



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

Autumn 2013 Issue 13

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**Editorial:**

Now winter is fast approaching, all the meetings, committees etc that focus on health and health services in the borough are reconvening and we shall be letting you know what happens. **PLEASE NOTE: YOU CAN RECEIVE THIS NEWSLETTER VIA EMAIL IF YOU WISH. PLEASE LET RECEPTION STAFF KNOW. A REQUEST SLIP IS ATTACHED AT THE FOOT OF PAGE 6.**

In this issue, we focus primarily on a presentation given by HEALTHWATCH Sutton an important organization which focuses upon how local health services are running. We report briefly on the most recent meeting of the Clinical Commissioning Group Patient Reference Group which is setting up a Steering Committee. Of particular importance is the future of Sutton Hospital where proposals are underway to transfer some services that are currently offered at Sutton Hospital to St. Helier and Epsom Hospitals.

As this is the season of 'flu and colds, it is important that all those eligible to receive the NHS anti-flu vaccination take up the surgery's offer sent out in September. If you are eligible but have been unable to attend on any of the dates offered, please contact the surgery for advice. Some pharmacies are also offering the injection free to those who are eligible (over 65s, the chronically ill, carers and others at particular risk from influenza).

We include a short item on Health and Social Care confidential information exchange on patients.

Included is an item on testing for bowel cancer (page 6). Please read carefully if it applies to you.

**WE NEED YOUR VIEWS ON HOW WE ARE DOING. THE PATIENT PARTICIPATION GROUP IS HERE TO REPRESENT ALL OF YOU. WE CAN ONLY DO THIS EFFECTIVELY FOR YOU IF WE KNOW WHAT YOUR HEALTH AND OTHER CONCERNS RELATIVE TO THIS PRACTICE ARE.**

**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 appoint-  
ments on line.  
Please enquire at the Recep-  
tion 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)**

**CURRENT PCT WEBSITE:  
[www.suttonandmerton.nhs.uk](http://www.suttonandmerton.nhs.uk)**

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

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Dr. M Wells  
Dr. S Saeed  
Dr. C Keers

**Associates**

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Mrs Jane Tyrrell

**Nursing Staff**

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Sister Julie Rajaratnam  
Sister Tracey Bennett  
Nurse Jackie Warner

**HEALTHCARE ASSISTANTS**

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## **Wrythe News Feature**

### **PRESENTATION BY HEALTHWATCH SUTTON TO WRYTHE GREEN PATIENT PARTICIPATION GROUP ON 28 OCTOBER 2013.**

*We reported in Issue 10 of this Newsletter - winter 2012 edition, that HEALTHWATCH Sutton which came into operation in April this year, would be taking over the health monitoring functions that had previously been operating through Sutton LiNK – the Local Involvement Network and PALs ( Patient Alliance and Information Service). It is the consumer champion for local health and social care. The introduction of HEALTHWATCH Sutton corresponded with the inception of the Clinical Commissioning Group (CCG) in Sutton at the same time as CCGs rolled out all over the country on 1 April 2013. CCGs took over the functions of the former NHS Primary Care Trusts (PCTs) and Strategic Health Authorities (SHAs) in April this year.*

#### **The following presentation was given by David Williams and Pam Howe of HEALTHWATCH SUTTON**

The Health and Social Care Act of 2012 provided for greater patient-focused representation by giving patients and carers a more powerful voice in the running of their local health and social care services. The prime functions of HEALTHWATCH Sutton, a registered charity and independent consumer champion for health and social care whose members are all patients/carers, are to gather views and experiences from local people about their experiences of health and social care services. On the 1<sup>st</sup> March HEALTHWATCH Sutton (HWS) became the first local Healthwatch to receive agreement from the Charity Commission to register as a charity in England having won its tender to Sutton Council to run the service. Charitable status ensures that all resources are dedicated to public benefit and promote the needs of the community. HEALTHWATCH provides information, signposting, advice and support on these services. The Sutton Citizens' Advice Bureau, in partnership with HEALTHWATCH, provides a free, independent and impartial complaints advocacy service for those wishing to mount formal complaints regarding their local health or social care services. HEALTHWATCH Sutton also works in partnership with the Sutton Centre for the Voluntary Sector (SCVS) who provide support services to the organisation and Sutton Centre for Independent Living and Learning (SCILL) who provide information and advice to local people. HEALTHWATCH is the listening and reporting arm of this combined partnership and will make recommendations where improvements are needed to local Health and Social Care services.

