



Woodcote Medical PPG

Although unable to meet in person as a group over the last 18 months the PPG has held video meetings with the Practice every 2 months. Ensuring the safety of the Practice staff and patients has been foremost during this time. Numerous issues have been discussed and we have continued to stress the need for improvements in the telephone system which we are now witnessing and we have queried the Practice on the availability of appointments - both face-to-face, and by video/phone. More video meetings are scheduled for the rest of the year.

The AGM was held online in March and patients were invited to attend. The Practice Manager and Dr Pasha were both available to answer patients' questions and explain the impact of Covid on the Support staff and Clinicians.

The PPG is YOUR group as an adult patient of the Practice. If you think you can make a difference and would like to take an active role, or if you have any comments or suggestions, please email patientgroup.wm@gmail.com or talk to the receptionists at our Coulsdon or Purley surgeries.

Ways to Contact Us

If you have a non-urgent query, we have an online "Contact Us" form which you can use to send us a message. We aim to reply to all queries within 3 working days. Please **do not** use this service for medical queries or appointment requests as these need to be booked via telephone or Patient Access. We have a variety of other forms on our website, including **Repeat Prescription**, **Fit Note** and **Registration** requests. Please feel free to use these if appropriate.



We are Still Open and Here for You!

At the start of the pandemic, we needed to significantly increase the availability of telephone and video consultations. These remote consultations have proven to be a convenient way for patients, particularly those most vulnerable to Covid, to access medical advice and treatment. We have also continued to offer safe face-to-face appointments to those that clinically need it.

Between 1st July to 30th September, we have offered:

- 8508 face-to-face appointments
- 8910 telephone or video appointments

For the safety of our patients and staff, we offer an initial telephone consultation with a GP or with a Prescribing Nurse for minor illnesses. The Clinician will invite you to attend for a face-to-face consultation if required. You will be asked to wear a mask or face covering whilst in the building; this is to ensure we are protecting all of our patients and staff.

Seasonal Flu Clinics

We have started our flu clinics and these will continue to run throughout October. Appointment texts and letters are currently being sent out to eligible patients. Please check our [website](#) for eligibility criteria.



It is strongly recommended that you attend for your vaccination when called as scientists are predicting a significant surge in flu cases this autumn and winter.

Covid Vaccination Boosters

We are currently not administering Covid vaccinations, but this may change. Information regarding vaccinations & boosters will be updated regularly on the website. In the meantime, if you are eligible to receive a Covid booster, you will be contacted by the National Booking Service to make an appointment at a local hub.

Please note that the booster cannot be given until at least 6 months after you received your 2nd vaccination. Unless you are under a consultant and have been advised otherwise, there is no need to have a gap between receiving your Flu and Covid booster vaccinations but you should leave at least 7 days between having a Shingles vaccination and a Covid vaccination.



Give Quitting a Go this Stoptober

Giving up smoking is one of the best things you'll ever do for your health. There are lots of other benefits too, and they start almost immediately:

- After 48 hours your lungs are clearing
- After 72 hours your breathing will be easier and you will have more energy
- After 2 to 12 weeks your circulation will have improved
- After 3 to 9 months any coughs or wheezing problems will have improved
- After 1 year your risk of heart attack will have halved
- After 10 years your risk of death from lung cancer will have halved

Use the NHS Quit Smoking app this Stoptober to help you quit smoking and start breathing easier. The app allows you to track your progress, see how much you are saving and provides daily support. If you can make it to 28 days smoke-free, you're 5 times more likely to quit for good! It's never too late to quit, so join the thousands of people stopping smoking this October.

Blood Pressure Monitoring

We are taking part in the Blood Pressure Monitoring @ Home scheme. This enables patients with hypertension to measure and share their blood pressure readings with us from their home. This is proving to be beneficial to our patients as:



- The blood pressure readings are more accurate as patients are less anxious when taking their readings at home
- Our patients are able to monitor their condition more easily
- We are seeing a reduction in events that require clinical intervention.

It is estimated that over the next 5 years that nationally 3700 strokes and 2,500 heart attacks could be prevented due to this scheme, resulting in around 2000 saved lives.

Shingles Vaccination

One in four adults in the UK develop shingles. As the immune system weakens with age, shingles is most common and tends to be more severe in people aged over 70 years.

