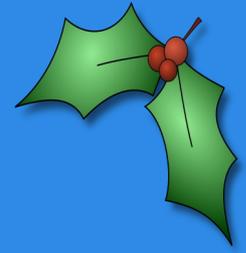




Patient's Participation Group Newsletter



VOLUME 1 ISSUE 8

DECEMBER 2017

**TADWORTH
MEDICAL
CENTRE**

Welcome to the Seventh Issue

Inside this issue:

Opening Times and Doctors Availability 1

Telephone Numbers and Arrivals and Departures 2

Appointments Not Attended 4

Message from the Chair 2

Local Chemists with Telephone Numbers 3

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 Julia Chase (Female) Monday and Thursday

Dr Matthew Freeman (Male) Monday, Wednesday, Thursday and Friday

Dr Beverley Anderson (Female) Tuesday Wednesday and Thursday

Telephone Numbers

Tel No : 01737 303217

Fax: 01737 370954

Practice address

1 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:

Departures

Dr Lucy Gill on Maternity Leave. Dr Sherine John will be covering for her

A Message from the Chair

I have been Chair of Tadworth Medical Centre Patient Participation Group (PPG) for just over eighteen months now, I can't believe how quickly the time has gone! Your PPG continues to be the champion for you all and represent your views both within the Practice and in the wider NHS community. As well as being your Chairperson I am also Chairperson of the Surrey Downs PPG Chairs Forum, a group of PPG chairs from Medical Practices all over Surrey Downs who altogether represent over 32,000 patients.

I am working with the Clinical Commissioning Group who hold the purse strings for all services in the community and at Epsom, Kingston, and St Helier Hospitals. Your views on the services you receive are really important as you as patients have a right to have a say in the services you feel are necessary for our community. Please contact me by email on ppg@tmc1.nhs.uk if there is anything you would like me to raise with the CCG. Similarly if you are a patient registered at Tadworth Medical Centre and you would like to contact me please either leave a message in the green spotted box on the front reception desk or email me on the address above.

Recently I had discussions with the Partners about the accessibility issues, namely the entrance doors, which have been drawn to my attention by a number of you who have posted comments in our green box. I can confidently report that the Partners and Practice Manager are looking into this.

I am hoping that the new extended hours and Hub arrangements for out of hours appointments has made it easier to get an appointment. Please let me have your comments!

Please remember members of the PPG are all volunteers who are here to help you so please keep in contact through our suggestions box or our email address above

**Please
help!**

Local Chemists and Services

Day Lewis	01737 813130	Jubichem	01737 813131	Lloyds	01737 355260
Paydens	01737 354714	Walton	01737 813251	Asda	01737 377310

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.

Jubichem and Day Lewis are known to provide the service in Tadworth and a full list of those offering the service in the area can be found on <http://www.healthysurrey.org.uk/your-health/health-checks/where-can-i-have-an-nhs-health/>

A new service being offered is designed for those who are unwell and need advice when the surgery is closed and is available from 6pm to 9pm each weekday evening and 9am—1pm on Saturdays and Sundays. Telephone number is 01372 738373.

Appointments Not Attended (DNA)

It would help enormously if patients could contact the practice immediately they become aware they are unable to attend appointments.

Patients who do not attend appointments can cause considerable difficulties to both the practice and fellow patients.

Another massive impact is of course on you the patient, since loss of Doctors and Nurses time reduces the appointments available when you phone in. Figures for the last quarter are below

For the last quarter of ending in March this year there were 503 appointments where patients did not attend their booked appointment, nor did they cancel them.

Tadworth Medical Centre (TMC) will soon be using a safe SMS text service supplied by Surrey Downs Clinical Commissioning Group. This will send patients a reminder of appointments and enable them to cancel if necessary. The service will also text patients after they have seen a clinician and give the chance to complete a Friends and Family test offering feedback to the surgery. In order for this service to work efficiently please ensure that TMC hold the correct mobile phone number for you.

