



The Wrythe Green Surgery

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

October 2018

PATIENTS PARTICIPATION GROUP NEWS

Patients' Survey Satisfaction — 91%!

Wrythe Green patients have given our surgery the thumbs up with a high rating of 91% satisfaction! Congratulations to all the staff at the surgery for making it work so well for everyone. At the regular Patients' Participation meetings where patients interested in health matters come and learn about new treatments and changes to the health service, there is usually an agenda item on Surgery Complaints. This is an agenda item that we are able to cover at speed because there are never any official complaints to discuss. A happy position to be in. (The next PPG meeting will be held on 6 November, 1—3 pm at the Surgery. All welcome.)

A New National Organ Donation Scheme



From October 2018 the Government will make organ donation an opt-out system rather than as it is currently, an opt-in scheme. This means that people will no longer need to carry organ donor cards to say that they are happy for their organs to be used should they have the misfortune to die suddenly in an accident, for example. Relatives will still have the authority to decline the use of their loved ones organs. The new scheme will make organs such as kidneys, hearts and livers and much more, readily available for transplants and provide hope and a better existence for those who need them.

Sutton Uplift — Promoting positive mental health and wellbeing.

Jubilee Health Centre East, 6 Stanley Park Road, Wallington.

This is a free service for people feeling overwhelmed, stressed or anxious. No doctor's referral is needed for this service. A self-referral form is available online or at the Jubilee Health Centre East. People wishing to use the service must be registered with a Sutton GP and be 18 years old or over. Sutton Uplift is an integrated Primary Care Mental Health service and a partnership between the NHS and local voluntary sector organisations and launched in July 2015.

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The Sutton Uplift Service offers:

- **Self management courses**
- **Psychological therapies**
- **Psychiatric assessments**
- **Recovery and wellbeing support**



To contact Uplift: 0800 032 1411 (freephone); 0203 513 4044 (charged at your network rate). 1st Floor, Jubilee Health Centre East Building, 6 Stanley Park Road, Wallington, SM6 0EX or online at: <https://www.suttonuplift.co.uk>

Practice News



Health Checks: The Out-of-Hours Hub is now carrying out NHS Health Checks at evenings and weekends. These checks are designed to find undiagnosed patients who might have heart problem, diabetes etc. and many other conditions. It is the Hub that invites patients to receive the health checks and not the GP practices.

Flu vaccines: There are two vaccines available — one for over 65's and one for those under 65 and have a long term health condition.

Doctorlink: This is a virtual health assistant that can currently be used to check your symptoms and book appointments.

Booking appointments is made easy through the simple website accessible online through your computer or mobile device.

You can seek clinically approved medical advice around the clock. Doctorlink will direct on how to best manage your symptoms or the right healthcare service to suit your needs.

To register with Doctorlink, please visit the Surgery website <http://www.wrythegreensurgery.nhs.uk/>

Patients Participation Group

The next meeting will be held on:

Tuesday 6 November 2018

1 – 3 pm at the

Wrythe Green Surgery

A speaker to be announced

**All Wrythe Green Surgery patients
are welcome to attend.**

Refreshments will be available.

If you would like to receive PPG and surgery updates by email and text, please complete this slip and hand it in at Reception.

Name: _____

Email _____

Mobile Phone No. _____