



# THE PATIENT PARTICIPATION GROUP NEWSLETTER FOR PATIENTS OF WRYTHE GREEN SURGERY

Winter 2014 Issue 14

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**Wrythe Green Surgery, Wrythe Lane, Carshalton, Surrey SM5 2RE**

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### EDITORIAL:

For the time being we, in the Patient Participation Group (PPG) at Wrythe Green Surgery, have reverted to day time meetings during the winter. We recognize that coming out in the winter can be tough, particularly in bad weather but we would always appreciate more patients attending our PPG meetings if at all possible. We need constant input from patients since so much change has occurred in the NHS since April 2013 when Clinical Commissioning Groups took over from Primary Care Trusts all over the United Kingdom.

We report on current considerations within the Sutton Clinical Commissioning Group presented to the Patient Reference Group (PRG) of the CCG (pages 5-6).

We have finished our analysis of the patient questionnaires which 51 of you kindly returned to us (see pps. 2-5). From this we have established that whilst the surgery overall seems, indeed, to be well regarded, there are areas where we may need to make changes and these are detailed from page 3 onwards. Not least we plan to ensure that this Patient Participation Group newsletter is more widely circulated and you may see some of our representatives in the surgery from time to time distributing them and answering questions about the PPG.

We are sorry for the inevitable disruption to patients in the waiting room and to car parking whilst essential repairs are undertaken to correct accidental damage and make safe the areas affected. Please remember, we always welcome the views of patients on our surgery services! Please write to our Practice Manager with them.

### SURGERY HOURS

Telephone: 08.00-18.30  
Mon-Fri

RECEPTION AVAILABLE  
08.00—18.30  
Mon-Fri.

Late evening appointments:  
Monday (sometimes  
Wednesday)  
from 18.30 - 20.30  
( pre-booked appointments  
only)

OUT OF HOURS CALLS  
020-8669-3232 (for onward  
direction)  
Or RING 111

APPOINTMENTS ON-LINE  
You can now book  
appointments on line.  
Please enquire at the Reception  
desk for details

REPEAT PRESCRIPTIONS  
ON-LINE  
Please enquire at the  
Reception desk for details

SURGERY WEBSITE:  
[www.wrythegreensurgery.nhs.uk](http://www.wrythegreensurgery.nhs.uk)

NHS WEBSITE:  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### GENERAL PRACTITIONERS

#### Partners

Dr. A Galloway  
Dr. A Smith  
Dr. M Wells  
Dr. S Saeed  
Dr. C Keers

#### Associates

Dr. J Rogers  
Dr. H Sheikh  
Dr. A Jacob  
Dr. E Martinez  
Dr. V Patel

### OTHER MEDICAL STAFF

#### Physiotherapists

Mrs Kay Jinkins  
Mrs Jane Tyrrell

#### Nursing Staff

Sister Sally Bullen  
Sister Julie Rajaratnam  
Sister Tracey Bennett  
Nurse Jackie Warner

### HEALTHCARE ASSISTANTS

Tracy Connolly  
Liz Howard

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## Wrythe News Focus



**Following an accident with a car coming into the surgery wall, we apologise for inconvenience to patients whilst the surgery repairs are underway (six to eight weeks from end of January 2014.) The surgery car park will be closed for the duration of repairs within that period. Seating in the surgery is currently limited in order that the waiting room area can be made safe. The surgery website will be updated regularly on the progress of the repairs.**

### **RESPONSES TO THE PATIENT QUESTIONNAIRE**

On page 3 onwards we publish a synopsis of the latest results overall, highlighting those areas performing very well, those where further consideration and action is required and any adverse comments that also require consideration.

We thank all patients for taking the time to respond. It is **important** to know your views as this can help direct the services we provide at Wrythe Green Surgery.

**IF YOU DO NOT CURRENTLY RECEIVE THIS NEWSLETTER AND WOULD LIKE TO RECEIVE EACH NEW EDITION BY EMAIL, PLEASE COMPLETE THE FORM AT THE BACK OF THIS NEWSLETTER. REPRESENTATIVES OF THE PATIENT PARTICIPATION GROUP (PPG) WILL BE PRESENT IN THE SURGERY IN THE VERY NEAR FUTURE ON CERTAIN DAYS TO ISSUE NEWSLETTERS AND TO ANSWER ANY QUESTIONS ABOUT THE PPG.**

# WRYTHE NEWS FOCUS

## ANALYSIS OF THE RETURNED PATIENT QUESTIONNAIRES

51 patients returned questionnaires, about one-fifth of people who received questionnaires via the surgery. In some cases (e.g. regarding appointments) they marked more than one box on the same question and therefore the results are not absolute for each section but are representative of patients' views. Additional comments were helpful. Further analysis of the questionnaires will be available on-line on the surgery's website in March 2014.

### APPOINTMENTS: TELEPHONE AND ON-LINE:

The majority of respondents used the telephone to book appointments, a very few in person and a few used on-line booking via the surgery website. Of those telephoning, a majority waited for up to five minutes (between 8am –9am, the busiest period in the day), others experienced substantially longer delays. Some respondents were happy with the on-line booking service for non-urgent appointments but a few people did not wish, or were able, to use this service currently. There is increasing demand, through a growing population locally, for the surgery's services and this is being addressed.

