



East Croydon Patient Participation Group

WHO ARE THE PPG?

Every patient registered with the Practice aged over 16 is automatically a member of the PPG with the core group of volunteer patients forming the committee. The meetings are open to all and are advertised on the PPG notice board, on the website and throughout the Practice.

The group work in partnership East Croydon Medical Centre to ensure a high quality of care is given to all patients. We are just like you. We are a variety of ages, ethnic groups and life experiences. The effort and time used during the regular meetings not only creates mutual understanding and respect but also means we have new ideas and suggestions from different perspectives to share. Our strategic input from a patient perspective constantly improves the practice.

We have an annual questionnaire to gather patient views, educate patients to choose the correct medical assistance and update patients on local medical matters. We get to understand the various changes in the NHS but also appreciate the challenges that GP's work under to provide consistent excellent care for our patient population. We meet with other Croydon PPG's to share best practises.

Be part of the enthusiastic team to have an impact on the quality of care at our surgery

Email Carol King today at carolking2@nhs.net

Participate!



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SURGERY HOURS

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

Out of hours
Non-urgent advice dial NHS
111

Life threatening **ONLY** dial
999

REPEAT PRESCRIPTIONS

Please allow 2-3 working days

PRACTICE WEBSITE

www.eastcroydonmc.co.uk



ONLINE SERVICES

Electronic Prescribing

However you request your prescription (in person, by post or online), the GP no longer has to print a green paper prescription. Instead, the GP “signs” the prescription electronically and sends it direct to the patients chosen pharmacy within 2 to 3 working days. You save time and you can collect your medication when it’s convenient for you.

The GP can issue the prescription with better access to a patients medical records to check if a patient is up to date with any blood tests or monitoring that might be needed with the drug. If you would like to use this service update your Patient Access record or discuss with the reception staff.

Patient Access

EMIS Patient Access (EMIS used by the majority of GP surgeries in the UK). This gives a patient the ability to make appointments, order repeat prescriptions, see blood tests & X-Ray results, immunisation history and much more. “Patient Access” is freely available online or as a downloadable app on your smartphone. It is important that patients have a variety of options to access health care that fits in with their busy life. It is important that only you have access to your medical records so please complete the form obtained from reception or the website <http://www.eastcroydonmc.co.uk/News> then click ‘Patient online access’. Present the form with photo identification to be allocated your username and password.

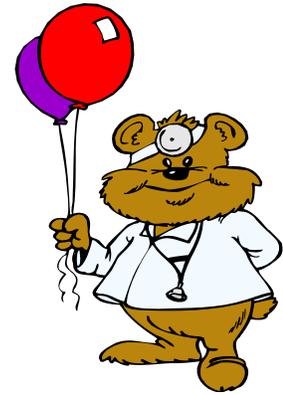
SURGERY PARKING

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

- Wednesday 19 July at 12.30pm—agenda available 1 week before the meeting
- September (date and time to be confirmed)

All meetings to be held at the Practice unless notified



ONLINE SERVICES (CONTINUED)

The screenshot shows the Patient Access website interface. At the top, there is a navigation bar with the Patient Access logo and links for Home and Help. Below this is a 'Welcome to Patient Access' section with a brief description of the service. The main content area is divided into three columns: 'Register' (with a 'Register' button), 'Sign in' (with fields for User ID and Password, and a 'Sign in' button), and a 'Help' section. To the right of the 'Sign in' section are several award logos, including 'THE DYNAMOMAMA AWARDS AWARD WINNER 2015' and 'ehi 2013 WINNER'. Below the main content area are three smaller boxes: 'Patient Access mobile app' (with Android and iOS icons), 'This site uses encryption' (with a lock icon), and 'Help with Patient Access' (with links to frequently asked questions and current status). At the bottom, there is a footer with links for Terms of use, Privacy policy, Cookies policy, Feedback, and Complaints, and a version number v7.5.11-4.

PATIENT ACCESS SYSTEM

Click <https://patient.emisaccess.co.uk/> or download the app to your smart phone. Please ask at reception for further details

'NO SHOWS'

From 1 March to 31 May there were **13,341** appointments (seen/telephone/home visits) with **365** '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. You can now cancel using the text reminder system too.

APPOINTMENTS

Practice hours are from 8am to 7.30pm for 3 Tuesdays and a Saturday from 9am to noon per month to meet ongoing increased patient demands. Your appointment is now text to your mobile. Should you no longer require your appointment it can simply be cancelled by texting the word **CANCEL**. There is no need to add any further comments.



PATIENT AWARENESS

Health Help Now

Feeling unwell? Not sure where to go to get the help you need? Health Help Now will help you find the right treatment for you. It can be confusing to know which health service to use especially when you need healthcare in a hurry, late at night or at the weekend.

Health Help Now lists common symptoms and offers suggestions for treatment, based on your location and the time of day, with the one that works best for most people listed first.

USEFUL WEBSITE

Health Help Now is freely available online or as a downloadable app to your smartphone

<http://croydonandsutton.healthhelpnow.nhs.uk/>

HEALTH help NOW. NHS

Symptoms Services Advice About Contact Download Health Help Now

Symptoms Services Advice

Whatever the time, wherever you are, find the right service in Croydon and Sutton for you.

Need medical help fast?
Call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Life-threatening emergency?
If the illness or injury is life-threatening, don't hesitate. Call 999 straight away.

