



St. Stephen's House Surgery Patient Participation Group

"Friends of the Surgery In Action"

May 2018 Newsletter

Introduction

Welcome to another newsletter from your PPG Committee. Apologies for being a little later than initially planned. We hope you will find the content interesting and you are always welcome to contact us via the e-mail address at the end of the newsletter.

Please take the time to read all the content as there is hopefully something here for everyone.

Changes to the PPG Committee

Following on from changes to the Committee in the January newsletter, we are pleased to announce two more additions to the Committee. Firstly, Patricia Wiltshire has decided to re-join the Committee and in addition, Chris Ranger is joining us for the first time. Both are most welcome and will bring fresh thinking to the Committee.

Further Purchases for the Surgery

Thanks to the amazing generosity of Patients, your Committee has been able to make a further purchase to benefit the Surgery. We have purchased and donated **five** child sized blood pressure monitor bands that will help the Doctors and Nurses get more accurate readings and thus help younger patients with their diagnosis.

Ashtead Village Day - 9th June

Once again, your PPG are taking a stand at Ashtead Village Day. The big news for this year is that we intend to launch a brand new fundraising campaign for the Surgery. Sorry, no clues yet but it will be something that you can all benefit from!!

News from the Doctors

There have been a few back office changes since our last PPG newsletter. Firstly, Lynne Messenger, has left us and decided to try new ventures in the world of cake making. We are eternally grateful for all her hard work both within SSHS and the PPG but wish her well in her luck with her new business! We were fortunate however, to have a lot of skill and talent 'in house' so are pleased to announce Jane White has stepped into the Practice Managers role, supported by Karen Whelan as her assistant. Both ladies have been at SSHS for quite a while so should be familiar faces to most of you but please feel free to drop them a note if you have any questions or concerns. Clinically, we have some exciting developments to report with a new service currently being set up for audiology (hearing). Anyone over the age of 50 can now self refer to Specsavers in Epsom for a full NHS assessment, which will include both wax removal and the option of NHS hearing aids, if appropriate. We are hoping this transfer of services will free up some clinical time as our Nurses and HCA spend several hours each month simply unblocking ears! There will also be a similar service at Specsavers for any minor eye

complaints/irritations but as yet I have limited information about this. Posters and more information should become available in the surgery and on our website shortly.

It has been a very busy time over the winter months but just in the past week or so we have started to see a slight ease in demand. I hope the weather holds, that this trend continues and we can all finally enjoy a few days in the sunshine. Hope to see lots of you at Ashted Village Day, as ever, your support is truly appreciated.

Dr Samantha Eldred

News from the Nurses

I would like to express my sincere thanks on behalf of the nurse team for the latest 2 items of equipment that you have provided through your fund raising for the surgery.

The ABPI machine has transformed the way we do dopplers by reducing the nurse and patient time taken for the procedure and removing the need the need for rest time making it a lot more efficient with increased accuracy.

Nurse Jo would especially like to thank you for the spirometer machine which has be invaluable in her care of patients with asthma and COPD.

Both devices have been gratefully received by the patients as well as the GP's and clinical team.

Alison Mckee
Practice Nurse

News from the Receptionists / Administration Staff

As noted above, Lynne Messenger has departed the Surgery and the PPG Committee would like to record our thanks to her for all her help. We are delighted to see Jane White and Karen Whelan both promoted to Practice

Manager and Deputy Practice Manager. Congratulations to them and we look forward to working with you.

Also, a big welcome to two new Receptionists, Penny and Sarah.

Review of 2017 Activities

We hope you all found and read our special e-mail about updating your details so that we can continue to send you Newsletters and Urgent Announcements. Some patients have found it in their Junk E-mail box, so please check that out if you do not remember receiving that e-mail.

You can also press this link to tick the box to ensure you continue to hear from us:

[https://nhs.us11.list-manage.com/profile?u=e49f74f0eeceb830bde599d4b&id=f6256a4139&e=\[UNIQID\]](https://nhs.us11.list-manage.com/profile?u=e49f74f0eeceb830bde599d4b&id=f6256a4139&e=[UNIQID])

And Finally...

The Book and DVD stall in the Waiting Room continues to provide a welcome contribution to our fund-raising activities. Do have a look and put money in the box for any you would like to buy. Additional books and DVDs, in good condition, are always welcome and can be left with Reception. Please remember that it is now located immediately behind the door from Reception.

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