

# Practice Newsletter Summer 2019

## Active Signposting

In common with other practices in Bromley this surgery is implementing Active Signposting. This is an approach which helps ensure that patients see the most appropriate healthcare professional/service in order to save time and improve the appropriateness of the care received. Following training, our reception staff will be asking a few questions when patients request appointments. It may be that a doctor's appointment is not necessary as the problem is better dealt with by another health care professional such as a nurse or through another service which you will be "signposted" to. Hopefully you will understand the reason why they are taking the time to do this.



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. They provide services for older people, people with advanced illness and frailty, carers, people with long term health conditions, adults with learning difficulties and adults with physical disabilities. To find out about the services they provide visit their website : [www.bromleywell.org.uk](http://www.bromleywell.org.uk)

## Bromley Well young carers app



A young carer is someone aged under 19 who helps look after someone in their family, or a friend, who is ill, disabled or misuses drugs or alcohol. Bromley Well has a Young Carers App which is available to download free of charge via Applestore and Google Play where you can find useful information, resources and tools. If you are a

young carer, visit the Bromley Well website and register to start using the App.



Did you know the London Lane Clinic provides the following on-line services?...

- On-line appointment booking
- On-line repeat prescription requests
- On-line messaging service
- Ability to view medications & allergies on-line

To register to use the on-line service ask at Reception or visit our website: [www.thelondonlaneclinic.gpsurgery.net](http://www.thelondonlaneclinic.gpsurgery.net) Picture ID will be required to complete the registration.

## Smokers Advice



Smoking is the number one cause of preventable death in this country, resulting in more deaths than the next six causes combined. If you need help to stop smoking, try visiting the Stop Smoking London website for on-line advice: [www.london.stopsmokingportal.com](http://www.london.stopsmokingportal.com) Alternatively you can phone **0300 123 1044**



The Herbert Protocol is a national scheme introduced by the Metropolitan Police in partnership with other agencies which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Carers, family and friends can complete in advance a form recording vital details, such as medication required, mobile numbers, a photograph etc. In the event of your family member or friend going missing, the form can easily be handed to the police to reduce the time taken to gather this information.

The Herbert Protocol initiative is named after George Herbert, a war veteran of the Normandy landings, who lived with dementia.

To download a form, visit [www.met.police.uk/herbertprotocol](http://www.met.police.uk/herbertprotocol)

**Communication Needs**



If you or someone you care for has a condition which affects your/their ability to communicate eg deafness, blindness, learning disability, aphasia, autism or mental health problems please will you let Reception know, so that we can take steps to ensure that we communicate with you in a way that you are best able to understand.

**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.

**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](http://www.nhs.uk/your-nhs-data-matters)

**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 regular survey is carried out in all parts of the NHS. 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 April 18 - March 19. A total of 322 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: 52%
- Likely: 38%
- Neither likely nor unlikely: 6%
- Unlikely: 2.8%
- Extremely unlikely: 1.6%
- Don't know: 0.6%

**Staff News**

Welcome to Dr Ruth Davidson who is working here three days a week. Her special interests are addiction and diabetes, and welcome to Dr Ebere Nze who is working here two days a week. Her special interest is women's health and she provides the coil clinic on behalf of the practice.

**~~Top Tip~~**



**Going travelling this summer?**

*Top tips to avoid motion sickness*

**DO**

- Look straight ahead at a fixed point, such as the horizon*
- Breathe fresh air, if possible eg by opening the car window.*
- Distract children by talking listening to music or singing songs.*
- Break up long journeys to get some fresh air, drink water or take a walk*
- Try a ginger biscuit (or tea)*

**DON'T**

- Read, watch films or use electronic devices*
- Look at moving objects like passing cars or rolling waves*
- Eat heavy meals, spicy foods or drink alcohol shortly before or during travel*

*Bon voyage!*