**Comments:** Experiences differed with six respondents complaining about the delay in gaining appointments by telephone. There are ten telephone lines and four to five staff operating them. The time of day when patients call is pivotal: the earlier the call, the longer the wait on the telephone especially on Mondays.

### PROPOSED ACTION BY THE SURGERY:

**Better publicity for the on-line booking system; a review of the telephone system is underway to establish if there are more efficient ways to organise the system. Possibly a triage (order of priority system) will be considered.**

**MESSAGE TO PATIENTS: PLEASE USE THE ON-LINE BOOKING SYSTEM IF YOU POSSIBLY CAN TO EASE CONGESTION ON THE TELEPHONE SYSTEM.**

## 2. TELEPHONE CALL-BACK BY DUTY GP

One third of respondents were unaware of this system, whereby if an appointment is not required but the patient is anxious for medical advice, a request can be made via the surgery receptionist for a duty doctor to call back on the same day. **Please call the receptionist after 9am.** Just under half the respondents had used this facility. Of those who had, the vast majority were happy with this service, only two replying negatively.

### PROPOSED ACTION BY THE SURGERY:

**To give greater publicity to this service via notice and newsletter.**

**MESSAGE TO PATIENTS: PLEASE READ THIS NEWSLETTER AND LOOK AT THE SURGERY CONSOLE.**

## WRYTHE NEWS FOCUS

### SELF CHECK IN SCREEN

All respondents were aware of the system. Clear instructions are given for operation on the touch screen. If difficulties are experienced, patients should enquire of reception staff. **No further action by the surgery is required**

### RECEPTION STAFF

Only one respondent (out of 48) did not think the reception staff treated patients in a professional manner. A small majority did not think the staff need identify themselves by name on the telephone. To do so as a matter of course, may increase waiting time for other people but in urgent and emergency cases it may be helpful for staff to give their names.

**ACTION BY SURGERY: To advise reception staff about giving out their names in certain cases. The staff will be consulted about the possibility of wearing name badges.**

### REFERRALS BY GPs TO HOSPITAL

A majority of respondents had had such a referral and in the majority of cases they were clear where they were to be seen.

**ACTION BY SURGERY AND PATIENTS:** Ensure patients fully understand to which hospital they are being referred.

### SURGERY WEBSITE

One third of respondents were unaware of its existence and a tiny proportion considered it less than good. Some respondents never used it and only two used it quite regularly. Comments included the need to advise patients when there are delays and to clarify the website.

**ACTION BY SURGERY: To review the website regularly and ensure awareness of its existence.**

### PATIENT PARTICIPATION GROUP NEWSLETTER

**A majority of respondents had never read it! We hope to change this radically.**

Comments included a wish to see support for the retention of the A & E and maternity services at St. Helier Hospital

*(Editor's note: Currently the Better Services Better Value Review option for closure of A and E at St. Helier Hospital has been suspended as the Surrey Downs Clinical Commissioning Group covering Epsom Hospital has opted out of the review. Those services will continue for now).*

Information about surgery development plans and changes to surgery times was requested as were more professional talks.

*(Editor's note: talks so far have included SCILL, Sutton Carers, GP talks on Diabetes, genito-urinary and Bowel problems, presentation by the Better Services Better Value team, Sutton Healthwatch, a talk about Cancer and associated health concerns, St. Helier Airways Clinic, the Pace Up Trial, Sutton Seniors Forum etc. ) If you wish for a topic to be discussed or want to join the PPG and introduce a speaker to make a presentation on a relevant health matter, please contact Mrs Anne Cartmell, the Practice Manager. Whenever we receive concrete information about developments, eg. changes at Sutton and St. Helier Hospitals (as reported in the last newsletter) and for those concerned, the future of St. Anthony's hospital. We will report them as we would any changes, when we know them, also those relating to the surgery services.*

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## **ACTION BY SURGERY (via PPG):**

To increase awareness of the newsletter (eg. distribution to certain pharmacies) and to ensure people are aware that they can join the PPG, make comments to the Practice Manager about any aspect of the surgery in which they are interested and to encourage more people to seek out the newsletter and, where possible, request it to be emailed to them. The surgery console and website already includes information about the PPG and the newsletter. Also to investigate the possibility for a larger print edition to be made available depending on specific need and request. Your PPG is working on this!

## **PROVISION OF A WATER DISPENSER IN THE WAITING ROOM**

A majority of respondents said 'yes' but there were reservations regarding water within the reach of small children, near computers etc. There were also some reservations regarding cost and it was observed that water can be made available on request to the receptionist. The surgery will investigate the possibility of providing a drinking water machine. Please watch for updates about this.

