

# London Lane Clinic Newsletter

December 2022



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## We're working hard to look after you

From July to Oct 2022

We've taken:

- 📞 63,802 incoming phone calls

We've done:

- 📄 7,248 prescriptions
- 📄 3,800 blood tests
- 📄 6,900 e-consults
- 📄 4,579 face to face appts
- 📄 310 home visits
- 📄 87% of our over 75 patients have had the Autumn Covid Booster
- 📄 80% of our over 65s hve had their flu jab

If you need medical advice and treatment, the quickest way to access is via e-consult available during surgery hours Monday to Friday 8am to 6.30pm. All are triaged by a doctor.

Outside of surgery hours, if you have an urgent but non life-threatening medical need, please use the NHS 111 website first <https://111.nhs.uk/> or call 111 rather than going straight to A&E.

You should dial 999 ONLY if you have a life-threatening illness or injury.

## Extended Access Service

London Lane Clinic is part of the Bromley Connect Primary Care Network (PCN) together with Dysart Surgery and South View Partnership. We work collaboratively to ensure that the health care system within our area works effectively by sharing knowledge and resources. The Covid-19 vaccination programme is an example.

We have now implemented the Bromley Connect PCN Extended Access Service.

This means that there will be appointments:

- Monday to Friday 6.30pm to 8.00pm.
- Saturday 9am to 5pm

This means that at times, GPs from the other practices will have access to your records but only when providing direct care for you. Clinicians will be able to view your records and add in consultation notes back into your records. This is to support your provision of care.

## Online Help Offer

Bamboozled by everything having to be done online? We might be able to help.

David, our IT support officer will be holding sessions to show you how you can:

- Access the NHS App to see your medical records and more
- Use e-Consult to get medical help, book appointments and more.
- Patient Access connects you to local health services when you need them most. Book GP appointments, order repeat prescriptions and discover local health services for you or your family via your mobile or home computer.



Sessions will be available on a daily basis so book a session at reception. Please bring identification such as a passport or driving licence so you can get yourself set up.

## Patient Registering update

Anyone can register with a GP. There is NO NEED to show proof of address, ID or immigration status. You only need to show these IF you want to have online access to your records.

Please try to ensure that we always have your latest contact details so that you don't miss out on your healthcare.

London Lane Clinic: Together in partnership with you



**Bromley Connect**  
Dysart Surgery - London Lane Clinic - South View Surgery  
Primary Care Network

## BromleyConnect Primary Care Network News

The London Lane Clinic is part of the Bromley Connect Primary Care Network, along with the Dysart Surgery and the South View Partnership.

Bromley Connect PCN serves approximately 42,000 patients in central Bromley.

Working together as a PCN allows us to pool resources, share expertise and provide our patients with a number of services and staff who assist the General Practitioners and Practice Nurses in each practice in providing direct patient clinical and non-clinical care.

Our team includes:

- [First Contact - Physiotherapists](#)
- [Clinical Pharmacists](#)
- [Care Coordinators](#)
- [Social Prescribing Link Workers](#)
- [Mental Health Practitioners](#)
- [Pharmacy Technicians](#)

### What is a Care Co-ordinator?

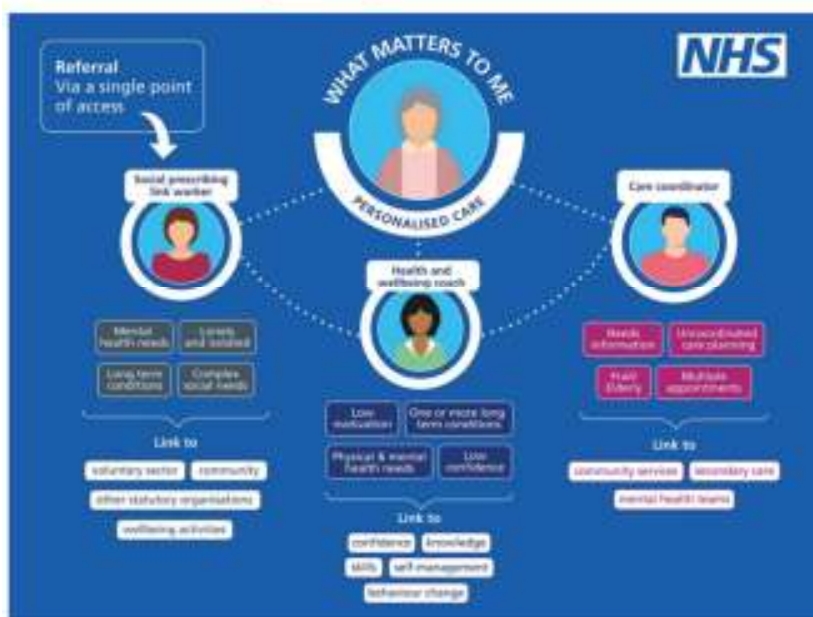
- Care coordinators provide extra time, capacity, and expertise to support patients in preparing for clinical conversations or in following up discussions with primary care professionals.
- They work closely with the GPs and other primary care colleagues within the primary care network (PCN) to identify and manage a caseload of identified patients, making sure that appropriate support is made available to them and their carers (if appropriate), and ensuring that their changing needs are addressed.
- They focus on the delivery of personalised care to reflect local PCN priorities, health inequalities or at risk groups of patients.

