

OXSHOTT PATIENT BULLETIN

1ST ISSUE === SEPTEMBER 2014



Meeting Notes

In our Meeting of the 1st of July we discussed our plans and strategy for the year ahead. The timing for our Bulletins, Meetings, Recruitment days and priority issues needing attention were decided. In our Awareness Week (2-7th June 2014) of the **Patient Participation Group (PPG)** we met many patients at the door of the Surgery and we thank you for registering with us, as we need your input and opinion about many issues concerning the **Oxshott Medical Practice (OMP)**. We took note of complaints from the visiting patients about the appointment and referral systems, not enough doctors available, the services at the reception not working efficiently, the telephone system not working properly, not being attended fast enough or the menus being too complicated to handle, especially by some patients of mature age. Also some very personal criticisms were expressed, which are difficult to solve in a general context. As our Office Manager was present at the meeting, we were able to put to him the list of items that needed more care and attention, to make you, 'our patients', happier in the near future. But all those complaints aside there are many patients very happy with the overall service and that needs to be noted too. The summer break came for all of us and we were able to relax, reflect on other very important aspects of life. We took the baton up again on the 9th September and discussed in our PPG Committee meeting the points that were 'done' or left 'undone' before the summer. We are happy to report that there has been much improvement in the appointment system, there are plenty more appointments available, than before, there are now enough doctors to cope with all the patients in need to see a doctor. It needs to be pointed out, that the availability of appointments is spread during the day, and might not always be the most convenient time for the patient, but some flexibility is required also from the 'patient in need' to accept timings that are not optimal for their personal daily life. It is not possible to please everyone all the time. The receptionists try to accommodate any patient to their best ability with great understanding for individual problems. Another recurring theme in all our meetings concerns the parking stress during school times. Special attention will be needed to the following paragraph.



Parking: this issue has been on the agenda for almost a year.

Eva Latter reports: Following my written request to the Headmistress of Bevendean School, I received an invitation from Mr Willie Murdock, the Headmaster of Danes Hill School, and the overall Headmaster of both schools, to attend a meeting at Danes Hill on 5th June, Dr Draper had also been invited. The difficulty patients had parking in their designated parking spaces because parents at Bevendean School were parking there, was discussed fully. Mr Murdock agreed this situation could not continue and the school would monitor the situation and parents would be informed that this was going to happen. He suggested an employee of Bevendean, could be used to patrol the upper car park to ensure parents only used the spaces they are allowed to. So far I have not seen any sign of this, so I shall be writing to Mr Murdock again to tell him the situation is worse than ever.

Eva Latter



Macmillan Coffee Morning

Do come and join us for this Fundraising Event! Tuesday 23rd September 2014 from 9.00am – 12 noon at the Oxshott Village Centre, Small Hall, adjacent to the entry to the Surgery. A £3.00 donation is requested for a freshly brewed cup of coffee or tea and a homemade piece of cake... a donation for a cake to sell on the day would be much appreciated to help to boost our Macmillan contribution. All welcome!



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A **Donation** to the OMP from **FEDORA** (Federation of Oxshott Residents and Associations)

"24hour Blood Pressure Monitor"

After a publication of the PPG in the Oxshott Parish Magazine that the Oxshott Medical Practice was in need of a new '24hour Blood Pressure Monitoring Machine' **FEDORA** kindly footed the bill; a very generous donation that benefits a great number of patients in our Community. Not much larger than a normal 'wrist watch' this user-friendly



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equipment has already shown its great potential. On behalf of our patients the PPG would like to express their

gratitude to **FEDORA**. In the picture: Dr Richard Draper, Senior Partner; Christina van Roest, the 'Patient' and PPG Chair; Rosemary Tyler, OMP Nurse and Dr Mark Jenkins, Partner.

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Do you know?

You can recycle medication!

1. Unused medication (**non-optical**):

Unused medications can be used by the following: (subject to the limitations given on the following website)

a) **Intercare:**

<http://www.intercare.org.uk/donate-medicines/what-can-be-donated>

b) **"Cart"** in Huddersfield:

Christian African Relief Trust
Office (for medication donations)
PO BOX 554,
Huddersfield HD1 9ZQ
e-mail: cart@cartyorkshire.co.uk
Tel.: 01484 461800

2. Unused medication (**optical**):

"Mission for Vision": takes donations of both money, old spectacles and eye related medication, which is unopened, in code and original packaging.

Ellis & Thompson, Opticians, in Cobham will forward your donations to Mission for Vision – free of charge.

1 Between Streets; Cobham; Surrey KT11 1AA
Tel.: 01932 862008

Mission for Vision:

11 Station Approach; Shepperton, Middlesex
TW17 8AR

www.missionforvision.info

Tel.: 01932 226789

And thinking out of the Box:

For those reaching 70 years of age.

Car Insurance: be aware!

Both my husband and I had our cars insured with **Equity Direct** who used

Equity Red Star as the brokers. In late May a message on my mobile phone reminded me that the insurance was due for renewal, giving me a number to ring and a number to quote regarding this insurance. I duly rang, the lad who answered the phone sounded somewhat put out, asked me to hold on and then came back on the line to tell me that they would not re-insure me, giving no reason. I asked to speak to a superior, and was put through to someone who spent the next 40 minutes being rude to both myself and my husband, and ended the conversation telling me that I had wasted 40 minutes of his time when he could have been selling insurance to someone valid! I discovered that the reason for this refusal was that I was about to turn 70, the company had been taken over by an organisation called **IGO4** who have a policy not to insure anyone of this age or over. At no time in the previous year had I been informed of the buyout or the change in policy. I rang their customer complaints department, who eventually sent me a cheque for £50.

I checked with the law brought in (in 2010) banning racism etc., the one thing not covered by this law is **car insurance**; Companies can make up the rules as they go along.

This is something worth advertising!

Liz Chovil

Reminders:

- Macmillan Coffee Morning.
- Ask your friends and family to join this PPG.
- Any jobs you need? Contact the Surgery.
- Updating your personal details at the **OMP**, forms available at the reception desk.



Light hearted thoughts:

A Chinese Proverb:

With money you can buy a house but not a home;
With money you can buy a clock but not time;
With money you can buy a bed but not sleep;
With money you can buy a book but not knowledge;
With money you can see a doctor, but not good health;
With money you can buy blood but not life.