

# London Lane Clinic Newsletter

August 2023



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 clinician.

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.

## FLU SEASON 2023-24 CLINICS

Flu clinics are scheduled for the dates below:

- Friday 15<sup>th</sup> September
- Saturday 16<sup>th</sup> September
- Friday 22<sup>nd</sup> September
- Saturday 23<sup>rd</sup> September
- Friday 29<sup>th</sup> September
- Saturday 30<sup>th</sup> September
- Friday 6<sup>th</sup> October
- Saturday 7<sup>th</sup> October

**VOLUNTEERS REQUIRED  
CONTACT**

[selicb.bromley.connectvolunteers@nhs.net](mailto:selicb.bromley.connectvolunteers@nhs.net)

- Invitations will be going out mostly by text/NHS App messaging towards the end of August with a self-book link. Letters will be sent to those eligible patients that we do not have mobile numbers.
- We will be vaccinating our Housebound patients and will contact you to arrange.

Eligible patients are:

- those aged 65 years and over
- those aged 6 months to under 65 years in clinical risk groups
- pregnant women
- all children aged 2 or 3 years on 31 August 2023
- primary school aged children (from Reception to Year 6)
- those in long-stay residential care homes
- carers in receipt of carer's allowance, or those who are the main carer of an elderly or disabled person
- close contacts of immunocompromised individuals

London Lane Clinic: Together in partnership with you

Would you like to help improve your GP practice services?



## Patient Participation Group

Our Patient Participation Group provides a voice for our patients and works in partnership with the practices clinical and administrative teams as a “critical friend” to improve and develop the services the practice and primary care network offer. The group also has a role to promote and protect the interests of the practice and its patients in the wider social and medical community.

PPG membership is open to anybody registered with London Lane Clinic and we would welcome new members. For more information about the group and how to join please look at the [involvement section of the practice website](#), email [londonlaneppg96@gmail.com](mailto:londonlaneppg96@gmail.com) or ask a member of the reception team.

The group has very recently appointed a new chair and vice chair and will be refreshing its activities and engaging with people over the next few months, including at some of the forthcoming flu clinics, to identify people’s priorities. Full details will be available in the Involve section of the website and on the practice PPG noticeboard shortly.

A regular bulletin is planned to provide updates on the group’s activities and the difference these have made to practice services as a result. Minutes and Agendas of the group’s meetings will also be available on the practice website.

The group are keen to hear about people’s experience and gather your insight on the practice’s services. In particular the newer roles such as pharmacist, mental health practitioner and care co-ordinator. You can contact us as mentioned above or by the contact forms in [our PPG section](#).

Your NHS, your way  
Download the NHS App 📱



The NHS APP and Econsult form are increasingly being used by patients at the practice and we are interested to hear from people on the benefits, limitations and challenges these digital tools provide.

If we can improve and increase the use of the NHS App and Econsult in an appropriate and safe manner this will release time for clinicians and the administration team in particular, to better support people who do not wish to or cannot access support by digital means.



**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.

Roles include: First Contact - Physiotherapists, Clinical Pharmacists, Care Coordinators, Social Prescribing Link Workers, Mental Health Practitioners, Pharmacy Technicians

### What is a Clinical Pharmacist and a Pharmacy Technician?

- **Clinical Pharmacists** provide specialist expertise in the use of medicines, helping to address both the public health and social care needs of patients within a PCN
- They help tackle inequalities by helping to improve access to care
- They undertake structured medication reviews (SMRs) to proactively manage people with complex polypharmacy
- They work closely with other members of the multi-disciplinary team in ensuring that patients with chronic diseases get the maximum benefits from their medicines as part of a shared decision-making consultation.
- **Pharmacy Technicians** play an important role within general practice and complement the more clinical work of the clinical pharmacist, through utilisation of their technical skill
- They undertake patient facing and patient supporting roles to ensure effective medicines use, through shared decision-making conversations with patients.
- They carry out medicines optimisation tasks including effective medicine administration, supporting medication reviews and medicines reconciliation.

### PCN Clinical Pharmacy Team working with local community pharmacies

- A meeting between the PCN Pharmacy team and the local community pharmacies was held to discuss mutual issues
- Duncans Chemist, Day Lewis pharmacy, Scotts pharmacy and Rowlands pharmacy attended
- discussed stock issues and service commissioning from primary care to community through CPCS GP referrals to unload part of the workload
- discussed ways to arrange an easier way for the community to contact primary care in case of urgent requests or referrals.
- Gave a better understanding of services provided by the community pharmacy which could benefit both sectors (e.g. Hypertension case findings).

## STAFF NEWS

We are delighted to welcome aboard:



To the Clinical team:

**DR RITU AGARWAL** who joined us on 4<sup>th</sup> July

To the administration team:

- Victoria - Coder
- Rebecca - Receptionist

To the Bromley Connect PCN team:

- Hardeep Kallah - Pharmacy Technician
- Claire Warbuton - First Contact Physiotherapist