



Patient Participation Group Newsletter

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Patient Participation Group

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Spring 2023

379 Croydon Road, Beckenham, Kent BR3 3FD



A Message from the PPG Chair

Hello, I am delighted to introduce our second newsletter for all the patients at Elm House Surgery & Cator Medical Centre.

We are the Patients Participation Group (PPG): a group of volunteers registered as patients with one of the practices. Our aim is to represent patient's voices to each practice and to let you know what the practices are doing.

We were pleased to receive your feedback on our first newsletter, which was very positive. I'm glad that so many of you enjoyed reading it.

We hope you find this issue equally useful and welcome your continued feedback on content, ideas and service.

In order to help our practices offer a better service to patients, we will have a PPG volunteer presence in reception to ask patients what works well and what could be improved upon.

By talking and listening to patients about specific issues affecting the practice, the aim is for the PPG to share and discuss the findings with the Practice Manager to enable the GP Partners to reflect upon how to approach, solve and implement any changes required.

With this in mind, the PPG volunteer will explain to patients about the work of the PPG in the hope of getting more people involved in the PPG.

The PPG currently is under-represented in terms of it's membership. For example, we have no younger people on the PPG to share their views and issues.

We are, therefore, in the process of debating at our meetings how we can engage younger people, those who work and have less time to offer and how we can attract people from ethnic minorities and those that are marginalised in society.

The PPG is also embarking on raising its profile to help the practices promote the services they offer and to champion successes.

For these reasons, this edition of the Newsletter is dedicated to promoting patient involvement and the shared experience between patients and both our GP surgeries for the benefit of all.

Here is a short video which explains about the work of a PPG. It was commissioned by Healthwatch, Central West London and produced by CC Animation Studio and is a great way to find out more about how you can play your part in improving services at your local GP surgery: <https://youtu.be/TdJ6utv2UPE>

If you think you could contribute towards the issues affecting health locally by representing the community then please do make yourself known either at Reception or by emailing our Patient Liaison Officer, Geoff Cook at the email address above.

John Hilliger,

PPG Chair, Elm House Surgery & Cator Medical Centre



Patient Participation Group



PPGs are about patients, registered at their surgery, volunteering to help implement real, positive change within their communities.

PPGs have an increasingly important role to play in helping to give patients a say in the way services are delivered to best meet their needs, and the needs of the local community.

Our committed PPG members work hard to engage with the practice on behalf of all patients. We are keen to recruit more of the following to help make our PPG more representative of our practice population: people with long-term conditions, working age people, those whose circumstances make them vulnerable; minority ethnic groups, members of the LGBTQT communities, people who may be experiencing poor mental health, under 18's, or parents and carers.

If you think that you can contribute positively towards improving health and wellbeing within the local community and would like to explore becoming a volunteer member of the PPG, please telephone your surgery for more information.

Patient Participation Group



JOIN YOUR PPG!

To support the Surgery and its patients the PPG always needs new members

Join us as an ACTIVE member

by attending meetings in person

or as a VIRTUAL member

via email

if you can't attend meetings in person.

TO FIND OUT MORE PLEASE CONTACT

Geoff Cook, Patient Liaison Officer

Email:

SELicb.receptionelmhouse@nhs.net

SELicb.CatorReception@nhs.net

For further information about the PPG check us out on the Elm House Surgery and Cator Medical Centre websites



Do you have any concerns about your GP surgery or any improvements ideas to help improve the services you receive that you would like to be discussed by the members of the PPG? If so, why not email them to the Patient Liaison Officer who will pass them on to the PPG.

Email: Geoff Cook

SELicb.receptionelmhouse@nhs.net

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What is a Virtual PPG?

A virtual group is a group of patients who would like to be part of the Patient Participation Group but prefer not to attend meetings. They get involved by email instead. Information such as practice newsletters, minutes of the Patient Participation Group meetings and surveys will be shared electronically. It means that if you can't make face-to-face meetings, are caring for someone and unable to leave them, or are working, you can still be kept informed, give your views and participate.

DID YOU KNOW?

112

Cator Medical Centre had 112 GP missed appointments between Jan -Feb 2023 which equates to **20hrs wasted GP time.**

158

Elm House Surgery had 158 GP missed appointments between Jan-Feb 2023 which equates to **26.3hrs wasted GP time.**

GP or PHARMACY?

When you call us for an appointment, our Reception staff will ask you a few questions to make sure they are directing you to the right healthcare professional. Patients reporting one of a pre-defined list of minor ailments can be directed straight to a Community Pharmacist for clinical assessment and advice.

