

STATION ROAD SURGERY NEWS

Autumn 2021

BROUGHT TO YOU BY STATION ROAD SURGERY
PATIENTS PARTICIPATION GROUP

EDITION 4

THE NHS COVID PASS

If you are fully vaccinated, and you are over 16 (18 for domestic use), you can get an NHS covid pass to demonstrate your COVID-19 status.

What is it and why do I need it?

There are actually 2 passes, one for domestic use in the UK and one for foreign travel. The passes allow you to share your covid vaccination record and/or recent test results securely. You will need the foreign travel pass to visit certain countries. You may also need the domestic pass to visit some events and venues in the UK.

How do I obtain a pass?

If you are registered with a GP in England one way is to download the **NHS APP** on your smart phone or tablet. **THIS IS NOT THE SAME AS THE NHS COVID -19 APP.**

Once you have installed the NHS APP, to gain full online access - which is essential if you wish to obtain your covid pass for foreign travel, you will need to set up an NHS login and provide proof of who you are. If are already registered with the surgery for online access to patient services, e.g. if you use Patient Access, you should be able to do this fairly easily, as your identity will already have been checked. If you have not done this you will see a message on the homepage telling you to prove your identity to get full access. For more information about how to do this see <https://www.nhs.uk/nhs-app/>

Once your app is fully set up a QR code, which is proof of your covid status, will be shown within the app. For foreign travel use this can take up to 5 days from the date of your second vaccine (or up to 2 weeks for domestic use). Details of your vaccinations, the results of any PCR tests and submitted LF tests will also be shown.

Can I get a pass without downloading the app?

Yes you can, but it may take longer. However, it can easily be done through the NHS website (you will need to register) or by phoning 119. For more detailed information see: <http://www.gov.uk/guidance/demonstrating-your-covid-19-status>

Welcome to the latest edition on the SRS newsletter.

Compared with all the covid restrictions that were in place earlier this year, I feel that life has recently improved, and we are slowly getting back to our pre-covid freedoms. However, regrettably, the pandemic is still very much with us and continues to impact on the NHS in general as well as the day to day running of our surgery. In these still challenging times all surgery staff remain stretched in their work. The PPG is most grateful for the services SRS continues to deliver. The article in this newsletter entitled 'A Day in the Life of Your GP' may give you some insight into your doctor's workload.

The PPG continues to work hard to liaise with SRS and make improvements on your behalf. Earlier in the summer one of the PPG members, Daniel Monks, kindly visited the surgery to give insight into surgery access for wheelchair users. His visit was extremely eye opening and steps have already been taken to make improvements. You can find out about some other improvements the PPG have initiated in this newsletter. We thank the surgery for being so receptive to our suggestions.

If you have been, or are coming along, to a flu clinic over the next few weeks you may meet a member of the PPG providing stewarding support. Please talk to them if you are interested in joining us, or just want to find out more about what we do.

Howard Borley
Chair SRS PPG



NHS APP

The NHS App that lets you book appointments, order repeat prescriptions and access a range of other healthcare services.

If I have full access what else can I use the NHS APP for?

1. Use it to check your symptoms.
2. Find out what to do when you need medical help urgently.
3. Book and manage appointments at your GP surgery.
4. Order repeat prescriptions.
5. View your GP medical record and test results securely.
6. Register to be an organ donor.

Stay well and help support the NHS this winter - remember to book a flu jab if you are eligible for one. See SRS website for dates. Book online using the **NHS App** or **Patient Access**. Alternatively phone the surgery and select option 5 for the dedicated 'flu line'.

A Day in the life of your GP

Ever wondered what your doctor's working day looks like? We were curious so we asked one of the doctors to 'fill us in'. Of course no two days are exactly the same, however the day outlined below is fairly typical.

Morning:

My day starts (and ends) with paperwork! I get to work early so I can deal with some of it before surgery starts. There will be test results to review, medical reports and letters to read and write, prescription queries to sort out and external emails and phone messages to respond to. There will also be internal emails from other members of staff to read and action.

At 9 o'clock I start my surgery. I will have a list of 18 patients and each patient is allocated a 10-minute slot. At present the appointments are a mixture of telephone and face to face consultations, as well as responses to eConsults (these often become telephone consultations too). I should finish around 12 but inevitably I am running late and do not finish until 12.30/1.00.

