

## THE HAWTHORNS SURGERY

### PATIENT PARTICIPATION GROUP NEWSLETTER

JULY 2019

#### **UPDATES AND NEW SERVICES**

##### **Appointments with a nurse**

There are now Saturday morning appointments with a nurse for procedures such as: blood pressure checks, blood tests, smears.

The appointments are limited between 8.30am and 11.30am. Contact the surgery for information on the full range of procedures and to make an appointment.

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**Dementia Support** is limited but of great concern for those who need help. **Dementia Connect** is a new personalised support and advice service for people with all types of dementia, their families and carers.

There are plenty of organisations based in Sutton who do a sterling job supporting Dementia Patients and their Carers –

**Alzheimers Society 0300 222 11 22**  
**Age Concern - 0121 362 3650 ,**  
**Carers United - 0121 355 1006**  
**Forward Carers – 0333 006 9711**  
**Admiral Nurses - 0800 888 6678**  
**or email [helpline@dementiauk.org](mailto:helpline@dementiauk.org)**

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**Flu vaccines** for the over 65's are due to arrive at the surgery in September and clinics will be arranged soon after this.

##### **DATE OF NEXT PPG MEETING**

**Friday 25th October 2019 1.00pm**

The latest meeting of the Patient Participation Group was held on Friday 19th July.

**Helen Fisher the Prescribing Support Pharmacist and Medication Support Officer** gave up to date information about the prescribing of 'over the counter' medicines. The aim is to reduce costs to the NHS for prescriptions for minor health concerns such as sore throats, conjunctivitis, nappy rash, minor pain etc. as appropriate medicines can be bought over the counter. This will include patients who qualify for free prescriptions.

There are leaflets at the surgery with full details if you need further information.

##### **Missed Text Reminders.**

Some patients have raised concerns about missed reminders by text for appointments. This is an automated system and messages are sent up to 3 times. However, if the phone is switched off the text cannot be sent so if you are expecting this type of reminder please remember to leave your phone on. Also if you change your phone number please let the surgery know.

##### **DNA Statistics.**

It was good to learn that 97% of patients attended their appointments at the surgery in June. Please cancel if you cannot attend or do not need the appointment so it can be offered to another patient.

##### **Practice Appointments.**

For more clarity the practice has produced a leaflet explaining the wide range of appointments available.

Dr Divall will be retiring at the end of October and we wish him well.