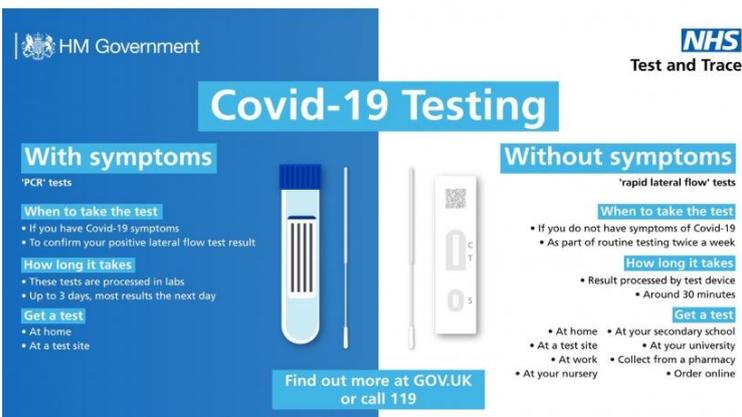


If you are aged between 70 and 79, you are eligible for a **FREE** vaccine. Please contact us today to book your appointment.

Infection Control Inspection

We aim to keep our surgeries clean and tidy in order to provide a safe environment for all of our patients, staff and visitors. To help with this, our surgeries have been inspected to identify any areas where improvements can be made. The inspections went very well with a few minor points raised. The audit reports will be published on our [website](#) as soon as they are available.

Use the Right Covid-19 Test



HM Government **NHS Test and Trace**

Covid-19 Testing

With symptoms
PCR tests

When to take the test

- If you have Covid-19 symptoms
- To confirm your positive lateral flow test result

How long it takes

- These tests are processed in labs
- Up to 3 days, most results the next day

Get a test

- At home
- At a test site

Without symptoms
rapid lateral flow tests

When to take the test

- If you do not have symptoms of Covid-19
- As part of routine testing twice a week

How long it takes

- Result processed by test device
- Around 30 minutes

Get a test

- At home
- At your secondary school
- At a test site
- At your university
- At work
- Collect from a pharmacy
- At your nursery
- Order online

Find out more at [GOV.UK](#) or call 119

If you're experiencing Covid-19 symptoms, such as a temperature, a new cough or a loss of sense of taste or smell, you should book a PCR test at your local centre straight away, and isolate until you have the results.

If you do not have any symptoms of COVID-19, then it is appropriate for you to take twice-weekly rapid lateral flow tests. Please self-isolate if you receive a positive result and arrange a PCR test immediately to confirm this.

Telephone Improvements

Thank you for bearing with us whilst we have been working through various telephony issues. The system has been significantly upgraded and we now have new infrastructure in place which allows us to monitor the volume of calls, waiting times and the ability to track calls through the system.



For the month of September, we received 9096 phonecalls and the average waiting time for patients was 4m14s. The busiest periods for calls were between 8am to 8.30am and 10.30am to 12 noon.

We have added queue positioning which enables patients to make an informed choice on whether they can wait or call back at an alternative time. We are employing additional Reception staff and training up Admin staff in order to help cover the particularly busy periods and we are also looking at shortening the time when the phones are closed at lunchtime, in order to provide patients with better access to our service. Thank you for your ongoing patience whilst we work through these issues.

Practice News

We are delighted to welcome **Dr Munraj Gill** and **Dr Mohammed Hassam**, who are our new GP Registrars, and **Lauren** to our Receptionist team. We also look forward to welcoming our new GP in January who will be working 3 days per week. We recently said farewell to **Dr Farhana Rahman** and **Nurse Annisa** and thank them for all their hard work.

Premises Update

We have recently installed new touch-free automatic doors at our Purley surgery to provide improved access to the building. The window has also been replaced in the Patient Waiting Room and new flooring installed in the foyer.

At our Coulsdon Surgery we have been repairing and decorating the front of the building and we hope to be in a position to redecorate the inside of the surgery soon.

New checking in and call boards are currently being installed at both surgeries and we are also looking at upgrading all of the patient seating to make the waiting rooms more comfortable for our patients.



Purley Surgery
32 Foxley Lane
Purley
CR8 3EE

Coulsdon Surgery
140 Chipstead Valley Rd
Coulsdon
CR5 3BB

Tel: 020 8763 5620

Opening Hours

Mon	08:00 - 18.30
Tue	08:00 - 18.30
Wed	08:00 - 20.00
Thu	08:00 - 18.30
Fri	08:00 - 18.30