



# East Croydon Patient Participation Group

## WELCOME TO OUR FIRST NEWSLETTER

### 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.

### What does it involve?

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.

### How does it work ?

A group consisting of patient volunteers, a lead GP and a member of the Surgery Management team work together to obtain patient views via regular questionnaires. Event topics are chosen from suggestions which emerge from group members and the Surgery team that best compliment our Practice demographics. They are designed to present, discuss and exchange views on topical concerns to patients and the Surgery alike.

Any adult patient on the Register is welcome to participate in the PPG activities.

## WHAT HAVE WE ACHIEVED SO FAR?

From the last questionnaire we were able to convene a communication focus group. The group produced a report to review the communication of information which would help the patient experience by visiting other local surgeries. These proposals will be taken into account during the forthcoming surgery refurbishment.

A medical presentation on Diabetes was given by Dr Farooq which was extremely informative and lively. Diabetes is the fastest growing disease in the developed world. For many of us a few early changes to our diet and lifestyle could keep the disease at bay. Its estimated that £14 billion a year spent by the NHS on treating diabetes and its complications.

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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



## WHAT'S NEXT?

### Patient Questionnaire

You will shortly be emailed or presented with a short questionnaire regarding surgery opening times, waiting times and ways to reduce 'no shows'. 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. This exercise would also highlight what the surgery is doing well and what could be improved.

### Medical Presentation

After the success of the Diabetes presentation we are organising the next presentation to be on pre-diabetic conditions in the spring. Look out for more details in the surgery and on the website.

### Result of the Children's painting competition

During the summer the PPG organised a children's' painting and drawing competition open to patient from 4 to 11 years old. The winning pictures are now being displayed in the main waiting room. The theme of the pictures were 'When I went to the hospital' or 'When I went to the doctors'. The competition ran from 1 to 31 August. Congratulations to the joint first prize winners: Adiy Siddiqi and Max-Xavier Montgomery who won £15 each! Their pictures were judged to be the most striking and had the greatest impact. Thank you to all the children taking part the overall standard was very high. Also thank you to the parents for submitting the pictures.

## PRACTICE STAFF CHANGES

### Registrars

We'd like to welcome the following registrars: Dr Jason Foggo working with Dr Bailey, Dr Duncan Black working with Dr McCrea and Dr Katherine Ordish working with Dr Rybinski. Congratulation to Dr Will Collins and Dr Ed Coles who have now qualified and have joined the practice.

### New faces

Welcome to the nursing team Nurse Catherine and Nurse Martha.

### NEW PATIENT ACCESS SYSTEM

On 1st July a new appointment system was launch which has improved the way online appointments and repeat prescriptions are handled. The repeat prescription request go directly to the clinical system and not via email. 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.



## **SURGERY REFURBISHMENTS**

East Croydon Medical centre has recently embarked on a renovation project. The waiting room areas have been repainted and new flooring on the ground floor. Next year the reception area will have a much needed facelift which will also cater for wheelchair users.

The practice have listened to patient comments on the cleanliness of the public areas and have recently appointment a new cleaning contractor.

## **MEDICAL NOTICES**

### **Flu clinic**

The surgery is currently running the annual flu clinic for those over 65 years old and those with long-term health conditions which is still available free of charge. Please call the surgery to make an appointment. Patients who do not meet this criteria can pay around £9 at local chemists and supermarkets with pharmacies. Children age between 2 and 4 as at 1 September 2014 will now be eligible which is administered by a nasal spray.

### **Pregnancy**

If you're pregnant during the flu season, it is recommended that you have the flu vaccination as early as possible, regardless of what stage you're at. Pregnant women are more likely to develop complications from flu, which can cause serious illness for the mother and baby.

Young babies with whooping cough are often very unwell and most will be admitted to hospital because of their illness. Pregnant women can safely help protect their babies by getting vaccinated – ideally when they are 28-32 weeks pregnant, although they may be given the vaccine up to 38 weeks of pregnancy

### **Breast screening**

All women aged 50 to 73 have been invited to attend mammograms every three years at a hospital or mobile screening unit. If you have missed your appointment please contact the service to reschedule.

## **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 does not have any parking facilities for patients., however it is very well served by several bus, trains and tram routes.

## **TRAVEL CLINIC**

The travel clinic reopens from 15 January

## **NO SHOWS**

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. The appointment can be used by another patient in need of medical advice. Every missed appointment costs the surgery £30—in a typical week there are between 10 to 20. Missed asthma reviews cost £60 that are extremely costly and the funds could be redeployed to much more useful projects.