

London Lane Clinic Newsletter

June 2021

We are still open and here for you. We are continuing services as we have been throughout the Covid-19 pandemic.

If you need medical advice and treatment, online consultation requests via e-consult can be made at any time. They will be responded to as soon as possible, usually within two working days



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We're working hard to look after you

From January to April 2021

We've taken:

✚ 39,375 incoming phone calls

We've done:

✚ 10,000 Covid-19 vaccinations
✚ 51,394 prescriptions
✚ 1,260 blood tests
✚ 5,619 e-consults
✚ 790 face to face appts
✚ 233 home visits

COVID-19 Vaccination programme

London Lane Clinic is delighted to be an active part of the largest vaccination programme in the history of the NHS. We are supporting the delivery programme for the *Bromley Connect* Primary Care Network. Patients from London Lane Clinic, Dysart surgery and South View Partnership are receiving the AstraZeneca or the Pfizer vaccine here.

We have given nearly 10,000 doses so far. A huge thank you goes to all those involved with a special mention for the wonderful [volunteers](#) who are out in all weathers directing and helping patients.

This means that at certain times, part of our premises is used for the vaccine clinics and some of our team are involved in running them. We are balancing this programme with continuing to be open and managing your other clinical needs.

A vaccination programme of this size and scale will take some time to roll out

in full. Everyone who needs the vaccine will be offered it. The NHS will be in contact with you when it is your turn to be vaccinated. **PLEASE DON'T CALL US BEFORE YOU ARE INVITED.**

Be reassured that if you need medical attention, we are here for you and will determine how best to support you, based on your symptoms. Contact us online via e-consult or by phone to be assessed and receive help. A face-to-face will be arranged if appropriate.

Further information about the COVID-19 vaccination:

www.nhs.uk/covidvaccination

www.nhsvaccinefacts.com



Staff News

We welcome a new Practice Manager, Victoria Reed, who you may remember as our Reception Manager.

Sian Hatfield and Samantha Young are stepping up to job-share Head of Reception.

Alison Shotton is our new HCA.

Dr Huma Sufi re-joins us

We said a very sad farewell to Dr Jayne Kennedy who has moved back north. We continue to miss her.

Dr Elisabetta Clay has moved onto specialize in paediatrics.

After 20 years, Cathy McAllan has left London Lane Clinic.





Bromley Connect

Dysart Surgery - London Lane Clinic - South View Surgery
Primary Care Network

BromleyConnect Primary Care Network News

FIRST CONTACT PHYSIOTHERAPISTS

There is now an on-site physiotherapist at each of the PCN sites.

First Contact Physiotherapy provides assessment and treatment for musculoskeletal conditions.

We place the patient on the correct management pathway for the best possible care.

Appointments are made via reception.

CLINICAL PHARMACISTS

There is a clinical pharmacist based at each of the 3 surgeries.

They carry out medication reviews and have been instrumental in administering Covid-19 vaccs and Flu vaccs.

Appointments are made via reception.



Between January and April this year, we have taken 39,375 incoming calls.

Telephones

We are aware that our phone lines are extremely busy and that you may have been kept waiting in a queue for sometimes a long time. We do understand your frustration.

It is the sheer quantity of calls we are receiving. Between January and April this year, we have taken **39,375** incoming calls.

The phone lines are fully manned and calls are being answered as quickly as possible.

Please be polite and respectful. We are working hard to support you, your family and friends.

If you can use [e-consult](#) whenever possible and not call us about when you are going to get your Covid-19 vaccination, this will help to reduce the number of incoming calls so reduce the queuing time.

Forthcoming Flu Vaccinations

This year's flu campaign will start in September. Further details will be made available as soon as possible.

Advice on the possible administration of a flu vaccine and a Covid-19 vaccination at the same time will be given once the guidance has been confirmed.

Free flu vaccinations will be offered to all our registered patients aged 65 and over and to "At Risk" Under 65s.

The 50-64 year old age group will again be offered a free flu vaccination ONCE the Over 65s and the "At Risk" patients have been vaccinated.

If you are eligible for a flu vaccination, you will be sent a barcoded invitation. You will need to bring this barcoded invitation letter with you to the flu clinic as proof of eligibility so don't lose it.



