



East Croydon Patient Participation Group

PATIENT PARTICIPATION AWARENESS WEEK 6-11 JUNE

Every patient registered with the Practice 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 and on the website.

The group work with East Croydon Medical Centre to provide constructive and sensitive support in order to ensure the services offered meet the needs of all patients and staff. You may have met committee members during the flu clinics assisting by distributing the consent forms and ensuring patients were ready for the nurse to administer the injection.

The PPG meet 4 times a year and collate patient views via an annual survey. The data collected is used to highlight any challenges in order to improve the patient experience. 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.

East Croydon Medical Centre has patients with a variety of skills which would be invaluable to the committee. A little of your time will impact the experience of 100s of patients in our community.

Please leave your contact details with the receptionists. The next meeting will be the Annual General Meeting in September; time and venue will be advertised in August so check notice board and website.

Participate!



CONTENTS IN THE NEWSLETTER

- PPG Awareness Week
- What's new?
- Medical Notices
- Practice Staff News

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?

Lift

The plan 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 has been granted. Patients have long requested a lift. The Practice have arranged for doctors to meet patients on a ground floor room to overcome the challenge. Site surveys are being carried out.

Extended Hours

Extended Practice hours from 8am to 6.30pm for 3 Tuesdays and a Saturday 9am to noon per month continue to be popular. From 1st July the practice will explore the possibility of giving patients the opportunity to see a GP every Saturday only for pre booked appointments

Enhanced Patient Access

Registered users of Patient Access gives a patient the ability to make appointments and order repeat prescriptions. As at 31 March 2016 patients will be able to view all blood test results, allergies and coded problems (pregnancy, operations cancer dementia etc.); this would not include the detailed notes made by the doctor. If a patient has been given Patient Access prior to 31 March 2016 they will have to reapply by signing a new form and provide photo identification. Any patient between 11 and 17 years old will not be granted a login under the BMA guidelines.

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

- AGM September (time and venue to be advised)
- 2016/2017 dates to be agreed at the AGM

All meetings to be held at the Practice unless notified

'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.



WHAT'S NEW? (CONTINUED)

CQC Visit

The Care Quality Commission is due to inspect the Practice on Wednesday 8 June. In preparation of the visit staff have had several training sessions. CQC will inspect the Practice on the following fundamental standards of care by ascertaining the following: Are they safe? Are they caring? Are they effective? Are they responsive to patient's needs? Are they well led? The one day inspection will include meetings with staff, representatives of the PPG and chatting with patients in the waiting room.

MEDICAL NOTICES

Pregnant women

Pregnant ladies can now have the whopping cough vaccination at 20 weeks provided they have had their 20 week scan.

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.

PRACTICE STAFF NEWS

Welcome to Billy Went who has joined the receptionist team. Barbara Powell retired on 24 April after 27 years 5 months service at the Practice. GP registrar Dr Tahir will be on attachment supervised by Dr Rybinski for a year. Congratulations to Rebekah Smith, the Practice apprentice, who has been offered a permanent full time contract on completion of her course.

PATIENT ACCESS SYSTEM

Click <https://>

[pa-](https://patient.emisaccess.co.uk/)

[tient.emisaccess.co.uk/](https://patient.emisaccess.co.uk/)

or download the app to your smart phone. Please ask at reception for further details

TRAVEL CLINIC

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.