

STATION ROAD SURGERY NEWS

SUMMER 2023

BROUGHT TO YOU BY STATION ROAD SURGERY
PATIENTS PARTICIPATION GROUP

EDITION 6

MEN AT WORK!



If you have visited, or even just walked past the surgery over the last few months, you cannot fail to have noticed that building work has been going on.

As primary care has expanded, there has been an increase in the number of clinical staff working at the surgery. As well as the GPs, nurses and health care assistant the surgery has always employed, there are now, for example, pharmacists and a social prescriber. In the future new staff such as physiotherapists, advanced practitioners and trainee GPs (GP registrars) are going to be likely additions. For a while, finding a working space for any additional staff member has been challenging and has limited the scope of the surgery.

Work started at the end of March, initially at the rear of the building. As this neared completion, the building work extended to the front of the surgery. At the back of the building the old conservatory has been transformed into a usable extension, incorporating several new clinical rooms. The large office behind the reception counter has been divided up to create two rooms, again one of these will eventually be used for clinical purposes. As a result of the work, the surgery will gain three, much needed, additional clinical rooms and will be in a position to offer additional services to patients. It is hoped the work will be completed by late summer.

As any of you who have had building work done at home will appreciate, the last few months have been a trying time for staff but the surgery has done its best to ensure that, as far as possible, it has been 'business as usual' for you, its patients.

Welcome to the latest edition on the SRS newsletter.

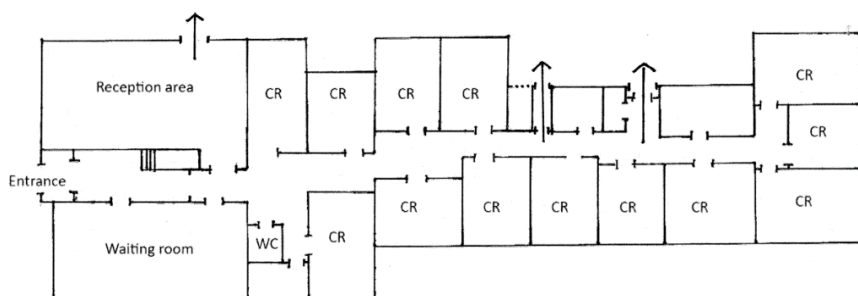
As you're all probably aware, there has been a lot of change at the surgery this year. One of the most significant events is the building work, which is the focus of our leading article. As I write, work is nearing completion. I know both patients and staff will welcome the surgery becoming fully operational again, particularly in the waiting and reception areas. The new reception desk is bigger and brighter, allowing for at least two receptionists to work at the front desk during busier times.

This year has also seen the departures of two key members of staff, namely Julia Mullen, the Practice Manager, and Dr. Kevin Yee. Both had worked at the surgery for a number of years and will be sadly missed. We wish them both luck in their new ventures. We welcome Dr. Hyder Qureshi who has joined the surgery to replace Dr. Yee.

In September the annual flu clinics will be starting again. As usual, PPG Members will provide stewarding support, so you may meet some of us then!

Finally I would like to remind you that this and all previous editions of the PPG Newsletter can be found on the Practice Website.

Howard Borley
Chair SRS PPG



KEY: CR consulting room for health care professional (GP, nurse, pharmacist etc)



MEET THE CLINICAL TEAM:

GP PARTNERS

Dr Arabella S C Staniforth (f)
BSc, MB, BS, DRCOG, DFFP, DCH

Dr Tania Venison (f)
MB, BS, DRCOG, MRGP

Dr Colette Boateng (f)
BSc, MBCHB, DRCOG, DFFP, MRCP

Dr Ivy Teoh (f)
MBBS, BSc, DRCOG, DFFP, MRCP

Dr Jonathan Anthony Pillai (m)
MRCP, MBBS, BSc.

Dr Nirav Amin (m)
MBBS (London), MRCP,
MSc.(Oxon), FRAI

Dr Hyder Qureshi (m)
MBBS, MRCP, DRCOG, PGCert
(Teachers in Primary Care)

NURSES

Gillian Branigan
RGN, BSc (Hons), Diabetes Diploma

Mary Gross
RGN (Part time)

HEALTH CARE ASSISTANT

Nicola Purslow

PHARMACISTS

Faraz Syed

Tinuola Adepitan

Imran Ahmed

SOCIAL PRESCRIBER

Erica Jacobs

MENTAL HEALTH NURSE

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Please see the **MEET THE TEAM** section of the SRS website for more details.

MAKING AN APPOINTMENT – ALL YOU NEED TO KNOW.

How you make a **GP appointment** will depend on which type of appointment you require.

Urgent Same Day Appointments

If you urgently need to see a doctor, you can book a 'same day' appointment, either by telephone (020 8777 8245), or in person at the reception desk. These appointments are released, each day, at 8am Monday to Friday. Urgent appointments are triaged and are therefore not available to book online.

