



## Newsletter Summer 2024

### The Old Court House Surgery Throwley Way

[www.ochsurgery.co.uk](http://www.ochsurgery.co.uk)

#### NEWS FROM THE PRACTICE

##### Announcements

The Practice is introducing small Group Education Consultation sessions for those with Long Term Conditions. If you have diabetes or hypertension you may be invited to one of the first sessions.

##### Tackling the 8am Rush



The online contact form is proving to be successful,

[Online Contact Form](#) >

The simple form is available via our website and can be used at your convenience for a range of requests and enquiries. Non-urgent messages will be responded to within two working days.

##### Appointments

Please be mindful that appointments are for 10 minutes only. The GP will deal with your main problem, however it is not always possible to deal with multiple issues and may ask you to book a further appointment.

##### Medicines Monitoring

If you are on a medication that requires regular monitoring, your clinician will have discussed this with you and you may be sent an sms to prompt you to book for a blood test. These can be booked at the Practice on Tuesdays and Fridays. Failure to have these regular blood tests may mean that your repeat prescription request is delayed.

##### Contact Us (response up to 72 hours)

Email for repeat prescriptions

[och.prescriptions@nhs.net](mailto:och.prescriptions@nhs.net)

Email for admin enquiries

[och.surgery@nhs.net](mailto:och.surgery@nhs.net)

##### Vaccinations Available at the Practice

**Whooping Cough cases are on the increase** - If you are more than 16 weeks pregnant, you are eligible for this vaccine

**Measles is circulating in the area** - If you are unsure whether you have had 2 MMR vaccinations, you may be eligible

**Please contact us for an appointment**

##### Summer Concert

Dr Wimbush and the Sutton NHS Choir invite you to their **free** concert

Sunday 30<sup>th</sup> June at 2.30pm  
Christ Church  
Christchurch Park  
Sutton  
SM2 5TN

In aid of The Royal Marsden  
Hospital



Pimm's and cakes will be on sale, cash only

##### Extended Access Hub

Opening Hours – Weekdays 6pm - 8pm  
Weekends and Bank Holidays 8am - 8pm  
Appointments available Adults and Children

**0333 332 6570**

Book via Reception during normal surgery hours or book direct evenings and weekends

##### Your Contact Details

Please keep your contact details up to date – especially your mobile number to ensure we are able to keep you informed about vaccinations and to invite you for your regular health checks

## **NEWS FROM THE PATIENT PARTICIPATION GROUP (PPG)**

Patient Participation Groups (PPGs) work together with GP surgeries to promote health awareness and improve services and quality of care.

PPGs are an opportunity for interested patients to be involved in supporting their GP surgery. At Old Court House (OCH) we help to keep patients informed of changes to services via our Newsletters and Patient Leaflets.

At this Practice, the PPG Core Group usually meets bi-monthly and liaises with staff. Look at the OCH website ("Join our Patients Participation Group" box) to see our Meeting Notes.

You can have your say by joining our [PPG Virtual Group](#) and emailing us with any questions or information. You will receive occasional email updates.

Information on Open Meetings for all patients will be advertised in Reception, and by email to the Virtual Group.

If you are interested in being involved in the OCH PPG, or wish to contact us, please fill in our [online form](#) on the Old Court House website: [www.ochsurgery.co.uk](http://www.ochsurgery.co.uk) or email us at: [OCHPPG156@yahoo.com](mailto:OCHPPG156@yahoo.com) or hand a note into the Reception Team at OCH surgery, marked PPG.

### **Access to medical services**

Access to the surgery is now easier and there is no longer a request to 'phone back tomorrow.' Patients can also request a 'call back.' Please only call at 8.00am for urgent appointments and if needing to speak to Reception about a routine appointment call later when the lines are less busy.

Routine appointments and general requests can be made through the OCH website - click on the online contact form.

Patients can book GP appointments via the NHS App. Both telephone and in person appointments are available. Remember not everything needs to be dealt with by a doctor.

While promoting the efficiency of digital communication, the surgery has made provision for those patients without access to a computer, tablet or mobile phone. If patients are unable to use online services, they can continue to telephone or call in at Reception for appointments.

### **The NHS App**

The NHS App is safe and secure. If you're aged 16 and over, you can register for the NHS App without visiting the Practice. It is a simple and secure way to access a range of services on your smartphone or tablet and is free from app stores. The NHS App is also available on the OCH website.

It can be used to conveniently:

- book and cancel appointments.
- order repeat medication.
- view your health record – including consultations, diagnosis, documents and results of tests or investigations.
- view your Covid vaccination status.
- check your symptoms using reliable NHS information on hundreds of conditions and treatments.
- register to be an organ donor.
- choose how the NHS uses your data.

### **HealthWatch**

For more information about your health services in Sutton go [www.healthwatch.sutton.org.uk](http://www.healthwatch.sutton.org.uk)

### **PRIMARY CARE NETWORK (PCN) CENTRAL SUTTON PCN**

Working with local Practices to provide services to our Local Population



<https://www.suttonpcns.co.uk/>