

STATION ROAD SURGERY NEWS

BROUGHT TO YOU BY STATION ROAD SURGERY
PATIENTS PARTICIPATION GROUP

Edition 1

YOUR VIEWS MATTER!

HERE'S WHAT YOU TOLD US ABOUT YOUR EXPERIENCE AT STATION ROAD SURGERY

One of the first things the PPG set out to do was get the views and opinions of the patients of Station Road Surgery by inviting patients to complete a survey. Here are some of the things we learned from you:

How do you usually book your appointment?

65% by telephone

15% online

20% at reception

54% are not satisfied with the process of getting an appointment over the telephone.

63% are satisfied with the process of getting an appointment online.

21% did not know that if you provide your mobile number you will receive appointment reminders by text.

Over half of respondents were not aware that they can book an appointment at any one of our three Bromley GP Alliance Hubs (see page 2 for info).

"Helpful and friendly attitude from doctors and staff"

"Busy phone lines and long waits for appointments"

"Good emergency appointments and flexible hours"

"Poor reception area"

"Convenient and close to home"

"Problems with prescriptions not being ready on time"

"Helps to have notification of place in phone queue"

"You don't do blood tests on site"

"Excellent clinical care"

"Only one receptionist so often long queues"

**Tell us
what YOU
think**

Welcome to the first edition of Station Road Surgery News!

Your new Patients Participation Group began life in May 2018. It was set up to enable patients to regularly meet and work together with practice staff (including doctors) to improve patient care and patient experience at the Station Road Surgery.

One of our main aims is to facilitate better communication between the practice and patients, and what better way to start this off than by producing the very newsletter you are reading right now? Through our newsletters we want to help keep you informed of what is happening at the practice and keep you up to date with any changes to the services offered. There's even health advice from our GPs (see the back page for Dr Yee's article on healthy eating).

So, what have the PPG done so far? Well, you may have noticed that our PPG volunteers have already smartened up the information noticeboards in the waiting room. Each board is now dedicated to a particular health need or patient group. We hope that this has made it easy for you to find information pertinent to your needs.

We've also published a Patients' Survey to find out what patients care about (please complete one if you haven't done so already – they are next to the sign In screen). Your views are important to us and this survey is a great way to make sure that your voice is heard within the practice.

Happy reading!
Sarah Brown
Chair, Station Road Surgery
PPG

**NEW
PRACTICE
WEBSITE
LAUNCHED**

Take a look on

www.srswestwickham.co.uk

● GET HEALTH INFORMATION ● FIND PRACTICE INFORMATION ● BOOK APPOINTMENTS ●

HAVE YOU REGISTERED TO BOOK YOUR APPOINTMENTS ONLINE?

When booking an appointment, you may have found yourself on hold for some time before getting through to a receptionist on the telephone. This is a common problem in many surgeries. The PPG is working with the practice to look at ways to improve this, but you may find that booking your appointment online (using the new **Patient Access**) is a much easier process. The non-urgent appointments on offer on Patient Access are exactly the same as would be offered to you on the phone.

HERE'S HOW IN 5 EASY STEPS

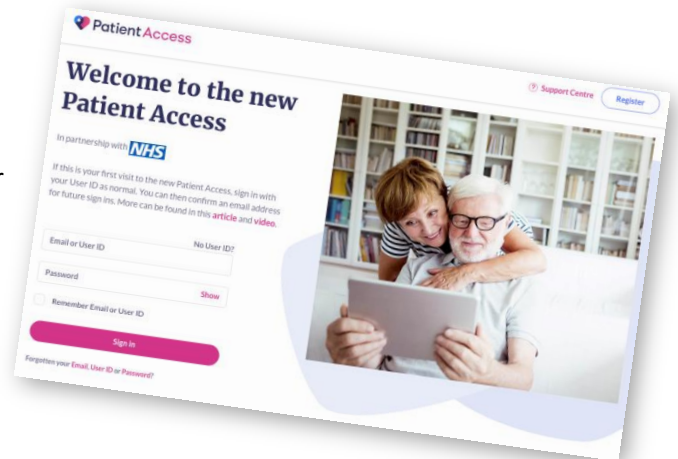
Step 1: Register for online booking. Take some ID (passport, driving licence, utility bill showing name & address) to reception. You will then be provided with a User ID and password.

