

STATION ROAD SURGERY NEWS

Autumn/Winter 2019

BROUGHT TO YOU BY STATION ROAD SURGERY
PATIENTS PARTICIPATION GROUP

EDITION 2

Coming soon: E-CONSULT

We are thrilled that Station Road Surgery will be trialling a new patient e-consult service. This will enable you to:

- Request advice and treatment from the practice online
- Get self-help advice for hundreds of common conditions

We believe this will be a fantastic asset to patients. More info to come: watch this space!

DO YOU NEED A FLU JAB?



If you are in one of the 'risk groups' or aged over 65, you are strongly advised to have a flu vaccination.

If you are pregnant, asthmatic, suffer from chronic liver disease, diabetes, have a heart, kidney or lung condition, have suffered a stroke or TIA or are immunosuppressed, or if you are a carer, or if you are over 65 year old, you can contact the Surgery to book into our next flu clinic.

Our flu clinics are usually held on a Saturday morning 8am – 12pm. On arrival you will be directed to the correct consultation room according to your age group. There are several clinics over the the autumn/winter period – keep a look out on our website www.srswestwickham.co.uk for the next clinic date.

New Primary Care Network brings new extended hours service

Station Road Surgery is now part of a Primary Care Network called HayesWick. It comprises of five Practices in the local area and will be offering new services for patients, one of which is the new extended hours service to be held at the **Phoenix Children's Centre in Bromley**.

Appointments outside of usual Practice hours will be available on Saturdays from 8am – 6pm and can be booked by calling Station Road Surgery from Monday to Friday. For same day appointments or to cancel a Saturday appointment, please call the Care Co-ordination Centre on **0300 330 5777**.

Please note that extended hours appointments will no longer be held at Station Road Surgery.

A BIG THANK YOU to all those who responded so positively to the first edition of Station Road News distributed earlier this year. This newsletter aims to help raise awareness of any changes to your GP health care services and help ensure that you are kept well informed on health matters.

Surgeries up and down the country have been forming Primary Care Networks (PCNs) in line with the Government's NHS Long Term Plan. Our newly formed PCN is called HayesWick and comprises of Station Road Surgery, Addington Road Surgery, Forge Close Surgery, Pickhurst Surgery and Wickham Park Surgery. Numerous new services will be developed over time but the first is a new extended hours appointments service in Bromley (see below left).

Many of us lead busy lives juggling home, family, work, travel (as well as trying to squeeze in a social life). It's worth pausing for a moment, particularly as we approach the festive period, to think how we could help those who could do with a hand – especially those who are suffering with depression and poor health. Have a read of our Health Focus article on Mental Health – it could help.

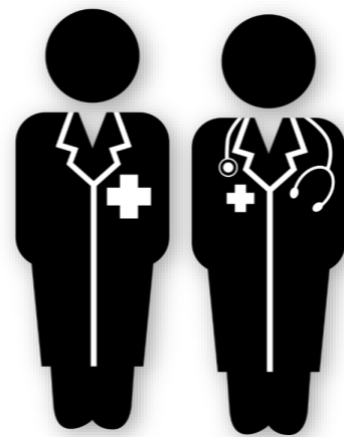
We all want the best primary health care service possible – and to achieve this goal, patient involvement is so important. If you would like to join our PPG please complete the form on the Practice website (or speak to a receptionist). Or you could consider joining the Bromley Patient Advisory Group (PAG) which invites members to give their views and help shape how local health services are provided across the whole of Bromley (www.bromleyccg.nhs.uk/join-our-patient-group)

Sarah Brown,
Chair, Station Road Surgery PPG

PHARMACISTS CAN OFFER
HEALTH CARE ADVICE TOO:
PAGE 2

EVERYTHING YOU NEED TO
KNOW ABOUT THE NEW
ELECTRONIC PRESCRIPTION
SERVICE: PAGE 3

Which should you see ... DOCTOR OR PHARMACIST?



Quite often the first thought when we become ill, aside from 'self care', is to go and see a doctor. Although we all recognise the expertise of GPs, many minor ailments can be assessed and treated by a pharmacist, who is a fully trained medical professional.

The more flexible hours and accessible locations of pharmacies mean seeing a pharmacist is likely to be easier and quicker than seeing your doctor. If the pharmacist thinks that you should see a doctor instead, they will tell you. You can walk in and ask to see a pharmacist at any chemist. It has recently been announced that now, if you have an online Patient Access account, you can also book an appointment online. (Although at present only a few pharmacists have signed up to this scheme.)