## **OVERVIEW OF COMMENTS**

- Overall the comments on the surgery were very favourable we are glad to say.
- On the question of extended hours, this is being considered by all GP practices in line with recently publicized Department of Health recommendations. If changes are proposed, then of course they will be posted on the surgery website and promulgated within this newsletter.
- A comment about the blood pressure monitor being in the public waiting area was noted but the machine is observed to be used by many people and there are plants in the area which help to protect privacy. It is unlikely that other patients will be interested in its use and results are not available for general view as these are printed out for the patient's personal information and retention.
- The questions and answers regarding the appointments system has raised the question of emergency calls, the telephone appointments system generally and acknowledgment that not all patients possess and use a computer. These points are being considered further to see if any improvements can be made to help patients.

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## **UPDATE FROM THE PATIENT REFERENCE GROUP OF THE CLINICAL COMMISSIONING GROUP**

**Key to abbreviations used: CCG Clinical Commissioning Group (Sutton)  
PRG Patient Reference Group (of the Sutton CCG)  
PPG Patient Participation Group (Wrythe Green Surgery)**

Two members of Wrythe Green surgery attend the bi-monthly meetings of the PRG and one of those also attends the recently-formed PRG Steering Group. Two meetings have taken place since the last meeting of the PPG here and the following is a resumé of current considerations and action.

### **PRG Terms of Reference**

The aim of the PRG is to allow patients to deliver an effective patient input to Sutton CCG on the provision, monitoring and commissioning of local services, consistent with the requirements of new commissioning arrangements.

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### Purpose (of the PRG)

The PRG will provide a forum for dialogue between patient representatives and the CCG to deliver an effective patient voice. This will include the following:

- Allow patients to raise issues about local services with the CCG;
- Enable patients to be kept abreast by the CCG of its priorities, business planning and commissioning timetables;
- Enable the CCG to consult patients about specific current and future developments and policies, including the commissioning and quality of local services;
- Provide patients with timely requests to assist the CCG, to allow for wider consultation through Patient Participation Groups (PPGs) and considered patient input for the CCG in taking work forward

The outline role of the PRG Steering Group is proposed as supporting the Chair and Vice-Chairs in developing and delivering the role of the PRG as the patient voice within the Sutton CCG. Its principal task will be to help plan the business of the PRG and monitor progress against plans. This will include assisting the Chair and Vice Chairs to identify matters to be brought before the PRG. It may also carry out specific studies and investigations as requested by the PRG. Thus the PRG will increasingly look to surgery PPGs for concrete input and to raise concerns on behalf of patients. Healthwatch Sutton is also represented on the PRG.

### Current Issues

Funding local healthcare in 2015-16 is to be provided by both the CCG and Local Authority and a single budget introduced for providing health and social care. The Joint Plan is to be signed by the Health and Wellbeing Board. In 2014-15 it is expected that Sutton CCG will be one of the highest growth CCGs in the UK and it is expected that this will continue since local populations are growing and thus the healthcare demands increasing. Planning is a key focus for the CCG.

Following the Francis Report on the failings at Mid-Staffordshire Hospital, all CCGs have been required to develop an Action Plan in response to relevant recommendations. It is recognized that the culture of teams and organizations is crucial and a timetable for work has been created. In this connection PRG members have been invited to a special meeting in February as they are to be consulted on aspects of current CCG medical services' planning. Sue Roostan Director of Commissioning and Planning for the Sutton CCG has made an initial presentation to the PRG and its Steering Group on the draft Plan for Sutton's medical services (two years from 2014-2016). She will make a further presentation to the PRG around May this year when plans are more fully developed.

Some main areas for prioritisation are improving access to psychological therapies, care of older people and further development of new services at Wallington's Jubilee Health Centre. Named doctors will care for elderly patients of 75 with complex needs. We shall report further later on.

A presentation has also been made by Adrian Davey, the CCG Joint Commissioning Manager for Sutton Mental Health Services. He acknowledged that care for Mental Health needs a higher profile. Further consultations are in progress to ensure safe, responsive and effective delivery of services is provided and that holistic considerations of patients are also taken into account. Emphasis was laid on prioritising the protection of local health care services. It was also mentioned that a 7-day working week for medical treatments will be encouraged. It is hoped that further information will shortly be made available to the PRG about the Better Services Better Value proposals which now require substantial review in the light of the situation outlined on page 4 of this newsletter .

**PLEASE SEE NEXT PAGE FOR PPG NEWSLETTER REQUEST**

# WRYTHE NEWS FOCUS

## NEWSLETTER VIA EMAIL

Would you like to receive your Wrythe News newsletters by email? If so please complete and return to the surgery's reception desk. **Your details will be kept confidential at all times.**

Yes, I would like to receive the newsletter by email.

Name:

.....

Email address:.....

(Please detach this section if you do not wish also to complete the section below)

**DO YOU HAVE ANY MEDICAL TOPICS YOU WOULD LIKE THE PPG TO DISCUSS? DO YOU WISH TO JOIN OUR PPG WHICH IS AN ACTIVE ONE? IF SO, PLEASE COMPLETE THE FOLLOWING.**

To: Mrs A Cartmell, Practice Manager, Wrythe Green Surgery

I would like to raise the following topic(s) for the PPG to discuss, please.

Name.....

Email or telephone number.....

I would also like to join the PPG (please delete if inapplicable)

**Please Note: The next PPG meeting at Wrythe Green Surgery is planned for 1pm on Tuesday, 29 April 2014.**