Step 2: Either a) Go to www.srswestwickham.co.uk and click on 'Book An Appointment' which will take you directly to Patient Access. Or b) Go straight to www.patientaccess.com or c) download the Patient Access App on your mobile device.

Step 3: Go to 'Register' and follow the prompts to set up your account.

Step 4: After you have entered your user ID and password, select 'Appointments' from the menu and select the required date to view individual appointments for each doctor on each day. If the date is greyed out there are no appointments left for that day.

Step 5: Select the appointment time you would like for the doctor shown, give a brief reason for appointment in the box shown & click 'Book Appointment'. That's it. Done!



After you have logged in for the first time you can change your user ID and password to something more memorable.

OTHER BENEFITS OF REGISTERING FOR PATIENT ACCESS:

You can also book an appointment using your mobile phone.

Search for 'Patient Access' in your phone App Store and download the app.

Patient Access can be used to request repeat prescriptions. After you have logged in to Patient Access, just select 'Repeat Medication' from the menu bar, then 'Your Medication'. Select the medication you would like prescribed and click 'Add to Request'

You can use Patient Access to specify your nominated Pharmacy for electronic prescriptions. From April 2019, you can get your prescriptions sent to a nominated pharmacy electronically. To do this, you will need to first nominate a Pharmacy. Do this by clicking on your name on the top right of the Patient Access menu bar, then select 'View Profile'. Next click on 'Nominated Pharmacy', type in your postcode and select a Pharmacy from the list given.

Please note that you are not yet able to view your medical records using Patient Access. Nor can you use it to book emergency, same day appointments, or appointments with the nurse.

HELP I NEED TO SEE A DOCTOR URGENTLY!

Sadly we often fall ill or get a minor injury outside normal surgery hours. Don't worry help is at hand! If you have an urgent problem, that can be addressed by a GP, outside surgery hours, simply call NHS 111. If appropriate NHS 111 will be able to book you an appointment at one of these three Access Hubs that are part of the Bromley GP Alliance scheme:

- **Cator Medical Centre (Beckenham Beacon), BR3 3FD**
- **Crown Medical Centre, BR2 9GT**
- **Poverest Medical Centre, BR5 2DQ**

The Hubs are open Monday to Friday 4pm to 8pm, and Saturday and Sunday 8am to 8pm.

You can also request to be seen at one of the Hubs if our surgery is unable to offer you an appointment.

To find out more visit <https://bromleygpalliance.org>

Prescriptions are going electronic



The way prescriptions are issued has changed!

Instead of you collecting them from the surgery, prescriptions are now sent electronically to a nominated chemist of your choice.

If you haven't already nominated your pharmacy, simply login to Patient Access on your device (see page 2 on how to register for Patient Access), click on 'Nominate Pharmacy' and follow the prompts. If you are unable to use Patient Access, you can come to the Practice and ask the receptionist to complete a Pharmacy Nomination form on your behalf.

Please ensure that you give the surgery plenty of time to issue your prescription as they handle many hundreds of repeat prescriptions every week! You can request your repeat prescription up to seven days before your medicines run out.

TOP TIP: Remember you can also request repeat prescriptions using Patient Access.

BREAKING NEWS: The NHS will be launching a new app – simply called 'NHS App' which will be designed to help patients access a range of online services including a symptoms checker and an A-Z health reference, as well as viewing your medical records, appointment bookings and online prescriptions. Station Road Surgery patients will have access from mid June. Watch this space for more info ...

If you are travelling abroad this year, check your vaccs!



At least 8 weeks before you travel check what vaccinations you may need by visiting:
<http://www.fitfortravel.nhs.uk/home>

Why are there no toys or books in the waiting room?

Regrettably we are unable to provide toys, books or magazines in the waiting room for shared patient use. This is because of infection control. We respectfully request that you do not donate toys and books to the waiting room.

Get appointment reminders by text

It's easy to forget an appointment but this need never happen to you again! If you give the practice your mobile phone number you will automatically be sent an appointment reminder.



Meet your Station Road Surgery team:

Dr Vijay Purwar

Workdays: Wed, Thurs, Fri
I trained at Bristol University and became a Partner at Station Road Surgery 27 years ago in 1992. My special Interests are cardiovascular disease, dermatology, men's health.