HEALTHWATCH is in a position to influence the way in which local health and social care services are set up, delivered and commissioned. Its activities include carrying out monitoring visits to wherever patients are being cared for, speaking to carers, producing reports and making recommendations. HEALTHWATCH represents the community voice at key strategic meetings which include meetings of the Sutton CCG and the local Joint Health and Wellbeing Board.

HEALTHWATCH Sutton is funded by the London Borough of Sutton, having competed with other organisations and won its tender to operate in place of Sutton LiNK. It agrees its strategies with the Sutton Council who undertake quarterly assessments of its work. Patients and carers form a vital part of the assessment and reporting forum. Only three HEALTHWATCH members are paid employees. There is a full-time Manager, with Pam as the Volunteer and Engagement Officer, plus an administration person. The Chairperson of HWS also sits on the Joint Health and well-being Board. The remainder are volunteers.

The speakers noted that the Better Services Better Value initiative (BSBV – about which we reported in issue 8 of this newsletter) still remains to be resolved. Public consultation has been delayed from last summer as strategic proposals for change are being debated within the BSBV team, but is likely to occur early in 2014. HEALTHWATCH maintains a watching brief and is forceful in its representations on behalf of patients and carers. HEALTHWATCH is concerned, primarily, with the views of its members who currently number around 450 individuals and 250 local organisations. Membership is free and available to all who live and/or work in Sutton.

## Wrythe News Feature

HEALTHWATCH, who carry out public meetings and conduct consultations via their website, **would like to encourage many more people to join them. They also urge all patients to follow the BSBV proposals when they are published and promulgated, within the public consultation period (three months).**

HEALTHWATCH is looking to develop closer contact with local Patient Participation Groups (PPGs) in Sutton such as operates in our own surgery at Wrythe Green. Each GP practice is required by law to undertake an annual survey amongst its patients regarding their views on the delivery of health services to them. Currently GP practices are given financial incentives to undertake this. HEALTHWATCH has studied a variety of comments arising from annual patient surveys following which the local CCG has required further information from GP practices. The PPGs should therefore focus on results of the annual survey within their respective practices to review the information gleaned from patients and to devise an Action Plan where recommendations for change require implementation. PPGs need to be open to discussion with the rest of the staff within their individual practices.

The speakers mentioned the St. Helier Hospital 'friends and family test'. This involves asking patients whether they would recommend their GP practices to friends and family. HEALTHWATCH considers that accessibility of appointments, effective communication with medical staff and published GP lists are important as is continuity of care. HEALTHWATCH stresses that annual patient surveys are key to the maintaining of good quality medical care and that PPGs have a vital role to play in this instance. There should be volunteers to help patients, where necessary, with completing patient questionnaires. Where possible, PPG newsletters should be distributed via email to ensure that a greater number of patients see them even if they do not visit their GP surgeries often. *(If you are interested in receiving our newsletter by email, please complete the form on the last page of this newsletter and return it to the surgery. Your email details are regarded as confidential and are not passed on anywhere else.)*

For further information about HEALTHWATCH Sutton and its partners, or to join HEALTHWATCH please use the following contact:

HEALTHWATCH: Tel. 020 8641 9540  
Email: [info@healthwatchesutton.org.uk](mailto:info@healthwatchesutton.org.uk)  
Website: [healthwatchesutton.org.uk](http://healthwatchesutton.org.uk)  
Write: Healthwatch Sutton, Granfers Community Centre,  
73-79 Oakhill Road, Sutton SM1 3AA.



### **ANTI FLU INJECTIONS**

**HAVE YOU HAD YOUR 'FLU JAB YET FOLLOWING WRITTEN INVITATION FROM OUR SURGERY? (ALL THOSE ELIGIBLE TO RECEIVE FREE INJECTIONS HAVE BEEN CONTACTED).**

**IF NOT, PLEASE CONTACT THE SURGERY AS SOON AS POSSIBLE. IT IS IMPORTANT THAT YOU DO THIS. IF YOU HAVE CONCERNS ABOUT THE INJECTION, PLEASE CONTACT YOUR GP FOR ADVICE.**

## EXCHANGE OF PATIENT INFORMATION BY THE HEALTH AND SOCIAL CARE INFORMATION CENTRE

You may have seen information about this when visiting the surgery by looking at the console. This article is to help you understand the purpose of information exchange about patients and what you can do.

