



Patient's Participation Group Newsletter

VOLUME 1 ISSUE 3

DECEMBER 2015

TADWORTH MEDICAL CENTRE

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Welcome to the Third Issue



This is the Third issue of the newsletter for the Tadworth Medical Centre, Patients Participation Group.

Meetings have taken place in recent months and now finally the Patients Participation Group is a reality with a newly appointed Chair, Vice Chair, Treasurer and Secretary

Chair - Dawn Feltham

Vice Chair - Gillian Ciano

Secretary—Peter Dodd

Treasurer/Editor- David Burnley

Other members are involved in a number of projects.

Please note that the practice telephone number has changed from the old 0844 number to 01737 303217.

The Flu Vaccination campaign has been a great success this year.

With the cold weather upon us now it is important that we all wrap up warm and keep our homes warm. This is particularly important for the elderly and there are many sources of advice such as Age Concern and Age UK for example.

We have been asked to include details of the local food bank for those in need:

73 Marples Way, Tadworth
KT20 5JP and it is open on
Tuesday 10.00 am to 12 noon

For those wishing to donate, details of wanted items and how to are on the website: <http://epsomewell.foodbank.org.uk/>

This newsletter is for you the patients of Tadworth Medical Centre and we would be grateful for any contributions or indeed any suggestions of items for inclusion.

You may well be aware of the Comments Box for the Patients Participation Group that sits on the reception desk. Please deposit your comments there, we have already received a number which we are acting on now, keep them coming!

May we wish you all a very Happy Christmas and a Happy New Year.

Opening Times and Doctors Availability

The surgery is open from **08:00 to 18:30 Monday to Friday**. Please note that between **08:00 to 08:30 we operate an emergency telephone service only**. If you should wish to see a specific doctor, please note their availability is only as listed below.

| | |
|-------------------------------|---------------------------------------|
| Dr Pedram Shabrokh (Male) | Monday, Tuesday, Thursday and Friday |
| Dr Peter Greenway (Male) | Monday, Tuesday, Wednesday and Friday |
| Dr Azita Jones (Female) | Monday, Tuesday and Friday |
| Dr Julia Chase (Female) | Wednesday, Thursday |
| Dr Matthew Freeman (Male) | Monday, Tuesday, Wednesday, Thursday |
| Dr Beverley Anderson (Female) | Wednesday and Friday |
| Dr Sherine John | Thursday and Friday |

**News
and
Useful
Infor-
mation**

Telephone Numbers

Tel No : 01737 303217

Fax: 01737 370954

Practice address

I Troy Close ,
Tadworth,
Surrey
KT20 5JE

Website

www.tadworthmedicalcentre.co.uk

Prescriptions

Please allow 2 working days for the processing of repeat prescriptions.

Arrivals and Departures

Arrivals

Doctor Sherine John (from early December)

**Please
help!**

Appointments Not Attended

You will know that patients who do not attend appointments can cause considerable difficulties to both the practice and fellow patients.

For the month of August 2015 our practice had 139 appointments where patients did not attend their booked appointment, nor did they cancel them.

This would equate to 23.17 hours of appointment time that other patients could have accessed, or, put another way, 9.27 morning clinics (two weeks worth) were wasted in the month.

CQC Report 2015

The Care and Quality Commission (CQC) report for the practice has now been published and can be seen on the practices website - www.tadworthmedicalcentre.co.uk

What has shone out in the report is that we as patients are fortunate in having a caring practice.

However, there are a number of issues raised in the report that have now been attended to.

If any patient would like to discuss the report they should contact the practice where a one to one meeting can be arranged.

Local Chemists and Services

Day Lewis 01737 813130

Jubichem 01737 813131

Lloyds 01737 355260

Paydens 01737 354714

Walton 01737 813251

A number of local pharmacies operate free NHS Health Checks for those patients between the ages of 40 and 74. These tests can help identify the warning signs of diabetes, kidney disease or having a stroke as you get older.