There is no formal list of ailments you can go to a pharmacist about, but here are some:

- Aches and pains (e.g. back ache, headache and migraine, period pain and teething pain)

- Allergies (e.g. bites and stings, skin reactions)
- Cold and flu symptoms (e.g. cough, congestion, sore throat, fevers).
- Ear care (e.g. earache, ear wax, ear infection)
- Eye care (e.g. conjunctivitis, styes).
- Hay fever, which isn't controlled by standard over-the-counter treatments
- Skin problems (e.g. athlete's foot, chickenpox, cold sores, contact dermatitis, fungal infection, nappy rash, scabies, vaginal thrush, warts and verrucae)
- Stomach aches (e.g. constipation, diarrhea, indigestion, reflux, and vomiting).

Pharmacists can provide medicines that are not available off the shelf. A

couple of decades ago hundreds of medicines were reclassified as 'P' medicines – these are available without prescription, but only following consultation with a pharmacist.

Your pharmacist can also offer you advice on healthy living, like diet, exercise and quitting smoking, as well as providing services like emergency contraception, travel vaccinations and antimalarial tablets.

Whilst pharmacists across England are performing this role thousands of times each day, this in no way detracts from the role of your GP. However greater use of pharmacists for minor ailments will help reduce the workloads of our doctors, and so free up more appointments for more serious illnesses.

Easier appointment booking with online Patient Access



If you have ever had a lengthy wait on the telephone to book a doctor's appointment, perhaps now is the time to switch to booking online.

Just complete a Patient Online Access form (available from reception or on the practice website), bring in photo ID, register with the provided PIN and you'll be ready to book appointments, order repeat prescriptions and view your medical records. Simple.

PROXY ACCESS NOW AVAILABLE:

If you are a parent or a carer, you can now have proxy online access to your nominated patient's account. Just ask at reception for a Proxy Online Access form. Both the proxy and the patient must give signed consent with photo ID.

Meet your Station Road Surgery team: The nurses & health care assistant

Mary Gross

I trained at the London Hospital and qualified in 1982. My background is palliative care, oncology nursing, district nursing. I've worked as a Practice Nurse at Station Road Surgery for ten years.

Nicola Purslow

I qualified as a nurse in 1979 from NCH and Whittington Hospital in London. I work as a Health Care Assistant and see patients for blood pressure checks, smoking cessation and the monitoring of medical conditions at the remit of a GP or Practice Nurse. My special areas of interest are dementia, learning difficulties and lifestyle advice.

Andrew McSorley

I've been working as a General Practitioner Nurse (PCN) since 2004, covering all aspects of nursing duties. I have a background of theatres, A&E, travel health, wound care and baby immunisations. I also have a strong interest in respiratory health.

Bernadette Strange

My duties include acute care and I run a coronary heart disease clinic by appointment.

Gillian Brannigan

I trained at St Bartholomews Hospital. I have worked as a Nurse Practitioner for the last 18 years working mainly in General Practice. I now specialise in Diabetes. Prior to working at Station Road Surgery, I worked as a Diabetes Specialist Nurse at Lewisham Hospital. I have worked at Station Road for almost two years.

See the next edition of
Station Road Surgery
News to meet the
admin team.

EVERYTHING YOU NEED TO KNOW ABOUT REPEAT PRESCRIPTIONS



Many of us order the medicines we need on a regular basis by requesting repeat prescriptions. In our interview with Laura, Station Road Surgery Prescriptions Clerk, we find out more about what is involved in the process.

Laura, how many repeat prescriptions are requested each week?

Approximately 1,000 - 1,500! Some requests may be for 1 or 2 items but others can be 20+ items.

I have been told to allow 2-3 working days for my prescription to be processed. Why does it take so long?

For each item requested I follow Clinical Commissioning Group (CCG) guidelines and check the following:

- Is the medication due for issue?
- Is the patient over or under using their medication?
- Are any reviews or tests due? Medication/blood pressure/blood tests/asthma/HRT etc
- Are we waiting for any test results?
- Does the course of medication need reauthorisation? Even if a patient has been taking a medicine for years it is often only authorised for a year at a time and will need reauthorisation, often to coincide with reviews or tests.
- Has anything changed since the last prescription was issued? For example has the patient been seen by the GP or at an outpatient clinic since the last prescription was issued?

Once I have checked all of the above the duty doctor of the day will check and sign every prescription as well as answering any questions raised.

I have always collected my repeat prescription from the doctors but I have heard that I now need to nominate a pharmacy and then I will go straight there to collect my order. Why is this?