The medical profession in the NHS takes very seriously the need to maintain strict confidentiality in regard to information about patients that is stored in files and computer records. There is, however, a constant need to plan and improve services for patients. To achieve this it is important to link information from all the different places in which NHS patients receive care in order to establish which services have worked best for them. The information used is an individual's postcode and NHS number to which patients' names are not linked. This information is used by others such as researchers and Health Service planners. How information about you is used and shared is strictly controlled by law and strict rules are in place to protect your privacy.

### The Benefits of Information Sharing about patients

Firstly, shared information can improve understanding, locally and nationally, of the most important health needs and the quality of the treatment and care provided by local health services. It may help researchers by supporting studies that identify patterns in diseases, responses to different treatments and potential solutions. The information will also help to find more effective ways of prevent, treating and managing illnesses; guide local decisions about changes that are needed to respond to local patients' needs; support public health by anticipating risks of particular diseases and conditions so that pre-emptive action can be taken. It also helps public health by anticipating risks of particular diseases and conditions (eg. Tuberculosis) so that preventive action can be taken. The aim is to improve the public's understanding of the outcomes of care, giving them confidence in health and care services. The patient information derived will help to guide decisions about how to manage NHS resources fairly so that they can best support the treatment and management of illness for patients' benefit.

### What happens with the information?

Only the minimum amount of information is used that is needed to help improve patient care and the medical services provided. A thorough process has to be followed before information is shared. Sometimes information is released to approved researchers, provided it is allowed under the strict rules in place to protect your privacy. Your patient information is treated very carefully and strict rules are followed about how it is stored and used having full regard to the law, national guidance and best practice. **Published reports will NEVER identify a particular person.**

### What choices do patients have?

You do have a right to prevent confidential information about you from being shared or used for any purpose other than providing your care, except in special circumstances. **If you do not want information that identifies you to be shared outside our GP practice**, ask the practice to make a note of this in your medical record. This will prevent your confidential information being used other than where necessary by law (for example if there is a public health emergency). Information exchange is, of course, useful should you become ill away from home, especially in an emergency.

You can restrict the use of information held by other places where you receive care, such as hospitals and Community services. **You should let your GP know if you want to restrict the use of this information. YOUR CHOICE WILL NOT AFFECT THE CARE YOU RECEIVE.**

If you are happy for your information to be shared you do not need to do anything. There is no form to complete and nothing to sign. **YOU CAN CHANGE YOUR MIND AT ANY TIME. Please speak to your GP if you have any concerns.** For more information including a list of frequently asked questions, please go to the website at: **[www.nhs.uk/caredata](http://www.nhs.uk/caredata) and [www.hscic.gov.uk](http://www.hscic.gov.uk) or ask your GP.**

## WRYTHE NEWS FOCUS



### BULLET POINTS FROM RECENT MEETINGS OF THE CCG/PRG AND THE PPG (WRYTHE GREEN)

#### 1. Meeting of CLINICAL COMMISSIONING GROUP PATIENT REFERENCE GROUP—23.10.13

- (i) **A Chairman** from the patient representatives on the PRG was formally elected.
- (ii) **Steering Group representatives** were appointed in readiness for initial meeting on 6.11.13. The Steering Group decisions will inform the next full meeting of the PRG. A Patient and Public Advisory Group (PPAG) representative has been formally appointed from the PRG membership and will report back on future meetings of the PPAG.
- (iii) **Presentation on proposals for the future of Sutton Hospital.** It is intended to retain the phlebotomy clinic and the chronic pain and chronic fatigue clinics there in one building. **To run the site as a whole is currently proving too expensive.** Urology and lithotripsy clinics operating there currently are proposed to go to Epsom Hospital. The Ophthalmic clinics and other functions are proposed go to St. Helier. The PRG in general endorsed the proposals but with some strong reservations e.g. parking distance to travel for urology patients etc. A Park and Ride scheme has been mooted. This will not directly affect the redevelopment scheme for St. Helier but such redevelopment is in abeyance pending the outcome of the BSBV (Better Services Better Value) review.
- (iv) **Joint Health and Wellbeing Strategy.** This is laid out in an extensive report, covering the period 2014-2016 recognising that Sutton's population overall is increasing and demands on the NHS health care services will be increased substantially. It was stated that with demographic changes plus increase in illness related to lifestyle factors (smoking, drinking, obesity) would place further demands on these services. The strategy focuses in implementing an affordable evidence-based programme of actions to prevent ill health and reduce health inequalities in order to strengthen the abilities of individuals and communities to grasp opportunities to take control of their own health and to increase the capabilities of the NHS, local authority and voluntary sector workforce to support individuals to improve their own health. Many questions were raised in the light of limited budgets to achieve all of the stated aims and further clarification will be sought.
- (v) **Integrated Quality Report** this focuses upon many individual aspects of performance of the Epsom and St. Helier Hospital Trust. There was insufficient time to examine this in depth and discussion of a number of points will be resumed at a later date.

