

London Lane Clinic Newsletter

June 2022



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We're working hard to look after you

From January to May 2022

We've taken:

✚ **38,500** incoming phone calls

We've done:

- ✚ **30,400** prescriptions - on avg that's 300 a day
- ✚ **1,420** blood tests
- ✚ **5,000** e-consults
- ✚ **2,300** face to face appts
- ✚ **260** home visits

If you need medical advice and treatment, the quickest way to access is via e-consult available Monday to Friday 8am to 6.30pm. They will be responded to as soon as possible, usually within two working days

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.

London Lane Clinic was an active part of the largest vaccination programme in the history of the NHS. We supported and continue to support the delivery programme for the *Bromley Connect* Primary Care Network. Patients from London Lane Clinic, Dysart surgery and South View Partnership received their COVID-19 vaccinations here.

From March 2021 to March 2022, we gave over 30,000 doses. A huge thank you goes to all those involved with a special mention for the wonderful volunteers who helped out in all weathers directing and helping patients.

We are continuing to vaccinate our housebound patients.

Further information about an Autumn COVID-19 vaccination campaign will be forthcoming

Unfortunately Covid is not over. There is no longer a walk-in service for face-to-face appointments as this is not appropriate in the continuing pandemic. Doctors here at London Lane Clinic have seen and continue to see patients face-to-face. We are increasing our provision of face-to-face appts and will be upping our opening hours with additional staffing hours giving even more appointments.

However please be aware that unfortunately demand for face-to-face

appointments is at an unprecedented high for many reasons including: as the management of complex diseases has increased, a large portion of the maintenance care of these conditions such as Diabetes, has moved from Secondary to Primary Care. Such are the pressures in hospitals, the care of these patients move to the GP whilst they wait for hospital treatment.

We kindly ask all of our 14,500 patients to bear with us while we do our best amidst personal sacrifice, increased hours, incredible workload and stress.

Staff News

A sad farewell to **Dr Jane Matthews** who leaves us after 6 years. She will be missed.

WE DO NOT COME TO WORK TO BE ABUSED



KEEP CALM AND RESPECT OUR STAFF!

Violent, threatening or abusive behaviour will not be tolerated
If you act in such a manner, you will be asked to leave the premises; the police may be called and you could be removed from our patient list.

PLEASE RESPECT US AS WE RESPECT YOU!

Would you like to help improve your GP practice services?



Patient Participation Group (PPG)

The PPG exists to represent the interests of the patients to the Practice clinical and administrative team but also to promote and protect the interests of the Practice in the wider medical and social community.

If you have ideas as to how the services offered by us might be improved, then please contact a member of the PPG via [Victoria Reed](#), the Practice Manager.

From the Chair

The last 2 years have been difficult, especially in communicating the important messages. The staff have faced many challenges in dealing with daily business in testing times with systems not designed for lockdown and Zoom, but they have succeeded in delivering to many who are grateful for the support. That does not mean all went well and the PPG is looking at the learning that comes from the feedback and experiences so what is realistic can be delivered to offer better and more services.

This newsletter is the start of more regular ones that will be made available on the London Lane Clinic website [Newsletters | London Lane Clinic \(thelondonlaneclinic.nhs.uk\)](#), at Reception, with a copy on the PPG board that is straight ahead as you enter the reception area. If you would like it emailed to you, then please give your preferred email address to a member of the reception team who will get it added to the mailing list. Please be assured that your email address will not be shared with any third parties. At the same time, work continues to take place on updating the website and the booklet "A guide to our services".

We have also asked the practice's support to undertake surveys of patients, anonymously, aimed at picking up issues that can be addressed for specific groups starting with those who are most in need and vulnerable. Please help by answering the surveys which will be focused on different aspects or groups so that we can learn from individual and collective experiences. You might also be asked to complete an anonymous NHS Friends & Family Test when you visit the surgery.

A copy of the minutes of the recent PPG meeting will be displayed on the PPG notice board - it is what was discussed, not necessarily what will be done. What it shows is how we consider what we hear from other patients and how we help and support LLC in delivering the most needed services.

