



The Wrythe Green Surgery
Wrythe Lane, Carshalton, SM5 2RE,
Carshalton. Tel. 020 8669 3232

October 2016

PATIENTS PARTICIPATION GROUP NEWS



SERV Surrey & South London Blood Runners

At the PPG meeting on 20th September an interesting talk on SERV was given by Andrew Soper who has been a SERV volunteer for many years.

SERV is a registered charity and a member of the National Association of Blood Bikes. SERV exists to assist the NHS by delivering blood and blood products, scans and breast milk to where they are needed, across Surrey and Kent, out of normal working hours, i.e. from 7pm to 6am, 7 days a week. The service was founded in 1981 and since 2013 has worked with the Kent Air Ambulance. The service is not a blue light service as are the Police, Ambulance and Fire services but Drivers/Riders wear high visibility jackets and carry "Emergency Blood Supply" notices so it is clear what they are doing.

It consists of a team of volunteers, who each agree to undertake one duty once a fortnight. They use either cars or motorbikes, normally their own. They receive no financial help whatsoever and pay for their own fuel and maintenance.

Each night one of the volunteers is designated the Operations Controller. The Controller operates a dedicated telephone number and is contacted by hospitals clinics regarding what deliveries are required. The Controller generates a schedule of work and in turn contacts the volunteers on duty telling them where to go to collect and deliver the consignments. Usually one of the volunteers will be sent to the Tooting blood bank at St. George's Hospital to make a bulk collection. This consignment is taken to the Esso petrol station at Hooley where it is met by the other volunteers and divided up amongst them for further forwarding to the varied destinations. In addition it is sometimes necessary to make other point to point deliveries.

The volunteers must never leave their consignment unattended and must never open the box. Since 1981 when the service was started, volunteers have never lost a consignment.

Last year SERV dealt with 3,500 call outs. It has 67 members but 15 left the service during 2016 because of family and other commitments. It urgently needs new members and funds.

Protect YOUR medical records

The PPG has learnt that the NHS is considering the possibility of selling the nations medical records to private companies. Even though the Care data medical database has been scrapped our medical information could still be shared. People are urged to stop the sale of their private medical records to corporations by signing the petition at SumOfUs, <https://actions.sumofus.org/a/nhs-patient-corporations>, which will be sent in due course to Jeremy Hunt and Theresa May.

PHYSIOTHERAPY SERVICE AT THE SURGERY

Many of the Wrythe Green Surgery patients will be aware that a much needed physiotherapy service was withdrawn earlier this year by the local Clinical Commissioning Group. An article featured in a recent edition of the 'Mature Times' suggests that there are some CCGs that think differently.



The article, by Professor Karen Middleton, Chief Executive of the Chartered Society of Physiotherapy, congratulates GPs in some parts of the country where they are bringing physiotherapists into their surgeries as the first point of contact for those with musculoskeletal conditions. This approach means that patients are seen quicker, get access to the right expertise, ease GP pressures, reduce onward referrals to hospital and save the NHS money.

Our PPG sent a letter to Sutton CCG on behalf of many concerned patients who are not benefitting from the current limited alternative NHS physiotherapy care now available for patients in Sutton CCG area at St. Helier Hospital or the Jubilee Health Centre in Wallington. The reply received did not address these concerns adequately, as it just reiterated the current availability of physiotherapy care. So the PPG will now contact the Parliamentary and Health Service Ombudsman about this. The examples of physiotherapy available in GP surgeries in other areas in the article in the Mature Times will be quoted.

The next meeting of the PPG will be held on:

TUESDAY 15 November 2016, 1-3pm at the Wrythe Green Surgery.

Our speaker will be Dr. Keers, a partner at the surgery who will update us on mental health care in our area.

All Wrythe Green Surgery patients are welcome to attend.

Please complete this slip and hand to Reception if you would like to receive PPG updates by email.

Name: _____

Email address: _____