in the Practice by having a fun competition open to all the young patients. Take photos using a tablet, phone or conventional camera representing winter. Print a 6 inch by 4 inch picture, write your name, date of birth and address on the back. Place in an envelope and submit to the Practice reception no later than 5pm on Thursday 31 March 2016. There will be 3 age groups: under 8's, 8 to 11 and 12 to 14. Prizes will be awarded to 1st, 2nd and 3rd place in each category.

Good luck
and happy
snapping!



PATIENT ACCESS SYSTEM

Click <https://>

pa-

patient.emisaccess.co.uk/

or download the app to your smart phone. Please ask at reception to provide you with your registration details.