NHS

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Tailored by age group, Health Help Now then links through to local services and shows the opening hours, location and directions. It also includes details of a number of useful websites and helplines for a variety of problems



PATIENT AWARENESS (CONTINUED)

“Why does the receptionist need to ask a reason when calling for an urgent appointment?”

The receptionists are not being nosy. The team are trained to ask certain questions in order to ensure that you receive the most appropriate medical care from the most appropriate health professional and at the most appropriate time.

The receptionists are asked to collect information from patients in order to:

- Help the doctors prioritise house visits and phone calls
- Ensure that all patients receive the appropriate level of care
- Direct patients to see the nurse or other health professional e.g. A Nurse Practitioner rather than a doctor where appropriate

All members of the practice team are bound by confidentiality rules and breaches are taken very seriously. Please be courteous to fellow patients and wait behind the blue bold until requested to approach the desk. Should you require a greater degree of privacy please just ask the receptionist.

Self Help Area

There is a dedicated self help area located near the walkway where patients can check their blood pressure and weight. There are various leaflets on medical conditions, healthy eating, contraception and many more, to keep you informed. Feel free to stay and read or take the leaflets home. Patients can access this area any time the practice is open— no appointment is needed **just walk in**

BEING PATIENT AWARE

The PPG are committed to ensure that patients are aware of the variety of services available at East Croydon Medical Centre

Items highlighted in this newsletter

- Health Help Now
- Prioritising on the day appointments
- Self Help Area
- Patient focus—Carers



PATIENT AWARENESS (CONTINUED)

Are you a carer for someone else?

A carer provides unpaid, informal support to a family member, friend, partner or neighbour who needs help due to illness, disability or old age. You do not need to be registered, provide full time care or receive Carer's Allowance to be a carer. There are over 33,000 carers in Croydon.

Carers are more likely to have a number of long term health conditions including back pain, stress, depression and stroke. At East Croydon Medical Centre we like to identify carers to offer support and signpost further help. But also offer preventative measures such as offering the flu jab. By being entered on the Carers Register we can help you take care of your own health needs. In addition we can offer more flexible appointments (if needed) but most importantly treat you as a partner in care for the person you look after and share appropriate information, with the person's consent, while respecting patient confidentiality.

Let the receptionist or your GP know on your next visit.

Carers Information Service is based at the Carers Support Centre at 24 George Street, Croydon, CR0 1PB (opposite George Street tram stop). Here they offer advice and support with any issues related to caring

LOCAL SUPPORT FOR CARERS

Carers Support Centre, 24 George Street, Croydon, CR0 1PB (opposite George Street tram stop) open 10 am to 4pm Monday to Friday
Call 020 8649 9339, option 1





REGULAR FEATURES

Building Updates

After several years of patients requesting a lift and buggy park we are delighted to announce that work has recently begun. The lift will be large enough to enable a wheelchair user and carer or mother and buggy access to clinicians on the upper floor. The work is estimated to take 3 months so please follow the directions of the reception staff until work has finished.

Medical Notices

1. Know someone going to university? If your son or daughter is aged 17 or 18 years old and heading off to university have them vaccinated against Meningitis if they missed it at school. Book the appointment with reception staff.

2. Flu Vaccination

The annual vaccination will be available from the end of August. The vaccine is offered free of charge to people to prevent them developing serious health complications. An invitation letter will be sent in due course. If you feel you would benefit from having the vaccine, however are ineligible, please talk to your local chemist who will advise you of the appropriate fee.

3. Shingles Vaccination

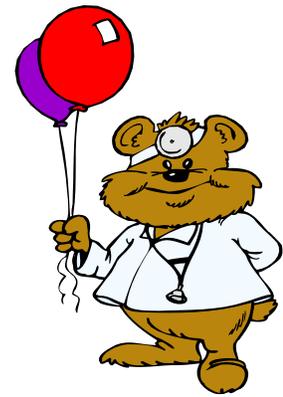
You are eligible to the shingles vaccine if you are over 70. Please talk to reception staff as appointments are booked according to age and if you had been missed from the previous programme.

4. Travel Clinic

Now the sun is shining we are all considering where to go for the summer holidays. If you require immunisations please book your appointment at least 2 weeks before you travel. Please stipulate that your appointment is for the travel clinic.

REGULAR FEATURES

- Building Updates
- Medical Notices
- Practice Staff
- What's New



REGULAR FEATURES (CONTINUED)

Practice Staff News

Farewell to Robin Gridley (Practice General Manager) who retired at the end of May after being in the post for 13 years. The team was joined by Kieron Stewart on 8 June.

What's new

From 1 April people who live and work in Croydon were given a wider range of urgent care services including booked appointment with a GP from 8am to 8pm 7 days a week across new GP Hubs: East Croydon, Purley War Memorial Hospital and Parkway Health Centre. Phone 111 before you go. All calls are **FREE** from landlines and mobiles. The East Croydon Hub replaces the Walk in centre on Edridge Road.

Your email address can be useful to us

We are sending general practice information to patients via email. If you would like to receive this information and haven't yet provided us with your email address please give the information to a receptionist.

The information will include regular newsletters produced by the Patient Participation Group along with forthcoming practice events we feel would be useful to you. We are always looking for new members to join the PPG and your ideas have a direct impact on the long term strategy of the practice.

Email Carol King today at carolking2@nhs.net

CONTACT DETAILS

If you have changed your mobile number and/or email address please let reception know so you record is updated with the most recent information