Routine and Follow up Appointments

Pre-bookable appointments, for either face to face or telephone consultations, are released at 12 noon each day. The appointments offered are for either 2, 7 or 14 days in advance. They can be booked in three ways:

- On-line, using either Patient Access or the NHS App (if you are registered)
- By telephone (0202 8777 8245)
- In person, at the reception desk

These appointment slots can go very quickly; if you are unsuccessful you will have to try again the following day at 12 noon, when more slots will be released. **It is not possible for the receptionists to override the system and find extra appointments once all the slots are taken.**

eConsult

If you would prefer to consult a doctor online, rather than book an appointment, you can do so by filling in an eConsult form. The surgery aims to respond within 48hrs, but at busier times this can't be guaranteed. To use this service go to the SRS website and click on 'Consult my Doctor Online'.

How to make an appointment with a nurse or health care assistant (HCA)

Most Nurse and HCA appointments are only bookable via telephone, or in person at the Surgery. They are bookable from 8 am each day and can be booked up to 30 days in advance.

Enhanced Hour's Appointments.

There are currently a limited number of **GP appointments**, available for booking outside of normal surgery hours. These appointment slots are shared with four other local surgeries and usually go quickly. They are provided at two sites:

- Beckenham Clinic (Monday to Friday 4.00pm - 8.00pm)
- Addington Road Surgery (Saturdays 9am - 5.00pm)

In addition to GP appointments, appointments with a **nurse** are bookable for Saturdays at **Addington Road Surgery between 9am and 2pm.**

To book an out of hour's appointment please telephone or call into the surgery during opening hours. Enhanced hour's appointments cannot be booked online.

If you need urgent medical advice, and are unable to contact your doctor, you should phone 111 which is a Freephone service provided by the NHS. This service is available 24hrs a day every day of the year. NHS 111 will assess your needs and direct you accordingly. For example, if deemed necessary, they may arrange an urgent GP appointment for you at one of three GP Access Hubs in Bromley. Alternatively they may direct you to an Urgent Care Centre or, in extreme cases, A&E. This service is additional to, and completely separate from, that provided by your GP or through the Enhanced Access scheme.

EVERYTHING YOU NEED TO KNOW ABOUT REPEAT PRESCRIPTIONS

Many of us reorder the medicines we need on a regular basis by requesting repeat prescriptions. The surgery receives over 1000 repeat prescription requests each week. Some can be for 20+ items. We asked the prescription clerk to tell us more about what this involves for the surgery.

Why do I have to wait 2-3 working days for my prescription to be processed?

Prescription requests are usually turned around within 2 working days, although at peak times, or if there is a problem, they can sometimes take marginally longer. Each prescription request received has to be checked carefully to see if:

- the medicine is due for issue.
- the patient is over or under using the medicine.
- the patient is due a medical reviews or test.
- the patient is awaiting any recent test results.
- anything has changed medically since the last issue.
- the medication needs reauthorisation – even if a patient has been taking the same medicine for years it is often only authorised for a year at a time.



Once a prescription clerk has checked all of the above, the duty doctor has to check and sign each prescription, as well as answering any questions raised. Please be aware that your pharmacy may also need time to make up your prescription.

Repeat prescriptions can now be requested up to 10 working days in advance.

What should I do if my prescription request is refused?

Most commonly a prescription will be refused for one of the following reasons:

- It has been submitted too early and is not due for issue.
- A patient has requested something they have not had before.
- The duty doctor has advised that the patient needs to be seen before a prescription can be issued.

Patients will normally receive a text or email explaining why a prescription has not been issued. If the patient does not have text or email then a receptionist will call to advise the patient. However if you have not received an explanation, please call the surgery and ask to speak to the prescription clerk. Please do not make a doctor's appointment to discuss the issue unless asked to do so.

Are there some medicines that cannot be put on repeat prescription?

Only a doctor can decide if a medication can be put on repeat prescription. Repeat prescriptions are usually only for medications that are taken long term and regularly. Some controlled drugs, and drugs that are not needed all the time, typically don't get put on repeat. However if you want a drug that is not on your repeat list, but that you have had before, it may be possible to request it online at selicb.stationroadprescriptions@nhs.net or in writing by completing a request form available at the surgery.

Please double check that you are requesting the correct medication. On handwritten requests write the name of the medication clearly. Please do not ask for 'the cream I had last time' or 'cholesterol tablets' – be specific and give the name of the medication you require.

Please only request what you need. Each year over £300 million pounds of NHS money is wasted on unused prescription medicines.

The pharmacy used to order my repeat prescriptions for me, now I have to request them from the surgery myself every time I need them. Is there a way round this?