Would you like to help improve your GP practice services?



Patient Participation Group (PPG)

The PPG exists to represent the interests of the patients to the Practice clinical and administrative team but also to promote and protect the interests of the Practice in the wider medical and social community.

If you have ideas as to how the services offered by us might be improved, then please contact a member of the PPG via [Victoria Reed](#), the Practice Manager.

Or better still, join the PPG. Download here the [Invitation to Join PPG](#).

We would particularly welcome involvement from younger people to ensure balanced representation on the group.

We extend our heartfelt thanks to our current PPG members who have been instrumental in helping us with the Covid-19 Vaccination Programme.

NHS App

Use the NHS App to:

- **access your proof of Covid-19 vaccination** - your Covid vaccination status will be available to print, take a screenshot or show your record of vaccination .
- **get advice about coronavirus** - get information about coronavirus and find out what to do if you think you have it
- **order repeat prescriptions** - see your available medicines, request a new repeat prescription and choose a pharmacy for your prescriptions to be sent to
- **book appointments** - search for, book and cancel appointments at your GP surgery, and see details of your upcoming and past appointments
- **get health advice** - search trusted NHS information and advice on hundreds of conditions and treatments, and get instant advice or medical help near you
- **view your medical record** - securely access your GP medical record, to see information like your allergies and your current and past medicines
- **register your organ donation decision** - choose to donate some or all of your organs and check your registered decision
- **find out how the NHS uses your data** - choose if data from your health records is shared for research and planning

After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.



Secure access 24 hours a day
Access a range of NHS services anytime, anywhere

Talk together Bromley



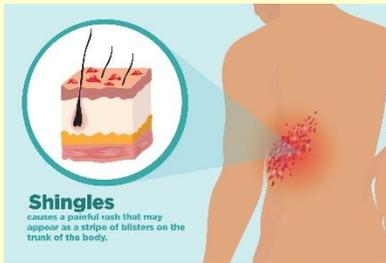
Talk together Bromley is a free NHS evidence-based talking therapy service for people aged 18 years and over, who are anxious, stressed, have low mood or suffer from depression.

They provide a range of treatment programmes including one-to-one therapy, counselling and group work.

At least one in four of us will experience mental health problems at some stage in our lives. Problems such as anxiety, low mood, stress and worry can happen for many reasons. It's important to remember that there are people who can help you.

If you would like support from Talk together Bromley you can refer yourself by either calling [0300 003 3000](tel:03000033000) or completing our [online self-referral form](#).

They can also offer support through [SilverCloud](#) an online course to help you manage stress, anxiety and depression. You work through a series of topics selected by a therapist to address specific needs.



Shingles

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

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.

Shingles can be very painful and uncomfortable. Some people are left with pain lasting for years after the initial rash has healed. Shingles is also fatal for around 1 in 1,000 over-70s who develop it.

The shingles vaccine works very well in people who have had shingles before and it will boost your immunity against further shingles attacks.

You're eligible for the shingles vaccine if you are aged 70 or 78 years old. Contact the surgery to book a shingles vaccination with the nurse.



Patient Registering update

It is important to register with your local GP.

Anyone can register with a GP.

Although you maybe asked, there is NO NEED to show proof of address, ID or immigration status.

Once registered, ALWAYS ENSURE THAT WE HAVE YOUR LATEST CONTACT DETAILS, ESPECIALLY PHONE NUMBERS BOTH MOBILE AND WHERE AVAILABLE LANDLINE, to ensure you don't miss out on your healthcare



Volunteers needed

Join our merry band of volunteers and help us to deliver the Covid-19 vaccination programme for the Bromley Connect PCN.

One of the key roles of the volunteers is to support the journey of the patient to ensure social distancing and the smooth flow of patients in and out of the clinic.

You will be fully briefed and given appropriate PPE, a clipboard and anything else you are likely to need for your session.

You will be given a Covid-19 vaccination if you have not already had one.

You can volunteer as much or as little as you like.

To be added to the volunteer gang, please email :

broccg.bromley.connectvolunteers@nhs.net

giving your name and mobile number.

Please be assured that these details will remain confidential.

**LONDON LANE CLINIC
37-39 LONDON LANE
BROMLEY
KENT
BR1 4HB**