If your symptoms could be resolved by a consultation with the pharmacist instead of the GP, you will be asked a series of questions by the receptionist who will send the referral to your nominated pharmacy. Once referred, you will need to attend your nominated pharmacy on the day. Pharmacists are able to prescribe over the counter medication.

This in turn frees up GP appointments for those people with more complex symptoms who need to see a GP. The aim is to direct patients to the most appropriate healthcare professional, which may be a GP or a pharmacist. If your symptoms do need a GP assessment, the pharmacist will advise you to contact the surgery.

Pharmacists are highly qualified healthcare professionals and experts in medicines. They can offer clinical advice and over-the-counter medicines for all sorts of minor illnesses.

Blood Samples

Samples can be dropped off at the Blood Department at the Beckenham Beacon between 7.30am-4.45pm Monday to Friday only.

Stroke strikes every 5 minutes in the UK. Make sure you and your loved ones know the FAST test

Act **FAST** and call 999.



Facial weakness



Arm weakness



Speech problems



Time to call 999

In the UK, you need a 4 or 5 year Master of Pharmacy degree from an accredited university plus a further 52-week pre-registration supervised training period. There are then 2 further exams to achieve full registration with the GPhC (the General Pharmaceutical Council). Pharmacists are regulated by the GPhC. Here is the list of ailments where you will be offered a same day pharmacist referral:

Coughs & sore throats	Cold Sore	Conjunctivitis Red or irritable eyes
Dry, sore or tired eyes	Sticky, watery or runny eyes	Eyelid problems
Hay fever	Nappy rash	Athletes foot
Threadworm	Wart / verruca	Bee or wasp sting, minor redness or swelling

Meet Up Mondays

Don't be alone... come & join us for a friendly chat and make new acquaintances.

We are just a bunch of people ready to talk and have an hour of fun meeting new people.

EVERYONE WELCOME : JUST POP- IN!

We meet every MONDAY at 10am:

1st Monday - Grounded, Hayes
(8 Station Approach)

2nd Monday - Scott's Kitchen, West Wickham
(62 High St)

3rd Monday – Em's Kitchen Beckenham
(42A High Street, Beckenham)

4th Monday – Daisy Grey
(96 Wickham Rd, near the Chinese roundabout)

Tell your neighbours!

Follow signs to ROTARY CHATS in the Cafe

Any Queries Contact::

Nolene 0777 386 4704 or Viv 07932 761 980





Beckenham Primary Care Network (PCN) welcomes you to

BECKENHAM WELLBEING CAFE

Join us at our cafe for an informal wellbeing session and other activities.

We are open on the **last Tuesday of every month** between **1pm and 3pm**

St John's Church Beckenham
251 Eden Park Avenue
Beckenham
BR3 3JN

In partnership with



Hay Fever

Hay fever is usually worse between late March and September, especially when it's warm, humid and windy. This is when the pollen count is at its highest.

Symptoms of hay fever include:

- sneezing and coughing
- a runny or blocked nose
- itchy, red or watery eyes
- itchy throat, mouth, nose and ear
- loss of smell
- pain around your temples and forehead
- headache
- earache
- feeling tired



If you have asthma, you might also:

- have a tight feeling in your chest
- be short of breath
- wheeze and cough

Hay fever will last for weeks or months, unlike a cold, which usually goes away after 1 to 2 weeks. There's currently no cure for hay fever and you cannot prevent it.

But you can do things to ease your symptoms when the pollen count is high:

DO

- Put Vaseline around your nostrils to trap pollen
- Wear wraparound sunglasses to stop pollen getting into your eyes
- Shower and change your clothes after you have been outside to wash pollen off
- Stay indoors whenever possible
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth
- Buy a pollen filter for the air vents in your car and a vacuum cleaner with a HEPA filter
- Try to stay at home and avoid contact with other people if you have a high temperature or you do not feel well enough to do your normal activities.

Continued on next page.....

Hay Fever Do's & Don'ts continued.....

DON'T

- cut grass or walk on grass
- spend too much time outside
- keep fresh flowers in the house
- smoke or be around smoke – it makes your symptoms worse
- dry clothes outside – they can catch pollen
- let pets into the house if possible – they can carry pollen indoors

A pharmacist can help with hay fever

Speak to your pharmacist if you have hay fever.

They can give advice and suggest the best treatments, like antihistamine drops, tablets or nasal sprays to help with:

- itchy and watery eyes and sneezing
- a blocked nose

Call a pharmacy or contact them online before going in person. You can get medicines delivered or ask someone to collect them.



