

Practice Newsletter

Autumn 2020

Services during the coronavirus pandemic




OPEN

To protect you from coronavirus, your GP practice will try to help you remotely and then see you face-to-face if needed.

As you will be aware, the coronavirus pandemic is changing the way we live and work. At the surgery we have had to change our system of appointments. If you need to consult with a GP for any health problem, you will need to use an "online consultation" – click on the blue box (called e-consult) on our website's www.TheLondonLaneClinic.GPSurgery.net home page and complete the on-line form (no log-in details required). If you don't have access to the internet, you can telephone the surgery on 0208 460 2661 and a member of the reception staff will complete and submit the on-line form for you. This will be seen by one of our doctors and responded to by the end of the next working day, and you may have avoided having to come into the surgery.

The ability to book face-to-face appointments over the internet has been suspended in line with all other general practices while the Coronavirus crisis lasts.

If you do have to come to the surgery, you will be stopped at the entrance and asked a number of questions by a member of our staff in relation to Coronavirus. This is to ensure the safety of all our patients and staff. Please ensure you wear a face covering. Measures are in place to keep you safe from infection during your visit to the surgery.



Child immunisations

During the pandemic the surgery has continued to provide the full immunisation programme to our child patients. Some parents are worried about bringing their child to the surgery at this time, but it is even more important to ensure that your child is immunised.

The practice is making every effort to ensure that the surgery is Covid-safe. The nursing staff wear full personal protective equipment (PPE), and thoroughly clean the room after each patient has left. Patients must wear masks and the waiting area is organised to be socially distanced. Measles, mumps etc are potentially dangerous illnesses and no one wants their child to be hospitalised at any time, let alone now. If your child is due their immunisations, please book an appointment with the nurse to have this done.

Covid-19 tests

Since September 2020 the number to call for a Covid-19 test has changed. If you require a test, please call 119 or visit <https://self-referral.test-for-coronavirus.service.gov.uk/antigen/name>

Track & Trace



The government is keen that as many people as possible sign up to the track and trace app. Many organisations – such as leisure centres, hairdressers, restaurants etc are displaying what is known as a QR code (a square with a black and white checkered design). The London Lane Clinic is also doing this and you will find signs with the QR code in various places around the surgery. You can scan this if you have the NHS Covid-19 app on your smart phone. Visit: <https://www.covid19.nhs.uk/>

Flu Vaccination programme



During the 2020/21 flu vaccination season free flu vaccinations will be offered to all our registered patients aged 65 and over (this includes anyone who will have had their 65th birthday by 31st March 2021), patients with a chronic disease such as diabetes, chronic respiratory disease and asthma, chronic renal disease, coronary heart disease, immunosuppression and neurological disease such as stroke, carers and pregnant women. Dedicated clinics for all our eligible patients in these categories are being held in September, October and November 2020.

In order to minimise risk due to coronavirus the clinics will be run slightly differently this year. Clinics will be held outside when possible and we will be operating a socially distanced queuing system. If you are eligible for the flu vaccination we will send you a bar coded invitation letter. Please wait until you receive this letter before taking any action. **It is important that you bring the bar coded invitation letter that you receive to the flu clinic as proof of eligibility.** When you come for your flu vaccination, please wear a mask and wear suitable clothes for the weather and that make it easy for you to expose one of your shoulders. The car park will be closed for safety reasons.

50-64 year olds

Please note that people in the 50-64-year old age group will **not** be vaccinated until November and December, providing there is sufficient vaccine. No appointments will be offered for this age group until then. This is to ensure that those who are most at-risk are vaccinated first. If you are 50-64 and you are in one of the other groups which is eligible for the flu vaccination, for example you have a health condition which puts you at risk from the flu, you will be invited earlier. Please also note that NHS England has advised that GPs are not to vaccinate this age group until the clinically at-risk have been done. This means that no 50-64 year old (other than those who are in the clinical at-risk groups) will be invited to attend for a vaccination until there is confirmation from

the NHSE national team that there is vaccine supply for this group.

National data opt-out setting service

Your health records contain confidential patient information, which can be used to help with research and planning. However, if you would like this to stop, you can opt out of this yourself or on behalf of someone else for example, if you are a parent or guardian of a child under the age of 13. For more information about opting-out and to access this service on-line, visit www.nhs.uk/your-nhs-data-matters or call 0300 3035678.



Phone line has new opening times

Bromley Well is a local organisation funded by Bromley Council and the Bromley CCG which helps Bromley residents improve and maintain their health and wellbeing. Bromley Well's phone line for self referrals is now open Monday – Saturday 9am-5pm. It is closed on Sundays and Bank Holidays. Members of the public can call Bromley Well on 0300 330 9039.

Alternatively, people can email Bromley Well for help using spa@bromleywell.org.uk Find out about the service and how Bromley Well is currently operating at their website www.bromleywell.org.uk

Shingles vaccination for the elderly

A vaccine to prevent shingles, a common, painful skin disease, is available on the NHS to patients in their 70s.

If you were born on or after 2 September 1942 you are eligible for this until your 80th birthday.

The shingles vaccine is given as a single injection into the upper arm. Unlike the flu jab, you'll only need to have the vaccination once and you can have it at any time of the year.

The shingles vaccine is expected to reduce your risk of getting shingles. If you do go on to have the disease, your symptoms may be milder and the illness shorter.

If you are eligible, contact the surgery to book a shingles vaccination with the nurse.