



East Croydon Patient Participation Group

ALL CHANGE PLEASE!

Annual General Meeting

The AGM will be held on 28 May at the East Croydon United Reform Church hall at 7pm. The purpose of the AGM was to appoint the new officers (Chairman, Vice Chairman and Secretary) also to make any alterations to the constitution. Nominations and proposals to amend the constitution should be submitted in writing as soon as possible and no later than 10 May. The current officers are: Peter Seager, Angela Holt and Beverley Montgomery respectively. Peter will retire. Beverley has offered herself for re-election as Secretary.

What are the officers roles?

The **Chair** will provide leadership to the Patient Participation Group (PPG) and represent it where necessary. The Chair will use reasonable judgement in decisions and will report any actions to the Committee and the whole Group where appropriate.

The **Vice-Chair** will provide cover in the absence of the Chair.

The **Secretary** will take minutes of meetings, including recoding all proceedings and resolutions and distribute them as determined by the Committee, liaise with the Membership Secretary (Carol King—Deputy General Manager) and carry out any other support roles to be agreed.

What is the 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

Come and get a round up of the years activities and be part of a local group at the **East Croydon United Reform Church hall at 7pm on 28 May. Space is limited so arrive on time.**

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SURGERY HOURS

Reception 8am to 6.30pm
Monday to Friday
0844 387 8000 or
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?

Patient Privacy

The Practice have introduced a bold blue line where a patient will only cross when the receptionist has finished with the previous patient. Should you require a greater degree of privacy please just ask the receptionist.

Text Reminders

To reduce missed appointments the practice have recently launched a text reminder 2 days before the appointment is due. It costs the surgery £30 per 'no show' and on a typical week that could be between 10 to 20 (£300 to £600) per week; the funds that could be better deployed in the practice. If you've made an appointment then feel better please cancel the appointment by calling the surgery or cancelling online particularly if they are follow up appointments. To receive the text reminder please ensure the practice has your current mobile number.

Patient Access System

During the summer East Croydon Medical Centre launched a new online appointment and repeat prescription system. Patient Access has now been enhanced to give you a summary of your immunisations, allergies and medication. Any patient over 16, with proof of identity may request a login from the receptionist. You can access the system by the website or by downloading the app. It is believed this will give patients greater flexibility in reaching the surgery.

SURGERY PARKING

Due to East Croydon Station being so popular with commuters the local authority have made the surrounding roads pay and display or permit holders parking facility. East Croydon Medical Centre provides parking for staff only and recently installed new lockable post. The surgery does not have any parking facilities for patients., however it is very well served by several bus, trains and tram routes.

MEDICAL NOTICES

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.

PRACTICE STAFF NEWS

Congratulations to Dr Tunbridge who gave birth to a baby girl on February 18. She will return from maternity leave in September.

PATIENT ACCESS SYSTEM

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

MAKE YOUR VOICE HEARD

The committee is always looking for patients to get involved to share new ideas. We meet 4 times per year alternating between afternoon and evening meetings. Please spare a little time to make a huge difference to our Practice committee. Leave your contact details with the receptionists.