Some reasons why I may be running late:

- A patient may have complex issues (or mental health issues) which take longer than their allotted 10 minutes to deal with.
- A patient may need admitting to hospital.
- I may need to answer urgent phone calls e.g. from hospitals, the palliative care team, the rapid response team etc.
- A receptionist, or member of the surgery nursing team, may need to speak to me during surgery time to deal with an urgent issue.

If I have any home visits to do, these take place straight after morning surgery. If not then it's back to the paperwork. Inevitably there will also be a staff or practice issue to deal with – since covid this seem to happen daily! Lunch is normally eaten at my desk while I deal with the aforementioned admin tasks. In an average surgery day I may only do about 100 steps – not a particularly healthy lifestyle on workdays!

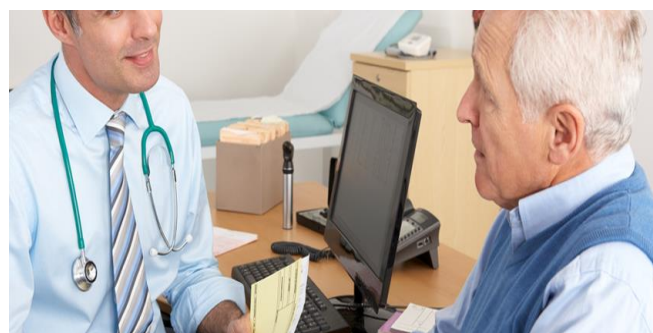
Afternoon:

Afternoon surgery starts at varying times but around 2.30 is the norm. Usually there are around 15 patients, each with a 10-minute appointment slot. The mixture of appointment types is the same as for the morning surgery, as well as additional appointments which 111 have booked in directly. I usually see my last patient around 5.30. I then try to finish any outstanding admin tasks before leaving for home around 6.30. I take work home with me to complete if I need to.

Each day, on average, I ...

- look at 25 lab results.
- read and respond to 40-45 hospital/patient letters.
- write 8 referral letters.
- deal with 8 tasks sent by staff.

As well as my surgeries at SRS I do additional out of hours work, weekends and evenings, for Bromley GP Alliance. Although the ever increasing paperwork and admin tasks can be onerous, I do love my job and enjoy working at Station Road.



SRS is a busy practice! Here are some examples of Practice Activity for the 3-month period 1st May to 31st July 2021



Telephone calls received
18,258



eConsults received & actioned
916



Face to face consultations
1,189



Telephone consultations
3,394



Prescriptions issued
8,477

Your child's health – Fever, when and how to seek help



Doctors are seeing a sharp rise in patients presenting with respiratory viruses. Symptoms vary but include – fever, wheezing, sore throat, runny nose, and coughing. As society opens up, and winter approaches, cases are likely to increase, putting an increased strain on an already overstretched health service. Parents are always, understandably, worried if their child becomes ill, but when is it time to see a GP, when should you go to A&E or when can you treat the symptoms at home? In this article we focus in on what you should do if your child has a fever.

FEVER FACTS: A high temperature is one of 38C or more and can be up to 40C. Fever is not a bad thing! It shows your child's immune system is working well, it is the body's way of fighting infection. Treating a child with paracetamol or ibuprofen will not prevent them having a febrile convulsion.

If your child has a temperature keep them at home, give them plenty of fluids and watch for signs of dehydration. If they are unwell or distressed, give them paracetamol or ibuprofen, unless indicated below. Monitor them, particularly overnight.

DON'T

- Undress your child or sponge them down. Older generations may suggest this however advice has changed.
- Cover them up in too many bedclothes or clothes.
- Give paracetamol to a child under 2 months.
- Give ibuprofen to a child with asthma or one who is under 3 months or under 5kg.

Call your GP or 111 if your child:

- is under 3 months and has a temperature of 38c or higher
- is 3-6 months and has a temperature of 39C or more
- has other signs of illness too, such as a rash
- has had a reoccurring high temperature for 5 days or more
- has a high temperature that isn't responding to paracetamol
- is dehydrated – signs are dry nappies, sunken eyes, no tears
- is not their usual self and you are worried.