Dr Tania Venison

Workdays: Mon, Tues, Wed
A partner at Station Road Surgery since 2002, my areas of interests are general medicine and mental health.

Dr Arabella Staniforth

Workdays: Mon, Tues, Thurs, Fri
I qualified from St Marys Hospital in 1994 and have been a partner at Station Road Surgery since 2002.

Dr Ivy Teoh

Workdays: Mon, Wed, Thurs, Fri
I was born in the UK and grew up in Hertfordshire. I qualified from Guys & St Thomas's Medical School in 2002 and have been at Station Road Surgery for 6 years. My areas of interest are women's health and contraception.

Dr Colette Boateng

Workdays: Tues, Wed, Thurs, Fri
I qualified in Ghana, but then worked in St George's Hospital and Croydon University Hospital before deciding to train to become a GP. I have been a Partner at Station Road Surgery since 2013 and my areas of interest include sexual health and women's health.

Dr Kevin Yee

Workdays: Mon/Tues/Thurs/Fri.
Born in Singapore, raised in Croydon, married with children. Went to King's College London Medical School, trained to be a GP here in Bromley. Special interests: joint injections, minor surgery, male health and healthy living (nutrition and exercise).

Dr Jonathan Anthony Pillai

Workdays: Mon, Tues, Wed
I have grown up local to West Wickham. Following my graduation, I spent the majority of my junior doctor years working at the PRUH before training to become a GP, working at various neighbouring practices. I am the newest Partner at Station Road Surgery having joined the team in 2018. My area of interest is general medicine.

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

HEALTHY EATING DOESN'T HAVE TO BE HARD WORK



Station Road Surgery GP Dr Kevin Yee offers simple, practical steps you can take to start eating healthily.

To lose weight, you need a diet that leads to fat percentage loss - one that is low in carbs and high in vegetables and (clean) proteins (eg, fish, chicken and pulses) . I recommend taking a look at www.MyFitnessPal.co.uk for nutritional information on what you are eating – it's a great tool to help you eat more healthily.

Here are some practical examples:

If you work in town, for **breakfast** you could have a 'protein pot' from EAT or Pret. If you wake up early enough (hint hint!) or if you prepare the night before, you could make yourself a breakfast of smoked or tinned salmon, poached or scrambled eggs, avocado, and beans with wilted spinach.

In town, **lunch** and/or **dinner** could be from places such as Chop'd or Pilpel. They do big colourful salads with high quality lean protein such as salmon steak, tuna steak, feta and vegetarian sources of protein such as pulses, hummus, falafel and chickpeas.

Protect your heart by eating food high in good cholesterol (HDL) - aim for 4 portions of oily fish a week such as salmon, tuna, mackerel or sardines. Vegetarians can supplement their diets by getting omega capsules from most chemists or health stores on the High Street.

DID YOU KNOW ... you can self-refer to PhysioDirect?



You can now self-refer to physiotherapy without the need for a GP appointment. You can still see your GP to be referred, but self-referral aims to give you rapid access direct to a physiotherapy telephone appointment.

Phone: **01689 88 77 10** Lines are open Monday-Friday 8am-4pm
For more information see: <http://www.cppg.co.uk>


Incorporate healthy nuts and seeds in your diet- almonds, walnuts, Brazils, flax, sunflower and pumpkin seeds are all great; also include avocado, olive oil and coconut oil in your diet. Snacking on these proteinaceous foods mid morning and during the afternoon can help you exercise portion control for the next main meal.

Keep the bad cholesterol (LDL) low by limiting butter or buttery products and puddings. Switch from high fat cheeses such as cheddar to lower fat ones such as feta.

Drink 2 litres of water a day and have your 5 a day (ie 2 portions of fruit and 3 of veg, include green ones) to give you a good complement of vitamins, minerals, iron and roughage. It won't hurt to supplement with (eg) Wellman/woman capsuals, together with a probiotic (eg Yakult or Activia) or something like the Mightidophilus food supplement probiotic capsule also available from good health stores such as the one in West Wickham High Street

£5 eye test voucher

Book online at specsavers.co.uk

Valid for one test on or before 30 June 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

Specsavers

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.