### How can a Care Co-ordinator help you?

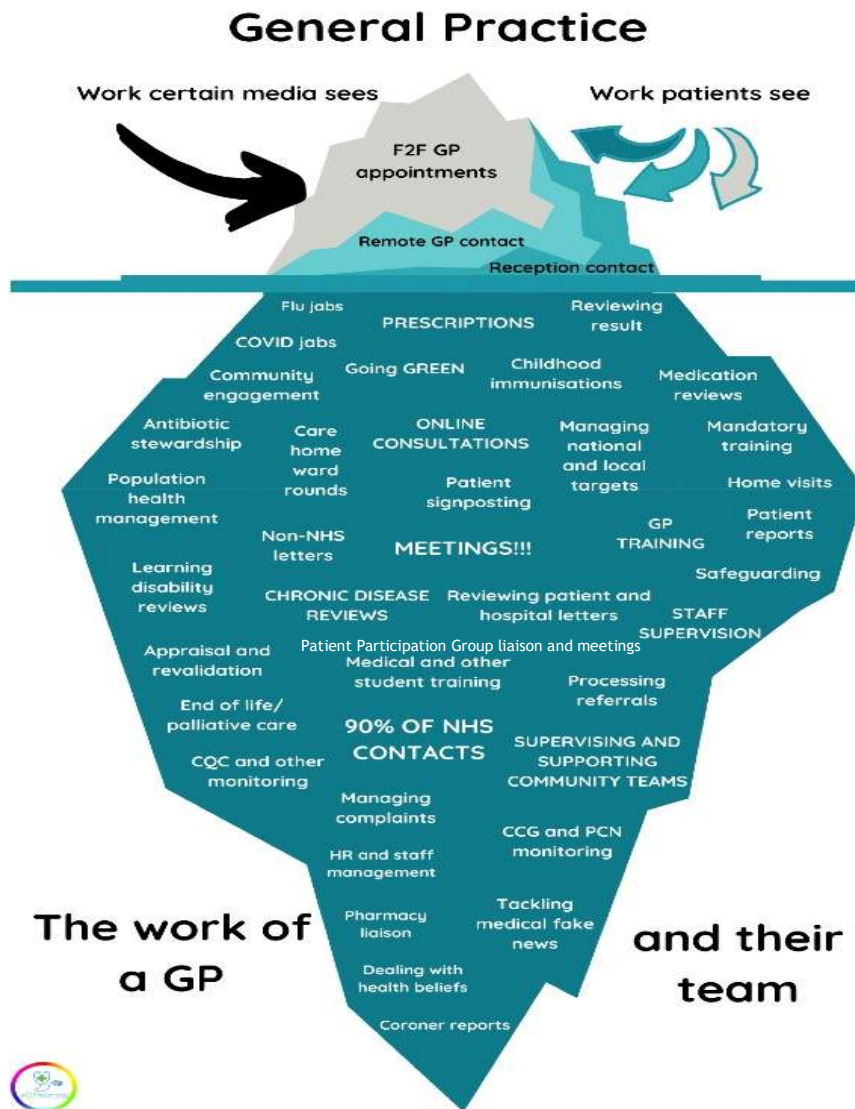
- By preparing you for conversations about your health and care
- By assessing and monitoring your health and care needs
- By focusing on what is important to you your care needs

London Lane Clinic have two Care Co-ordinators: [Nadia Patterson](#) and [Rebecca Thompson](#) ( who is also one of our Health Care Assistants)

### Care coordination as part of personalised care in PCNs



The work of a GP practice



Zero tolerance of violence

Throughout the ongoing COVID-19 pandemic, our team has been overwhelmed by the support we have received from our patients and their families and carers. The majority of our patients have been very understanding of the impact on services that the pandemic has had, and that General Practice is still doing its best in these challenging times.

Unfortunately, a very small minority have not been so understanding, and whilst we are aware of and appreciate that people may be frustrated with aspects of the health system at present, sadly we have also experienced a stark increase in instances of verbal abuse and intimidation towards our staff.

The NHS operates a Zero tolerance attitude toward violence. Violent, threatening or abusive behaviour including shouting and swearing will not be tolerated at London Lane Clinic. Patients who act in such a manner will be asked to leave the premises; the Police may be called and you could be removed from our patient list

Once again, we would like to thank the majority of our patients for their continued kindness and understanding as we continue to tackle the enormous health challenges put forth by the pandemic.

