



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

Summer 2019

PATIENTS PARTICIPATION GROUP NEWS



Practice News



Too many patients are not keeping their appointments. This wastes doctors' time and deprives other patients. If you can't make your appointment, please let the Surgery know. The Surgery, with the support of the Patients' Participation Group will from now on send letters to patients who regularly miss appointments asking them to desist. If they do not improve they will receive further letters explaining that persisting with this behaviour could lead to them being removed from the Surgery's list.

Flu vaccinations



Watch out in the autumn for the Surgery vaccination dates. If you are under 65 and at risk or suffer from diabetes, COPD, asthma etc., get vaccinated!

Collaborative Working

Clinical Commissioning Groups or CCGs have reorganised surgeries into larger groupings called Primary Care Networks to maximise and enhance resources. Sutton's surgeries have been divided into four groups to share expertise and provide a broader range of skills.

These groups are: Carshalton, (7 surgeries including Green Wrythe Surgery); Wallington, (7 surgeries); Sutton Central, (4 surgeries); Cheam & South Sutton, (4 surgeries). One surgery, Carshalton Fields, abstained. These networks have the potential to benefit patients by offering an improved and extended range of services and helping to integrate wider health service commitments.

Pharmacists and social prescribers will also be available to help.

PRACTICE NEWS continued



The Wrythe Green Surgery is a Royal College of General Practitioners certified Parkrun Practice. It is linked to Nonsuch Parkrun. The aim is to get people out exercising, running or walking the 5km (3 miles) course to improve their health and wellbeing. Other local parkrun locations are Roundshaw Downs and Banstead Woods. For more

information see: www.parkrun.org.uk

Connecting Your Care: Ten local surgeries have signed up for this more co-ordinated way of working. Professionals such as doctors, nurses and social workers will be able to see important information about you through a secure system, to help them make decisions about your care, which could be lifesaving in emergency situations. Further details



are available from the Surgery website. Click on, "Connecting Your Care", which appears on the top line News strip or see: <http://www.swlondon.nhs.uk/ourwork/connectingyourcare/connecting-your-care-faqs/>

FREE WIFI: NHS free wifi is now available for patients at the Surgery. No password is required.

Carers Forum: This will allow carers to provide information, support and share experiences with each other and to shape future services provided for adult and child carers. To find out more, email: esth.patientfirst@nhs.net

Practice Staff: Dr. White has left the Practice. Drs. Treacy and Shah are new to the surgery. The Surgery has a new Head Receptionist, Colette.

Go Sutton — A New on Demand Bus Service



A 12-month bus trial is being offered in Sutton by Transport for London and Via Via, operated by Go-Ahead London. It's an on-demand bus that lets customers request a ride, select their pick-up and drop-off points and pay directly through an App (I phone or Android).

GoSutton takes multiple passengers heading in the same direction and books them into a shared bus. The bus service operates from 'corner to corner,' so there are no fixed routes or bus stops. You can be picked-up and dropped off within 200 metres of your destination. The service operates from 06.30 to 21.30 hours, seven days a week. Currently the area covered does not include Wallington or Roundshaw but an extension of service to these locations is planned soon.

Freedom Pass holders travel free of charge. For others the charge is £3.50 per ride with £2 each for additional passengers. Children under 5 years travel free. Children from 13 years of age may book and travel alone on the bus. Wheelchair users can use the bus. Prospective passengers must register before they can use this service.. To find out more or to register, use your smartphone to download an App or call GoSutton's live support on 01903 924259 or send an SMS to 07588 673685.

A New NHS App

The NHS App is free and can be downloaded from Apple App Store or Google Play. It is still being tested but is available now. It is for people aged 13 and over who are registered with a connected GP surgery. Green Wrythe Surgery is connected to the NHS App. With the NHS App you can:

1. Check your symptoms - find reliable NHS information on hundreds of condition and treatments and get immediate advice
2. Book appointments: search for, book and cancel appointments at your GP surgery
3. Order repeat prescriptions
4. View your medical record and get secure access to your GP medical record
5. Register to be an organ donor and easily manage your preferences on the NHS Organ Donor Register
6. Choose how the NHS uses your data - register your decision on whether it can be used for research and planning

My GP App and Patients Access are still available for patients to use.

The Patients Participation Group

ADMIRAL NURSES

Specialist Dementia Support for Families

Living with dementia can be a hard and lonely experience. The Wrythe Surgery PPG met on 9th July to hear Nurses Vincent Goodorally and Angela Mahepath talk about the work that Admiral Nurses do. Admiral Nurses are all qualified nurses who visit families and provide one-to-one support and advice on practical solutions to help people live with their condition. Admiral Nurses are supported by Dementia UK and Sutton Council. If you or someone in your household would benefit from an Admiral Nurse's visit, please contact the Admiral Nursing Service, Tel. 0208 770 5327;

Patients Participation Group Next meeting:

Tuesday 3rd September 2019

Speaker to be arranged

The meeting will be held at the Wrythe Green Surgery, 1-3pm.

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. _____