From 5th June 2019, the CCG requested that we upgrade to this system called EPS (Electronic Prescription Service); paper prescriptions are being phased out and all prescriptions (including those issued after a consultation) will be sent electronically straight to the patient's chosen pharmacy. The new system is reliable, secure and confidential. Each prescription carries a unique barcode so it can be tracked by the surgery and the pharmacy. You can nominate a pharmacy near to where you live, shop or work. You can change your nominated pharmacy at any time - but please remember to inform the surgery! The good news for you is that you save time. You simply go to your chosen pharmacy and collect your medicine which will normally have been made up for you before you arrive.

Do I need a computer to use this service?

No.

I would still prefer to pick up my prescription at the surgery, can I still do this?

Any patient who hasn't yet nominated a pharmacy will need to collect, from the surgery, a printed token which contains a unique barcode. The token will then be scanned when you take it to any pharmacy in England so they can download your prescription from the NHS spine.

FOR MORE INFO VISIT: <https://www.nhs.uk/using-the-nhs-services/pharmacies/electronic-prescription-service/>



Useful contacts:

The Samaritans:
www.samaritans.org
Tel: 116 123

Sane:
www.sane.org.uk
Tel: 0300 304 7000

CLASP:
www.claspcharity.com

Bromley Mental Health Services:
Tel: 020 8659 2151

Bromley Talk Together:
www.bromleyhealthcare.org.uk/exploreourserices /talktogetherbromley
Tel: 0300 003 3000

Westmeria Counselling (private):
www.westmeriacounselling.co.uk
Tel: 020 8467 9693

The Priory (private):
www.priorygroup.com
Tel: 020 8023 9406

LOOKING AFTER YOUR MENTAL HEALTH



One in four of us will experience a mental health issue in our lifetime. Even if you're not affected, it could be that someone close to you is.

Symptoms of depression include persistent sadness, low mood, disturbed sleep and feelings of worthlessness. Depression is often 'invisible' as many are embarrassed to admit to it, but you may notice someone you care about displaying anxious behaviour, poor eye contact, poor hygiene, staying in the same clothes for days, low appetite and weight loss.

If someone does open up to you, DO keep in touch,

Mental health is just as important as physical health, and whether you're stressed or depressed, help is available.

encourage them to get out and about and ask if there's anything you can do to support them – such as finding a counsellor. Above all, listen properly. DON'T tell them to snap out of it or point out all the positives in their life (this is likely to make them feel guilty and ashamed) or assume they're better after a few weeks.

If you feel that you may be suffering with depression or anxiety, see a GP earlier rather than later. The stigma of mental health is much reduced – think of the Heads Together campaign, supported by Princes William and Harry, which is encouraging more conversation about the condition than ever before.

Your GP can refer non-urgently or urgently according to the severity of your symptoms – and there's always an option for your GP to discuss your symptoms with the mental health on call team. Medications can help and are generally well tolerated.

There are self-help measures too. If, for example, you think you may suffer from Seasonal Affective Disorder (SAD), light therapy (sitting in front of a special light box for a time each day) is an effective treatment for many. Mindfulness meditation (using apps such as Headspace) and talking to friends and family are often a huge help.

Most people feel anxious from time to time. However, anxiety can become abnormal if it interferes with your day to day activities – such as panic attacks or phobic anxiety disorders. The symptoms, can often be treated – counselling, anxiety management courses, cognitive behavioural therapy, support groups, medication can all help you to relieve stress.

Seeking help is often the first step towards getting and staying well. Your GP is there to help you with your mental health as well as your physical health.

£5 eye test voucher

Book online at specsavers.co.uk

Valid for one test on or before 30 November 2019 at discounted price of only £5. Present voucher at time of test. Cannot be exchanged for cash, used with other vouchers or eye-health clinic appointments or OCT, or redeemed by customers already entitled to a free NHS-funded eye test. One per person, at named Specsavers stores only.



West Wickham 15 High Street
Tel 020 8916 8280



5 tips for staying healthy this winter



- 1. SLEEP.** Get at least 8 hours a night to avoid winter sluggishness.
- 2. EAT MORE FRUIT AND VEG.** Try to include 5 portions a day in your daily diet, it's all too easy to fill up on comfort food in the winter!
- 3. TRY NEW ACTIVITIES.** Do what you can to get your heart rate up every now and then - exercise controls your weight, boosts your immune system and improves your mood.
- 4. VITAMIN D.** Help avoid winter colds by keeping your immune system strong. Vitamin D comes from our skin's exposure to sunlight, so we are often deficient in this nutrient during winter months. Salmon, tuna, cheese, red meat and fortified cereals are good sources of Vitamin D, or you can consider taking supplements.
- 5. HAVE A HEARTY BREAKFAST.** Porridge in winter boosts your intake of fibre, gives you energy, helps you feel fuller for longer and lowers cholesterol.

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.