The next PRG meeting will take place on 26 November 2013.

#### MEETING OF THE WRYTHE GREEN PATIENT PARTICIPATION GROUP (PPG) ON 28.10.13

Although reasonably attended, we should still like more patients to come along! The evening focused primarily on the HEALTHWATCH SUTTON presentation, the patient confidentiality issue covered here, and feedback from the PRG session. The patient survey questionnaire format will shortly be decided and issued for completion and return early in 2014. **Your views as a patient are very important! Please take time to complete the Questionnaire when it is issued. Also, the surgery IT (involving consoles and checking in machine) is to be updated as is the website.**

The next PPG meeting will take place on 28 January 2014 and will resume at the normal time of 1.00pm to 2.30pm during the Winter. **PLEASE INDICATE IF YOU WOULD LIKE THIS NEWSLETTER TO BE EMAILED TO YOU IN FUTURE! (see bottom of page 6).**



**ROUTINE CHECKS FOR BOWEL CANCER**

In recent years, the NHS has rolled out a programme in which people aged 60-74 are routinely contacted and asked to complete a sample faecal test which is then analysed. St. George’s Hospital in this catchment, in association with a Guildford clinic, undertake this work on behalf of St. Mark’s Hospital for Bowel diseases in Central London. The test is simple and is issued with clear instructions. If the initial test is positive for abnormality the individual patient is contacted again and asked to repeat the test. If this remains positive, then an invitation is issued to attend Hospital to discuss the possibility of a colonoscopy. The patient can decide whether or not to go ahead (**but of course it is very wise to do so**). If the colonoscopy reveals abnormality then action can be taken quickly. In many cases, there are no significant problems.

St. George’s Hospital endoscopy unit does not issue information with the test regarding diet in the two or three days before patients undertake their sampling as they do not wish to discourage any patients / even those who may have a false positive test from undertaking the sampling, or colonoscopy if subsequently indicated. Their view is that they wish to see and check all patients who have received a double positive result. They have agreed, however, that we can, in this newsletter, advise our patients what foods they may wish to avoid prior to their sampling (3 days prior to testing) in case those foods could indicate a false positive result. If a colonoscopy is subsequently recommended then the hospital gives very full and clear instructions on the procedure to follow.

**Avoid** red meat (beef, lamb,pork,liver,sausages) etc. \*

Eat only white fish or poultry

- |                    |              |         |
|--------------------|--------------|---------|
| Avoid: cauliflower | Turnip       | Oranges |
| Horseradish        | Artichokes   | Melon   |
| Mushroom           | radishes     | Banana  |
| Broccoli           | bean sprouts | Grapes  |

Also avoid vitamin or iron supplements but PLEASE consult your own GP if in any doubt. **Do NOT stop your normal prescribed medication in any event without consulting your doctor.**

(\*list issued by the Burghwood Clinic, Banstead)

**OUR NEWSLETTER CAN BE EMAILED TO YOU!**

**DO YOU WANT TO CONTINUE TO SEE THIS NEWSLETTER AND RECEIVE IT BY EMAIL? THEN PLEASE COMPLETE AND DETACH THE FOLLOWING REQUEST AND RETURN IT TO THE SURGERY. YOUR NAME AND CONTACT DETAILS WILL NOT BE GIVEN OUT TO ANYONE ELSE**

.....  
**EMAIL REQUEST FOR PPG NEWSLETTER WRYTHE GREEN SURGERY**

Yes please. I should like to receive the Wrythe Green Surgery Newsletter by email in future.

**NAME**.....

**EMAIL ADDRESS** .....**DATE:**.....