

Practice Newsletter Winter/Spring 2016

Extra appointments pilot during the winter at local “hubs”

During a limited period over the winter time, extra GP appointments are being offered to our patients on a Saturday and Sunday and on weekdays after 4pm. These will require patients to attend one of two “hubs” – in Orpington and Beckenham - to be seen by a local Bromley GP

Communicating with the Surgery

By telephone



For routine reviews or results and general non-urgent queries, please try to avoid ringing on Mondays or the day after a Bank Holiday as they tend to be the busiest times. Staff will have more time for you if you ring in the afternoons.

Over the internet



If you are registered to use EMIS Access, you can send messages, book doctor appointments and request repeat prescriptions over the internet. To register for EMIS Access, you will need to provide photo ID to Reception who will then provide you with log-in details. You then set up an account via the practice’s website (named at the foot of this newsletter).

By post



You are still welcome to write in to the practice if you prefer. If you would like the surgery to post a prescription to you, please remember to include a stamped addressed envelope.

Helping those who help

Do you help support a friend, neighbour or relative who needs help due to frailty,

physical or mental illness or disability?

We are trying to improve our awareness of and provision of services to the people who help care for our patients and are asking if you would let us know your contact details (particularly if you are not a patient registered here) so that we can provide you with relevant useful information and services in future.

If you help care for one of our patients, please could you let Reception know. Many thanks.

Medication requests

Please remember that repeat prescription requests are not taken over the telephone for medico-legal reasons and because errors can occur in verbal communication. You can



either post a written request to us, or request it over the internet if you are registered to use EMIS Access. Alternatively, you can nominate a local pharmacy to request them on your behalf. You would need to speak to the pharmacist directly to start using this service.

NHS Health Checks

If you are aged 40-74 and have not been diagnosed with a chronic disease, you are eligible for a free NHS Health Check. These MOT-style checks are carried out by the Health Care Assistants and are part of a national scheme to help prevent the onset of chronic



diseases such as type 2 diabetes, heart disease or stroke. All eligible patients have been written to by the practice about this. If you are eligible and would like the check, please contact Reception to make an appointment.

Bromley Healthcare Live Well service

Live Well is a new outreach service for patients who do not qualify for an NHS Health Check because they are outside the age criteria or they have a pre-existing medical condition which automatically excludes them. If you fall into that category and would like this check, you can self-refer to the service by phoning 01689 888001.

Waiting times in the open access clinics

This surgery holds open access clinics each week day morning which patients can attend without an appointment. You will, however, have to wait in turn. Some patients will take longer than others and so it is not possible to predict how long you will wait. However, if you have booked in by 10.30am you will definitely be seen by the



doctor.

If you wish to see your named GP at the open access clinic, please ask the receptionist.

Friends & Family Test Results

NHS patients are given the opportunity to provide anonymous feedback to the organisation providing their services using the Friends & Family Test. This surgery has been doing this since December 2014. In the test patients are asked if they would recommend the service to their friends or family and are given a choice of answers.



The following is a summary of the results for the period January 15 - December 15. A total of 472 responses were received.

How likely are you to recommend our GP practice to friends and family if they needed similar care or treatment?

- Extremely likely: 47%
- Likely: 39%
- Neither likely nor unlikely: 9%
- Unlikely: 3.8%
- Extremely unlikely: 0.8%
- Don't know: 0.8%

Late evening surgeries

Are you a commuter? If you find coming to the surgery during office hours difficult, don't



forget we have late evening surgeries on a Monday and Wednesday evening, as well as a Saturday morning surgery for pre-booked appointments.

Controlled drugs

If you have repeat prescriptions for controlled drugs such as morphine, please note that you, or the pharmacist on your behalf, will need to sign for the prescription when you collect it.

Staff News

Comings and Goings

- We would like to bid farewell to Dr Rita Austin who has decided not to return after her maternity leave.
- Welcome to Dr Akua Drewry who has been providing maternity leave cover and will now become permanent.
- Welcome to our new Health Care Assistant, Rebecca, who joined our team of three Health Care Assistants in January. The Health Care Assistants provide our phlebotomy service, carry out new patient health checks, do blood pressures, ECGs and various other procedures.
- Farewell and good luck to Dr Leung who started her maternity leave in February.

~~Top Tip~~

Antibiotics are precious. Please don't mis-use them

Antibiotics treat infections by fighting bacteria. Since the 1940s they have allowed us to save millions of lives but they are becoming ineffective against many infections because we aren't using them properly. They are not painkillers and cannot cure every illness. They don't work for most colds, coughs and up to 90% of sore throats.

To help reduce the risk of antibiotic resistance:

- *Rather than asking for an antibiotic, ask your doctor or pharmacist about effective treatments to relieve your cold, cough or sore throat.*
- *Take antibiotics exactly as prescribed. Never save them for later and never share them with others.*

Patient Participation Group

The surgery has a Patient Participation Group which is consulted on areas of concern and possible improvement. We are



particularly keen to include younger patients in order to ensure the group is representative

of the whole practice population.

If you would be interested in joining the group, please ask at reception for a form to complete or write to the practice manager.

Recycling initiative

This surgery recycles its paper waste. During the year 01/01/15-31/12/15 we recycled a total of 2,300 kg saving the equivalent of 49 trees.

Keeping warm in winter

Severe cold snaps affect all of us but can be particular difficult for the elderly. Make sure you and your elderly relatives are prepared...

- *Make sure the loft has at least 10-11 inches (270mm) of insulation*
- *Set heating at the right temperature : living room at around 21 degrees & the rest of the house 16 degrees*
- *Fit draught proofing to seal any gaps around windows and doors.*
- *Wear lots of thin layers – clothes made from cotton, wool or fleecy material*
- *Avoid catching and spreading germs: cover your nose and mouth with a tissue when coughing or sneezing.*