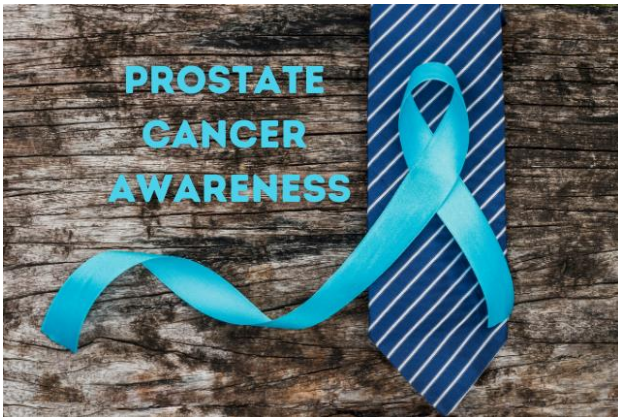
The good news is yes, there is! If you need regular repeat prescriptions for a stable lifelong condition then ask your doctor about eRD (electronic repeat dispensing). eRD allows your doctor to authorise and send a batch of repeat prescriptions to your pharmacy; your nominated pharmacy can then supply your medicine to you for up to a year. This means, as a patient, when you need more medicine, you simply inform your pharmacist, **you would only need to contact your doctor for more of your medication once all the authorised prescriptions have been dispensed.** Typically this would only be once or twice a year. If you and your doctor decide that this system is right for you please try to give the pharmacist at least a day's notice before collecting your next prescription so he/she has time to make it up. There is a problem at the moment with the supply chain of some medicines and therefore the pharmacy may need to order them in for you.

DISPOSING OF UNWANTED MEDICINES

Even with careful ordering, patients are sometimes left with medicines they no longer need or that have gone out of date. Please **DO NOT** put them in the bin or flush them down the toilet; this can be extremely dangerous. Unwanted medicines should be returned to the pharmacy – ideally the one you got them from. Returned medicines cannot be reused but they will be disposed of safely. Before returning:

- remove them from their boxes and remove any patient identifying material, such as labels, to protect your privacy.
- separate any medicines that are classed as controlled drugs (the packaging will be marked POM and CD) as they have to be disposed of in a different manner. Inform your pharmacist if any of the drugs you are returning are controlled.
- Needles and other clinical waste **CANNOT** be disposed of by a pharmacist – contact <https://www.bromley.gov.uk/clinicalwaste>.

FOCUS ON HEALTH – PROSTATE CANCER



The prostate is a small gland that is situated below the bladder in men. 90% of men are likely to have prostate problems at some point in their lives. Problems become more common in men as they age. Not all prostate problems are caused by cancer but each year in excess of 52,000 men are diagnosed with prostate cancer in the UK. If the disease is caught early it is highly treatable so, if you have any symptoms, or are in one of the high risk groups, make an appointment to see your GP and get yourself checked out.

WHAT ARE MY RISKS OF DEVELOPING PROSTATE CANCER?

Prostate cancer is not clearly linked to any preventable cause. However you are at greater risk of developing it if:

- You are 50 or older. Your risk increases with age, most (but not all) cases of prostate cancer occur in men over 65.
- You are black. 1 in 4 black men will develop prostate cancer, for white men it's 1 in 8 and for Asian men 1 in 13.
- You have a close relative (father, brother, grandfather, uncle) who has had prostate cancer.

Recent research suggests that there may be a link between prostate cancer and obesity. Maintaining a healthy weight through regular exercise, and following a healthy diet, may lower the risk.

If you are genetically male, over 50 (45 if you're black) and you have one or more of these risk factors talk to your doctor about tests for prostate cancer.

SYMPTOMS

Often prostate cancer does not cause any symptoms in the early stages. However if you have any of the following symptoms you should speak to your doctor. **These symptoms do not necessarily mean that you have prostate cancer but they do need investigating:**

- Needing to pee more frequently, particularly during the night.
- Difficulty in starting to pee.
- Straining or taking a long time to pee.
- A weak flow.
- Feeling that your bladder hasn't completely emptied.
- Needing to rush to the toilet.

WHAT WILL THE DOCTOR DO?

There is no single definitive test for prostate cancer. The doctor will discuss the pros and cons of any tests with you. The most commonly used tests are:

- A urine sample to check for infection.
- A blood test to test your level of prostate-specific antigen (a PSA test).
- A physical examination.

Depending on the results of these tests and/or your risk factors, you may then be referred to hospital for further tests. These may include:

- An MRI scan.
- A biopsy.

FOR MORE INFORMATION

You can find more information by visiting the following website

<https://prostatecanceruk.org>

<https://www.nhs.uk/conditions/prostate-cancer/>

<https://www.cancerresearchuk.org/about-cancer/prostate-cancer>



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.