The following local pharmacies are known to be offering the service:

Jubichem

Day Lewis

These consultations are conducted in complete privacy in a private room. More pharmacies are coming on line soon and you should contact the pharmacy directly to arrange.

Staff Profile - Prakash Karsan, Practice Manager

I have now been with Tadworth Medical Centre for 2 years 11 months. My overall NHS Practice Management experience spans 14 years at Surgeries in Dulwich, to Heston to Kingston and now Tadworth.

Every day has been different and I learn something new every day. I am responsible for most non-clinical issues at the practice, from ensuring there are enough clinical, receptionists and admin staff to provide an efficient service. I am the first point of contact for the Surrey Downs CCG, our bank and I look after our websites. I also deal with non-clinical complaints and oversee the maintenance of the premises. Of course, I am very fortunate in being able to delegate work to our Reception Manager who again is very experienced in NHS work.

I do get involved in Quality and Outcome Framework (QoF) ensuring we recall patients for various tests for Diabetes, Asthma, Chronic Obstructive Pulmonary Disease (COPD) and Cancer reviews etc. and I value the wellbeing of our patients. I have delegated gentle "crowd control" to our recently formed PPG who have been most helpful during our seasonal Saturday Flu clinics. These are held in October and November every year and have been very successful.

With my Finance background, I run the accounting and payroll on a monthly basis ensuring our staff and suppliers and the statutory bodies like the PAYE and NHS Pension agencies are paid on time. The last year or so, we are feeling the pinch with cuts everywhere in the NHS. I work five days a week and if you wish to discuss our provision of service and if you feel we can improve, please ask the receptionists see me.

In my spare time, I play golf only during the summer months and have joined the brand new Tadworth Leisure Centre.

Need help
with
Transport
to Medical
Appoint-
ments?

Repeat
prescriptions
made easy

Transport for the Elderly



Your PPG is currently doing research into the availability of transport for elderly and disabled patients. There are a number of services available and some that we don't know about and we would like to get more information together in one place for all our patients information. Any information that our patient population can help with will be much appreciated. Your Editor has recently had to give up his car and has taken advantage of the marvelous service offered by the charity Age Concern Bantstead. They will provide a volun-

teer driver and car for those attending Hospital Outpatients and local GP appointments. They will usually wait for up to two hours and then return you home again. The cost is very reasonable and much cheaper than taxis in this area. As an example for a recent return trip taking me to Epsom hospital it was £11.00 and this included a wait of 50 minutes at the hospital. You will need to book at least one week in advance and the cost will be invoiced to you about a week later. Leaflets for the



service are available at the Surgery and a copy of the Transport leaflet is attached for your information to this newsletter.

Another service that is very familiar is the Buses4U service which is operated through Surrey County Council. They offer a similar service and also offer some wheelchair facilities.

They can be contacted on 01883 732791 and usually need booking two weeks in advance. It is not a free service and costs a one off £15 registration fee then each journey is charged at a very reasonable fee.

Repeat Prescriptions

There are a number of methods of getting repeat prescriptions from the Tadworth Medical Centre:

1. Through your chemist.
2. A request at the practice.
3. Online using the Tadworth Medical Centre website.

This month we will concentrate on the online method through the website which is easy to join and has the advantage of sending your request directly to the practice securely and a record is kept of your requests. To get started you will need to first of all register: Go to: <http://tadworthmedicalcentre.co.uk/>

Then select the tab "Prescriptions" and then "Repeat Prescriptions". You will see "Order Your Prescriptions Online" click on this

The next screen shows "Register" and then click on "Click Here to Register Now". You will then be asked for your details and once submitted you will later receive an email asking you to activate your registration.

Once completed it is a simple task to log on as a registered user, list your repeat medications and then you can make your requests and a prescription will be sent directly to your nominated Chemist without leaving your chair to brave the winds and rain!

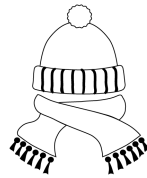
The 4 'W's of winter

KEEP



WARM

WRAP UP



EAT WELL



WIGGLE AND WALK TO KEEP MOBILE

