

WRYTHE GREEN SURGERY
Patient Participation Group Newsletter
September 2021



PPG meetings are Back!

After an absence of 19 months due to Covid restrictions the PPG met on 29th July with a new temporary Chair and Secretary. The PPG would like to thank Daphne Norman and Jenny Brunton for all their hard work over the past few years in keeping the PPG running smoothly and wish them well for the future.

PRACTICE UPDATE

GP Appointments - New triage system. The Receptionist will ask the patient for details of their request to allow GPs to decide if a face to face meeting is necessary.

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New physio service: This is now available at the Surgery on Tuesday and Friday mornings. Appointments can be booked through Reception. The physios will be able to prescribe and liaise with GPs.

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Diabetic Nurses: Kate Hawkins is the Surgery's new diabetic nurse. Kate will work alongside existing diabetic nurse, Sarah Bell.

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Maternity Leave: The Surgery has two GPs on maternity leave. Locums will cover their work while they are away.

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A Clinical Pharmacist will be available at the Surgery in September to deal with medication reviews, blood pressure readings and other minor matters.

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

Health Watch/Patient Reference Group

A talk by Andrew McDonald

Andrew explained that 23 Sutton GP Practices feed into the Patient Reference Group, giving their views on health priorities. In September, Healthwatch will survey all Practices on key issues with feedback expected in March 2022. The Meeting also learnt that the most recent 'Sutton Patient Experience Survey', undertaken Jan– March 21 gave the Wrythe Green Practice a 97% satisfaction rating, based on the responses of 259 patients online. The key survey findings are listed below.

Key 2021 Survey Findings for the Wrythe Green Surgery

POSITIVE

Call backs from GPs
Doctors seeing patients face to face
Flu jabs managed well
Doctors are professional and attentive
Polite and calm staff
Clean and safe waiting room

NEGATIVE

Not enough face to face appointments
No video calls
Website text too heavy
Takes too long to get through on the phone
Receptionists' questions often intrusive and staff could be friendlier

Q. Happy with type of appointment offered?

90% in 2020 and 90% in 2021

Q. Getting through to the GP practice

79% in 2020 and in 2021 was 93%

Q. Overall Experience

94% in 2020 and in 2021 was 97%

COVID –19 Boosters and the annual Flu Vaccine

Sessions for administering the above vaccines are being arranged at various venues within Sutton. The Covid-19 vaccine will probably be made by Pfizer. The flu vaccine will cover all ages and allergies. Those receiving both will be given one inoculation in each arm.

St Helier & Epsom Hospitals Trust News

Chief Executive, Daniel Elkeles is leaving to become the CEO of the London Ambulance Service.

St. George's and St. Helier Hospitals are joining forces to provide a new kidney dialysis unit, which it is anticipated will be built at St. Georges.

The next PPG meeting will be held on **Tuesday 12 October 2021 at 1.30 pm** at the Surgery. All patients are welcome to attend.

If you would like someone to contact you about the PPG please leave your contact details with Reception.

Name

Email address

Telephone no.