NHS funding is a political hot potato and not the fault of the practice staff. We aim to question what can and cannot be done then seek to support the best focus for the majority. Please spare the practice staff grumbles about what is outside their control and help them focus on your immediate needs. Please help them help you.

Thank you

Telephones



We are aware that our phone lines are extremely busy. They are fully manned and are being answered as quickly as possible.

We continue to work with our phone system provider to improve the service but there is no quick solution without incurring hefty penalties.

Please be polite and respectful. We are working hard to support you, your family & friends.

Forthcoming Flu and COVID-19 Vaccinations



This year's flu campaign will start in September. Further details will be made available as soon as possible.

Details are yet to be published about a COVID-19 vaccination booster programme for the autumn. If and when eligible, you will be contacted by NHS England.

[Coronavirus \(COVID-19\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)



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 Practitioners - Physiotherapists](#)
- [Clinical Pharmacists](#)
- Care Coordinators
- [Social Prescribing Link Workers](#)
- Mental Health Practitioner
- Pharmacy Technician

WHAT IS SOCIAL PRESCRIBING?

- Many things affect your health and well-being. GPs say a lot of people who visit them feel isolated, lonely, or stressed out by work, money, relationships and housing problems. These are issues that cannot be fixed by doctors and medicine alone.
- *At its most basic, a social prescription offers the kind of help that doesn't come in a tube or a bottle.*
- The idea behind social prescribing is to find ways to manage your needs in a way that suits you.
- It often starts with a conversation with a Social Prescriber who will give you time to explore what's important to you and help you identify issues and challenges.
- It might just be information and guidance, a bit of inside knowledge on your situation, and what local resources there are available. It could even be some support in how to create something new. Or to meet other people in our community to take up a new hobby and to make friends.
- Studies show that individuals with social prescriptions get better and feel better faster than those treated with medicine alone. And because it works, it's happening more and more.
- Find out how it can work for you.

- **Carol Rickell** is the Social Prescriber at London Lane Clinic

Patient Access update

The messaging facility of Patient Access has been removed due to patient misuse and it becoming clinically dangerous to keep using.

If you need medical advice and treatment, the quickest way to access is via e-consult available Monday to Friday 8am to 6.30pm. They will be responded to as soon as possible, usually within two working days.

For repeat prescriptions, we must have it in writing. Please email request to broccg.londonlaneclinicprescriptions@nhs.net or drop off at reception.



Monkeypox



Monkeypox is a rare infectious disease, but there are a number of cases in the UK. That number is rising. It is a viral infection usually associated with travel to West Africa.

It is usually a mild self-limiting illness, spread by very close contact with someone with monkeypox and most people recover within a few weeks

Symptoms include: unusual rashes or lesions on the body such as the face or genital area; fever; muscle aches; chills & exhaustion; headaches; swollen lymph nodes

If you think you have monkeypox symptoms - however mild - contact NHS 111 or call a sexual health clinic immediately. Avoid close personal or sexual contact with other until you know that it is not monkeypox.

Monkeypox guidance: <https://www.gov.uk/guidance/monkeypox>

NHS App

Use the NHS App to:

- order repeat prescriptions
- book appointments
- get health advice
- view your medical record - coming soon
- register your organ donation decision
- find out how the NHS uses your data After you download the app, you will need to set up an NHS login and prove who you are. The app then securely connects to information from your GP surgery.

If your device supports fingerprint detection or facial recognition, you can use it to log in to the NHS App each time, instead of using a password and security code.



Patient Registering update

It is important to register with your local GP.

Anyone can register with a GP.

Although preferred, there is NO NEED to show proof of address, ID or immigration status.

Once registered, **ALWAYS ENSURE THAT WE HAVE YOUR LATEST CONTACT DETAILS, ESPECIALLY PHONE NUMBERS BOTH MOBILE AND WHERE AVAILABLE LANDLINE**, to ensure you don't miss out on your healthcare



**LONDON LANE CLINIC
37-39 LONDON LANE
BROMLEY
KENT
BR1 4HB**