Call 999 if your child:

- has a stiff neck
- has a rash that doesn't fade when you push a glass against it
- is bothered by light
- has a fit (febrile seizure) for the first time
- has unusually cold hands and feet
- has blue, pale or blotchy skin, lips or tongue
- has a weak, high-pitched cry abnormal to them
- is drowsy and hard to wake
- finds it hard to breathe and sucks their stomach in under their ribs
- is extremely agitated or is confused
- is not responding as they normally do

Of course there are other illnesses and symptoms that your child may develop – norovirus (winter vomiting bug), rashes, childhood diseases...the list is endless! Trust your instincts, but bear in mind that if, despite their symptoms, they are lively, running around and seem ok in themselves, it isn't necessary to take them to the hospital to see a doctor. There is plenty of treatment advice online – try www.nhs.uk/conditions/ or www.patientaccess.com. Alternatively speak to a pharmacist, they will advise you on treatments and tell you if you need to consult a doctor. If this is the case contact the practice. You will initially be offered a telephone appointment, but **rest assured that the doctor will ask you to bring your child to the surgery, if your child needs to be examined.** Outside of surgery hours phone 111 for advice, if necessary, you will be directed to take your child to an out of hours doctor.

For further help on all aspects of your child's health and well-being - Bromley 0 to 19
The Bromley 0 to 19 Children's Public Health Service has a dedicated website full of useful information as well as clinic details and an online chat function: bromley0to19.co.uk

FOCUS ON HEALTH – Getting a good night's sleep

We all know how important it is to get a good night's sleep. Some people might 'get up with the lark', others might be 'night owls', but we should all be aiming for 6 to 9 hours sleep a night. There are health benefits to achieving this. Lack of sleep (less than 6hrs) on a regular basis, can be detrimental to both our physical and mental health.

Unfortunately stress and burnout continue to be the curse of modern living. The covid pandemic, lockdowns and working from home have now added to many people's stress levels. This can have an effect on our sleep patterns. Most people will experience problems with sleep at some point in their lives, so you are not alone if you are struggling to sleep enough. However, there is help out there if you are struggling.



Suggested practices for quality sleep:

- Stick to a routine that works for you, but keep a consistent bedtime and wake time.
- A dark, quiet room is essential for your body to wind down.
- Turn down the thermostat slightly in your bedroom.
- Relax and wind down at least an hour before bedtime – e.g. take a warm bath or read a book.
- Take some exercise during the day – e.g. go for a walk.
- Change your pillows and/or mattress if they are no longer comfortable.

There are some well know sleep disrupters. To counteract these DO NOT...

- Drink too much tea, coffee or cola, especially in the evening. Energy drinks should also be avoided.
- Overindulge in the evening. Too much food or alcohol will hinder sleep. Alcohol may help you fall asleep but it will cause disruption later on in the night.
- Smoke; nicotine is a stimulant. People who smoke take longer to fall asleep and wake up more frequently.
- Watch TV or look at other screens (e.g. smartphones and computer screens) just before bedtime. The light they emit hinders sleep.
- Sleep in after a bad night. Stick to your routine.
- Lay there tossing and turning if you can't sleep. Instead get up and do something you find relaxing until you feel sleepy again, then go back to bed.

Want to find out more? Visit <https://www.nhs.uk/live-well/sleep-and-tiredness/how-to-get-to-sleep/>

YOUR PPG - LATEST NEWS

If you have visited the surgery recently, you may have seen the beautiful photographs that are hanging in the waiting room. Our thanks go to Mike Walker of the West Wickham Photographic Society for working with us, and providing and hanging these. It is planned that they will be changed regularly. If seeing them has inspired you, and you would like to join the WWPS, please contact the society.

Since our last newsletter the PPG have also been busy improving the outside appearance of the building. We have re-painted a wall down the side of the building and laid pebbles outside the waiting room window as part of our ongoing battle with weeds.

We have placed some large plant tubs on the pebbles to brighten up the frontage of the building.

WEST WICKHAM PHOTOGRAPHIC SOCIETY



The prints displayed in the Waiting Room have been produced and installed by Members of **WWPS**, which is your local camera club.

If you enjoy Photography and want to improve your skills in a sociable atmosphere then you have options:-

- Come along to Medhurst Hall, Sussex Road, West Wickham at 8.00pm on any Tuesday evening between September and May and meet us.
- Log on to www.wphotosoc.org.uk to see more of our work and look at our Programme of Events for Season 2021/22.
- Email us at info@wphotosoc.org.uk We will respond to your queries/questions.

Disclaimer

Whilst we have made every attempt to ensure the accuracy and validity of all the information provided in this newsletter, neither the practice nor the PPG accept responsibility for events arising from the use of the information provided.