April 2023

All Month

Stress Awareness Month

Mon 27th March - Sun 2nd April
World Autism Acceptance Week

May 2023

15th -21st May

Mental Health Awareness Week

Weds 17th

International Day against Homophobia and Transphobia

Sunday 21st

World Cultural Diversity Day

June 2023

All Month: Pride Month

Friday 23rd : International Women in Engineering Day

19th -25th: Cervical Screening Awareness Week

Click on the links above for more info

UK Health Security Agency's "at a glance" guide: Should I keep my child off school?

We've all been so focussed on Covid-19, it's easy to forget that, with the children back at school, lots of other illnesses get into circulation. As a parent or carer for a child, it's often difficult to know whether you should send your child to nursery or school when they have been ill. They seem fine, but could they pass their illness on to their friends and the staff? Don't have children? The same guidance probably applies to adults who work or volunteer.

Yes	Until
Chickenpox	At least 5 days from the onset of the rash and until all blisters have crusted over
Diarrhoea and Vomiting	48 hours after their last episode
Cold and flu-like illness (including COVID-19)	They no longer have a high temperature and feel well enough to attend. Follow the national guidance if they've tested positive for COVID-19.
Impetigo	Their sores have crusted and healed, or 48 hours after they started antibiotics
Measles	4 days after the rash first appeared
Mumps	5 days after the swelling started
Scabies	They've had their first treatment
Scarlet fever	24 hours after they started taking antibiotics
Whooping cough	48 hours after they started taking antibiotics
No	But make sure you let their school or nursery know about:
Hand, foot and mouth	Glandular fever
Head lice	Tonsillitis
Threadworms	Slapped cheek





Are You Diabetic?

If you are diabetic, you can have an annual check-up at the surgery.

During this check up the doctor will

- Check your urine
- Take a blood test
- Do a foot check
- Take your blood pressure
- Review your medication

The surgery will send you a reminder text when your check up is due. Then you can book your appointment at the surgery via Reception.

Do You Pay for Your Prescriptions?

Pay for 2 or more prescriptions every month, you can buy a Prescription Prepayment Certificate [PPC]?

You can pay a set price for prescriptions for 3 or 12 months, no matter how many you need .

A prescription usually costs £9.35 per item, but paying for an unlimited number of them costs £30.25 for 3 months £108.10 for 12 months

Apply online at:

<https://seivces.nhsbsa.nhs.uk/buy-prescription-prepayment-certificate>

or phone 0300 330 1341 or ask at your local pharmacy.

More details at www.nhs.uk - Prescriptions and Pharmacies

Are You Over 65?

Are you over 65 years of age, you can have your pneumococcal vaccination?

This one time vaccine, protects against serious and potentially fatal pneumococcal infections Book your appointment with the GP Surgery Reception Team.

Are You 70-79?

If you are between 70 and 79 years, you are eligible for a shingles vaccination.

This lowers your risk of developing this painful and uncomfortable disease.

If you do have the disease, your symptoms may be milder and recovery quicker. Book your appointment via Reception.

Why Am I Feeling Tired All of the Time?

Feeling exhausted is so common that it has its own acronym, TATT, which stands for "tired all the time".

We all feel tired from time to time. The reasons are usually obvious and include:

- too many late nights
- long hours spent at work
- a baby keeping you up at night



But tiredness or exhaustion that goes on for a long time is not normal. It can affect your ability to get on and enjoy your life.

Unexplained tiredness is one of the most common reasons for people to see their GP.

To find out more about why you might be feeling tired, click here:

[Why am I tired all the time? - NHS \(www.nhs.uk\)](http://www.nhs.uk)

How Can I Manage Pain?

Whether your pain has just come on or you've lived with it for years, these tried-and-tested self-help steps can bring you relief:

[10 ways to reduce pain - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Can I Improve My Mental Health?

Evidence suggests there are 5 steps you can take to improve your mental health and wellbeing. Trying these things could help you feel more positive and able to get the most out of life. Click on this link to find out more:

[5 steps to mental wellbeing - NHS \(www.nhs.uk\)](http://www.nhs.uk)

Feeling Lonely or Isolated?

If you are feeling lonely or isolated, help is at hand. Contact AgeUK to receive a free weekly friendship call. They will match you with one of their volunteers. The service is flexible to suit the different needs of everyone who takes part. Age UK Advice Line 0800 678 1602. Free to call 8am – 7pm, 365 days a year.